



**tiger**esg

**2024**

SUSTAINABILITY REPORT







# Preface

## About the Report

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### Boundaries and Scope GRI 2-2

This report (hereinafter referred to as “the Report”) details Tigerair Taiwan’s actions and performance throughout 2024 (January 1 to December 31), covering areas such as corporate governance, environmental management, sustainability, employee care and benefits, workplace safety, and community engagement. Some performance data includes 2024 and 2025 for a more comprehensive overview. Additionally, to ensure timely communication, certain data have been disclosed up to June 2025. While corporate governance and financial performance data are reported based on consolidated financial statements, encompassing Tigerair Taiwan’s overseas branch offices, other performance disclosures primarily reflect the operations and activities of Tigerair Taiwan Co., Ltd. (including the Taipei headquarters and Taoyuan Airport office). This is due to the smaller scale and auxiliary nature of overseas branch offices.

The statistical data presented in the Report originates from Tigerair Taiwan’s internal statistics and survey results, and is displayed using internationally recognized indicators. Any estimates made will be noted in their respective chapters.

The financial data has been prepared in accordance with the International Financial Reporting Standards (IFRSs) recognized and issued by the Financial Supervisory Commission (FSC), as well as the Regulations Governing the Preparation of Financial Reports by Securities Issuers. All financial report information is publicly disclosed following an audit and certification by KPMG.



## Period and Cycle GRI 2-3

The Report covers the period from January 1 to December 31, 2024, aligning with Tigerair Taiwan's financial reporting period. This marks the Company's third Sustainability Report, and it is committed to issuing it regularly each year.



## Reporting Principles & Standard Disclosures

The Report was prepared in accordance with the Global Reporting Initiative (GRI) Standards and aligns with the United Nations Sustainable Development Goals (SDGs). In addition, disclosures have been made referencing the Sustainable Development Best Practice Principles for TWSE/TPEx Listed Companies, the SASB Standards issued by the Sustainability Accounting Standards Board (SASB), and the Task Force on Climate-related Financial Disclosures (TCFD) framework.

## Restatements of Information GRI 2-4

The Report contains no restatement of information from the 2023 Sustainability Report.

## Guarantee of Truthful Reporting GRI 2-5

Operating procedures	Approach	Responsible unit (or position)
Report compilation	The Corporate Sustainability Task Force oversees the collection of information for the Report. Data, strategic goals, and performance indicators are verified and provided by the respective responsible units, after which the Task Force integrates, compiles, and revises the content.	Corporate Sustainability Task Force and related responsible departments
Internal auditing	In accordance with the Company's Sustainability Information Management Regulations, all procedures related to sustainability data compilation and verification were integrated into the internal control system. The data and information in the Report were provided by the Company's respective units. After these units confirmed the integrity and accuracy of the report's content, it was authorized by the highest-ranking supervisor of the relevant department.	Relevant responsible departments and their highest-ranking supervisor
External assurance	The Report has been verified in accordance with the GRI Standards and the limited assurance of ISAE 3000. The truthfulness of the Report is guaranteed. Please refer to the ESG Data and Appendix for the Independent Limited Assurance Report. In addition, the Company conducts annual greenhouse gas inventories in accordance with ISO 14064-1. These inventories have been verified by a third-party verification organization, and their Verification Statement is available on the <a href="#">Company's official website</a> . The financial data, audited and certified by KPMG in accordance with IFRSs, are uniformly presented in New Taiwan Dollars.	KPMG
Final approval	The complete final manuscript is compiled by the Executive Secretary of the Corporate Sustainability Task Force (Corporate Safety, Security, Quality & Sustainability Office). Following verification by the relevant responsible units, it is then submitted to the Chairperson (President) for review and approval. Subsequently, it is presented to the Board of Directors for endorsement and public release.	Board

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## Feedback/Responsible Unit GRI 2-3

If you have any suggestions or questions about the Report, please contact us:

### Tigerair Taiwan Co., Ltd.

**Unit** Corporate Safety, Security, Quality & Sustainability Office

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# Letter from Management

## GRI 2-22

As Tigerair Taiwan marks its 10th anniversary since launching in 2014, we express our sincere appreciation to all stakeholders for their continued care and support. Thank you for accompanying us through a decade rich with both challenges and opportunities. Driven by a corporate spirit defined by the principles of “dedication, compassion, and sincerity,” we prioritize “Safety First” in all our operations, and we are dedicated to becoming the best low-cost carrier across Asia. As of April 2025, Tigerair Taiwan operates a fleet of 15 aircraft, serving 30 destinations and 41 routes across Japan, South Korea, Thailand, Macau, and Vietnam.

Following its registration on the Taiwan Innovation Board in August 2023, Tigerair Taiwan successfully transferred to the main board of the Taiwan Stock Exchange on November 29, 2024. This relisting not only strengthened our working capital but also significantly raised corporate visibility and helped recruit exceptional talent. In addition, we have established the Corporate Sustainability Task Force and adopted “Sustainable Development Best Practice Principles” as our overarching guidelines. Such initiatives involve a thorough review of our operational structure, with insights integrated into both management and execution. At Tigerair Taiwan, we are dedicated to upholding corporate social responsibility through all three pillars of ESG: Environmental, Social, and Governance.

“Dedication, compassion, and sincerity” form Tigerair Taiwan’s corporate spirit and underpin our commitment to corporate social responsibility. We have systematically developed six core ESG strategies: committing to ethical operations, enhancing brand trust, ensuring a safe environment, co-creating social value, developing green operations, and implementing resource management. We also regularly review the progress and outcomes of these initiatives through scheduled meetings to ensure effective implementation of our sustainable development goals. In addition to focusing on enhancing our core business strengths, we are committed to ongoing sustainability efforts, actively engaging with and responding to the concerns of both internal and external stakeholders. As Taiwan’s first and only low-cost carrier, Tigerair Taiwan is dedicated to achieving net-zero emissions by 2050. We will actively plan and implement actions for climate change mitigation and adaptation.

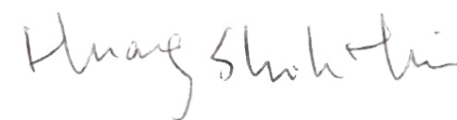
Amidst the global ESG movement, countries worldwide are implementing a series of regulatory reforms. In line with this, Taiwan officially announced its “Pathway to Net-Zero Emissions in 2050” in 2022, outlining twelve key strategies. At Tigerair Taiwan, we fully recognize the critical importance of sustainability as our business foundation, and we believe

it will be crucial as we look ahead to the next decade. As the travel industry fully recovers, businesses are still facing challenges from economic, social, and geopolitical uncertainties, including shifts in global free trade. Amidst this era of heightened environmental awareness, fostering co-prosperity with the Earth’s environment is set to be the cornerstone of our sustainable operations.

At Tigerair Taiwan, we have consistently implemented ESG initiatives to foster our corporate sustainability competitiveness. To boost our market position, we are replacing older aircraft with a brand-new A320neo fleet, providing passengers with the most spacious in-flight experience.

The single-aisle cabin of the A320neo enhances passenger comfort, while its innovative engine and sharklet wing design deliver impressive benefits: 18% fuel savings and a 50% reduction in noise. This makes the aircraft significantly more environmentally friendly and underscores our commitment to safeguarding our planet. Furthermore, our dedication to brand sustainability has consistently earned consumer recognition, as evidenced by the “Reader’s Digest Trusted Brands” survey. Since first earning the respective highest honor—the Platinum Award—in the low-cost carrier category in 2016, Tigerair Taiwan has consistently garnered this recognition, receiving it for the ninth time in 2024. This remarkable track record highlights how well our efforts resonate with and are affirmed by consumers.

As we look to the future, we will continue to optimize our flight network layout. This includes proactively developing promising Asian destinations and refining our Northeast Asian routes, all to effectively meet evolving market demands. Moreover, ESG actions will remain central to our commitment as a corporate citizen. We are committed to continuous improvement and innovation, striving to demonstrate the Taiwan civil aviation industry’s dedication to sustainability on a global stage, and working with our industry partners and stakeholders to foster shared sustainable growth.



Chairperson





## || About Tigerair Taiwan

### Business Overview

GRI 2-1, 2-6

Tigerair Taiwan Co., Ltd. (hereafter “Tigerair Taiwan” or “the Company”) was officially announced in December 2013, coinciding with China Airlines Ltd.’s (hereafter “China Airlines Group” or “China Airlines”) 54th anniversary, marking its entry into the low-cost carrier market. Established as a joint venture, Tigerair Taiwan saw China Airlines Group hold a 90% stake and Tigerair 10%. Preparations swiftly followed, leading to the Company’s registration approval in April 2014. Headquartered in Taiwan, Tigerair Taiwan launched its inaugural flight in September that year.

In January 2017, China Airlines Group acquired Tigerair’s 10% stake in Tigerair Taiwan, making it a wholly-owned subsidiary of China Airlines Group. Subsequently, to better recruit exceptional talent, strengthen corporate governance, and elevate its profile, Tigerair Taiwan was registered on Taiwan’s emerging market on December 16, 2019, at NT\$41 per share. This marked it as the first subsidiary of China Airlines Group to seek a public listing. On December 28, 2021, Tigerair Taiwan submitted its application for securities listing to the Taiwan Stock Exchange. Now firmly established within Taiwan’s capital market, Tigerair Taiwan is steadily advancing toward its sustainable operations goals. The Company purchased the brand name “Tigerair” from Tigerair (Singapore Group) in 2021, and has since become the only airline in the world to use the “Tigerair” brand.

Tigerair Taiwan’s business strategy centers on operating regional routes as a low-cost carrier. The Company caters to distinct customer needs by offering differentiated products, thereby expanding the choices available within Taiwan’s civil aviation market. Since its inaugural flight on September 26, 2014, Tigerair Taiwan has grown its operational fleet to 15 aircraft, serving destinations across Northeast Asia (e.g., Japan, South Korea) and



Southeast Asia (e.g., Thailand, Vietnam, and Macau). Tigerair Taiwan aims to continually upgrade its fleet with new-generation, environmentally friendly, and energy-efficient aircraft while expanding and optimizing its route network.

In 2024, the consolidated revenue of Tigerair Taiwan Co., Ltd. reached NT\$16,423,020 thousand. For more information on Tigerair Taiwan's financial performance, please refer to the [Annual Report of Tigerair Taiwan](#).

## Routes and Destinations

With the goal of establishing a strong presence in Taiwan and expanding across Asia, as of April 2025, Tigerair Taiwan operates a fleet of 15 aircraft. Its network covers 29 destinations and 40 routes across Japan, South Korea, Thailand, Macau, and Vietnam. Specifically, there are 22 destinations in Japan, 4 in South Korea, and 3 across Macau and Southeast Asia. In 2024, Tigerair Taiwan launched direct flight services to Fukushima, Miyazaki, and Phu Quoc, offering passengers convenient travel options. For more information on routes, please refer to the official website of Tigerair Taiwan: <https://www.tigerairtw.com/zh-TW/ready-to-go/station-map>



Tigerair Taiwan\_  
Destination Information

## 2024 Operating Revenue

Tigerair Taiwan's operating revenue in 2024 was NT\$16,423,020 thousand, an increase of NT\$3,954,680 thousand compared to 2023, and net profit after tax was NT\$2,771,780 thousand with earnings per share of NT\$6.16.

## Corporate Operation Indicators

(1) TR-AL-000.A Available seat kilometers (ASK)

Available passenger seats	Total kilometers flown	ASK
3,368,880	1,909	6,430,274,190

Note: Available seat kilometers (ASK) refer to the total cumulative kilometers flown by all available seats, whether sold or unsold, representing the maximum possible flight kilometers for passengers. Calculation formula: Available passenger seats multiplied by total kilometers flown. The kilometers flown are calculated using an average and rounded.

(2) TR-AL-000.B Passenger load factor (%)

RPK	ASK	Passenger load factor
5,563,418,339	6,430,274,190	86.5%

Note: Calculation formula: Revenue passenger kilometers (RPK) divided by available seat kilometers (ASK), rounded to one decimal place.

(3) TR-AL-000.C Revenue passenger kilometers (RPK)

Number of paying passengers	Total kilometers flown	RPK
2,903,383	1,916	5,563,418,339

Note: Revenue passenger kilometers (RPK) refer to the total cumulative kilometers flown by paying passengers, who are defined as those who have paid for their tickets or redeemed them using miles. Calculation formula: Number of paying passengers multiplied by total kilometers flown. The kilometers flown are calculated using an average and rounded.

(4) TR-AL-000.D Revenue ton kilometers (RTK)

Chargeable transported tons (passengers and cargo)	Total kilometers flown	RTK
262,651	2,132	560,067,774

Note: Revenue ton kilometers (RTK) is the cumulative number of kilometers flown based on the actual revenue-generating weight transported (which includes passengers, baggage, cargo, and mail). Calculation formula: Chargeable transported tons (passengers and cargo) multiplied by total kilometers flown. The kilometers flown are calculated using an average and rounded.

(5) TR-AL-000.E Number of flights

Operation indicators	Number of Sector
Number of flights	18,716

Note: Total number of flights (takeoffs and landings)

(6) TR-AL-000.F Average fleet age

Operation indicators	Disclosure content
Average fleet age (As of December 31, 2024)	6.35 years
Average fleet age (As of April 30, 2025)	6.68 years

Note: Average age of aircraft

# Value Chain Overview

As Taiwan's sole and leading low-cost carrier (LCC) by market share, Tigerair Taiwan adheres to core LCC operating principles. Internally, we strictly manage operating costs and boost revenue to ensure a robust financial position. Externally, we continue to strategically expand into the travel market, enhancing our diverse product offerings and increasing the value of additional services, providing passengers with more varied travel choices.

The Company operates as an air transport service provider, not as a manufacturing business. Its primary focus is passenger services, and as such, it does not have production plants to launch. In accordance with its ongoing fleet expansion and replacement program, Tigerair Taiwan's operational fleet has reached 15 aircraft as of April 30, 2025. Tigerair Taiwan's operations rely on the support and collaboration of various upstream, midstream, and downstream industries to deliver comprehensive services and meet customer needs. The relationships within the Company's industrial value chain are detailed below:

## (1) Upstream industries

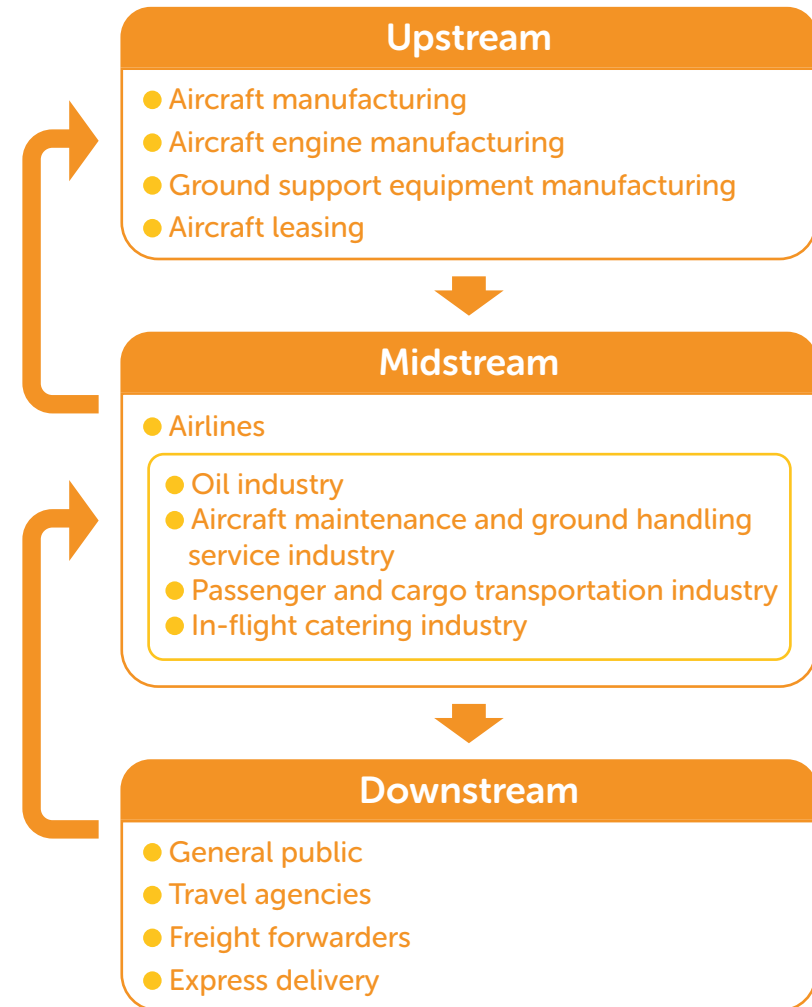
These primarily include manufacturers of aircraft, engines, and ground support equipment (such as towing and loading vehicles or machinery for apron operations). Currently, domestic airlines expand their fleets not only through direct purchase but also via leasing. Therefore, the aircraft leasing industry is also an upstream component of the air transport industry.

## (2) Midstream industries

They primarily encompass airlines themselves and their supporting industries. These include the oil industry (supplying aviation fuel), the aircraft maintenance industry (providing aircraft component repair for airlines), and the in-flight catering industry (supplying amenities for flights). The air transport industry's strategic adjustments to its operational scale, fleet composition, or route network, driven by changes in downstream demand, also influence the development of upstream industries.

## (3) Downstream industries

These are the primary recipients of air transport services. For passenger services, this includes individual travelers and travel agencies. On the cargo side, they comprise express delivery companies and freight forwarders. As an air transport provider, the needs of the Company's downstream customers are central to product and service planning. The Company's operational mission is to provide safe, convenient, and comprehensive services to meet these needs.



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## Supplier and Customer Relationships

### (1) Suppliers

Tigerair Taiwan operates in the civil air transport industry, primarily offering passenger services, cargo services, and ground handling agent services. Tigerair Taiwan's key procurement items for these operations include aviation fuel, aircraft leasing, and aircraft maintenance (e.g., from China Airlines), ground handling services (e.g., from Taoyuan International Airport Services, Taiwan Airport Service, and Japan Airlines), airport apron operations (e.g., from Taoyuan International Airport Services and Taiwan Airport Service), and airport landing and airspace overflight rights. While suppliers' operating qualifications are supervised and managed by local civil aviation authorities, their operations significantly impact the Company's flight operations. Therefore, the Company's business management unit continuously oversees their outsourced work and conducts ad-hoc audits.

### (2) Customers

Tigerair Taiwan primarily serves downstream customers in the air transport sector. For passenger services, this includes the general public and travel agencies. On the cargo side, customers consist of express delivery companies and freight forwarders. Additionally, Tigerair Taiwan provides ground handling agent services to foreign airlines in Taiwan. Its revenue streams are categorized into passenger service income, cargo income, ground handling agent income, and other income.

### (3) Other business partners

Japan Airlines provides ground handling services at Tigerair Taiwan's stations across Japan, and is also involved in the tourism and leisure industry, including ventures like CAL Hotel Co., Ltd.







# Participation in Associations

GRI 2-28

Tigerair Taiwan actively engages with relevant domestic and international industry associations and non-profit organizations. Beyond fostering industry exchange and development, Tigerair Taiwan also focuses on critical issues like environmental sustainability and animal conservation. In 2024, Tigerair Taiwan participated in six such organizations, both local and international.

## Aviation Industry Development

Engaged external organizations and associations	Main activities	Administrative tasks
 <p>International Air Transport Association, IATA</p>	<p>Participated in the International Civil Aviation Organization’s Carbon Offsetting and Reduction Scheme for International Aviation (ICAO CORSIA) to help achieve IATA’s 2050 net-zero carbon emissions target and support related carbon reduction initiatives.</p>	<p>Business promotion by the Corporate Sustainability (ESG) and CORSIA Task Forces</p>
 <p>Flight Safety Foundation Taiwan, FSFT</p>	<p>Attended relevant domestic and international seminars and workshops drawing on the latest flight safety issues and development trends from the International Civil Aviation Organization (ICAO), helping us understand other countries’ key flight safety priorities and prevention measures, providing valuable insights for promoting domestic flight safety initiatives. Employees are encouraged to participate in such flight safety seminars and workshops, fostering exchanges and discussions to strengthen their understanding of flight and ground safety principles.</p>	<p>Member</p>
 <p>Taipei Airlines Association, TAA</p>	<p>Association for public welfare. Its establishment aims to promote domestic and international air transport, coordinate industry relations, enhance the interests of peers, and assist the government in implementing regulations. It serves as a vital bridge between the industry and the government, advocating for the rights and interests of airlines. It also consistently supports the government’s regulatory efforts, jointly contributing to the maintenance of flight safety.</p>	<p>Member and director (supervisor)</p>
 <p>International Aviation Police Association, R.O.C.</p>	<p>Legally established, non-profit organization for public welfare. Actively supports efforts to prevent crime and enhance safety within the airport area and its surroundings. To ensure the smooth running of the organization and uphold the rights and obligations of its members, the Company participates in the annual joint meeting of directors and supervisors.</p>	<p>Member and director (supervisor)</p>

## Aviation Industry Development

### Engaged external organizations and associations

### Main activities

### Administrative tasks



TAIPEI ZOO  
臺北市立動物園

Taipei Zoo

Provide support for animal conservation efforts, academic research, and adoption programs for species such as tigers, leopard cats, and clouded leopards.

Sponsor



創世基金會

Genesis Social Welfare Foundation

Sponsored the "GSWF Fengshan Family-friendly Charity Carnival" to support the construction of its 18th branch in Hualien.

Sponsor



## Sustainable Future

### Sustainable Strategy and Objectives —

GRI 2-22, 2-23, 2-24

#### Commitment to Sustainable Development and its Significance

Tigerair Taiwan is the first and only low-cost carrier (LCC) in Taiwan. Different from the operating models of traditional airlines, our navigational network takes advantage of Taiwan's geographical location and focuses on regional routes. After successfully relisting from the Taiwan Innovation Board (TIB) to the regular listing of the Taiwan Stock Exchange (TWSE) on November 29, 2024, we continue to uphold the corporate spirit of "dedication, compassion, and sincerity" and strive toward the goal of becoming the best LLC in Asia. At the same time, in accordance with the 2030 Sustainable Development Goals (SDGs) announced by the United Nations and in line with the sustainability-related reports of the international transportation industry, Tigerair Taiwan's commitment to sustainable development and objectives are focused on 12 sustainable development projects. To implement sustainable operations, the Corporate Sustainability Task Force promotes and implements relevant sustainable development and governance.

Tigerair Taiwan sees Safety First as our operating foundation. We move toward our sustainable management goals through the three major components of corporate governance, environmental sustainability and social responsibility, and by fulfilling our responsibility to jointly protect the Earth's environment. As a member of Taiwan's civil aviation industry,

Tigerair Taiwan will not only focus on and develop our core business, but will also actively expand our operations to fulfill our shareholder commitments. Going forward, we will also protect shareholders' rights and interests and strengthen various corporate governance systems through a number of social engagement and sustainable management actions.

## Corporate Sustainable Development Process and Strategy

In accordance with the "Tigerair Taiwan Co., Ltd. Sustainable Development Best Practice Principles" formulated in reference to the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and approved by the Board of Directors, in addition to specifying relevant guiding principles, we also compile the Company's non-financial information from the perspectives of environment, society and corporate governance to facilitate reading and communication with all stakeholders.

To thoroughly implement the concept of sustainable development, Tigerair Taiwan's "Sustainable Development Best Practice Principles" uses the highest guiding principles to comprehensively review the Company's operating conditions and provide feedback to the management and execution. In March 2022, the Board approved and established the "Corporate Sustainability Task Force" governance structure to promote the execution and objectives based on the Company's corporate sustainability development strategy. We set up three working groups from the three major ESG aspects: "corporate governance", "social responsibility" and "environmental management," and set annual sustainable development policies through regular meetings while also reviewing the implementation

of various sustainable development issues. The responsible units shall formulate the policies and implementation of various ESG projects, and report their progress and results to the Corporate Sustainability Task Force. At the same time, they shall determine and respond to material issues each year to ensure the implementation of the corporate SDGs. Finally, a Sustainability Report will be prepared accordingly.

To integrate the Company's resources and incorporate various ESG issues into daily operations, in case of "corporate governance" goals, we aim to strengthen information disclosure and promote investor communication, ensure information security, and maintain flight safety quality. In

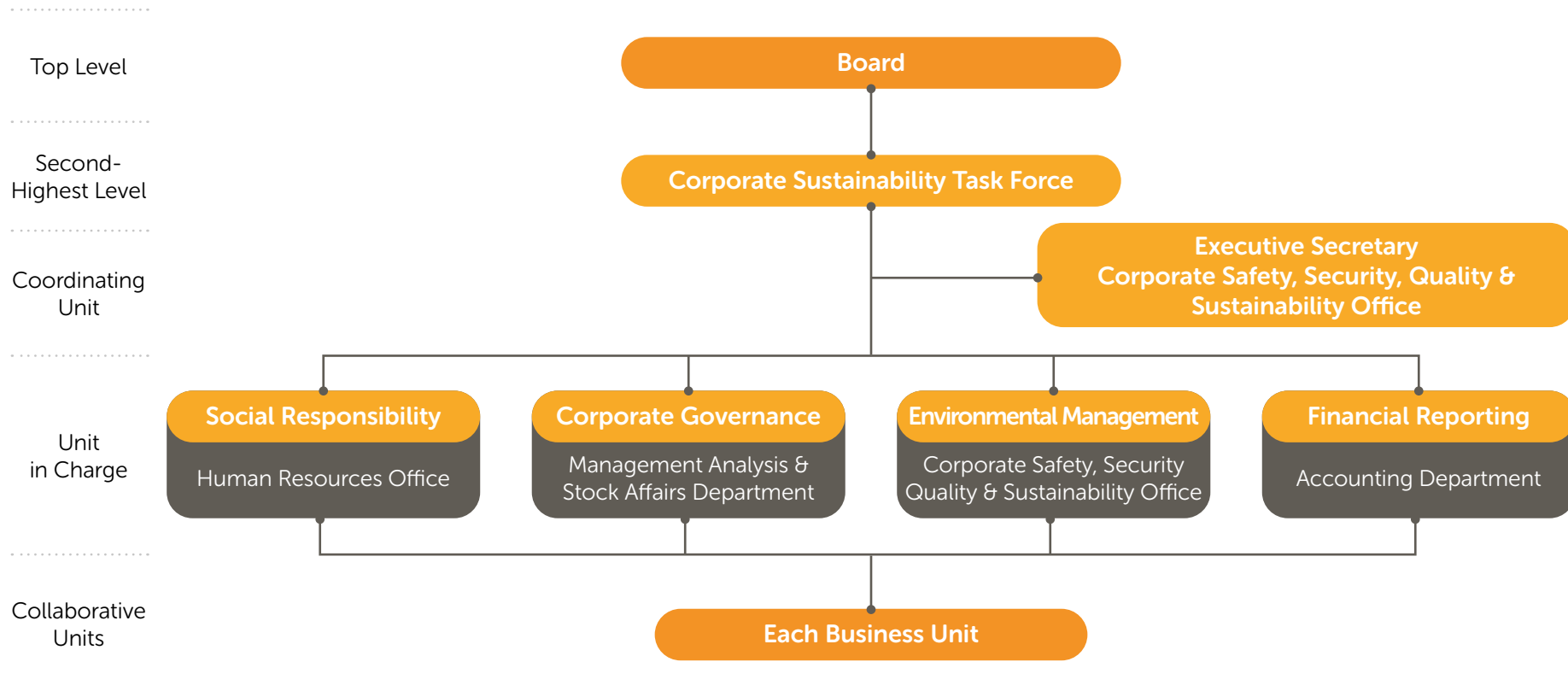
case of "social responsibility" goals, we aim to promote health and safety activities, strengthen labor-management relations and long-term social welfare projects. As for the "environmental management" goal, the Environmental Management Committee (EMC) formulates short-, medium- and long-term goals, including promoting aircraft fuel-efficient operations, leasing and purchasing energy-saving aircraft, reducing energy consumption, banning the transportation of protected species and prohibiting the use of food ingredients from protected species, etc., and including them in the sustainable development plan and relevant promotions.



# Sustainability Management Structure

## Corporate Sustainability Task Force

The Company has set up a Corporate Sustainability Task Force to manage sustainable development issues and supervise relevant risks. The task force is headed by the President, and assisted by the Executive Secretary of the Corporate Safety, Security, Quality & Sustainability Office in implementing relevant operations, and is responsible for supervising the planning, implementation progress, and performance of sustainable development tasks. The Executive Secretary reports to the Board annually on the work objectives and implementation status of the Corporate Sustainability Task Force. Members of the task force are concurrently served by staff from various relevant departments, and currently include the Human Resources Office, Management Analysis & Stock Affairs Department, and Corporate Safety, Security, Quality & Sustainability Office, who are responsible for coordinating sustainability-related operations and performance tracking for their respective issues. Additionally, in order to promote operations related to the International Financial Reporting Standards (IFRS), the Board of Directors has approved the formulation of the "Financial Reporting Task Force" on March 7, 2025, whose members are concurrently served by the Accounting Department.



## Sustainable Development Policy

To implement Tigerair Taiwan's sustainable development policy, promote economic development, environmental protection and progress in social welfare, and achieve sustainable development strategies and goals, the sustainable development policy is incorporated into the Company's management policies and operating activities. Moreover, environmental, social and corporate governance issues related to the Company are reviewed and identified according to the principle of materiality. Proper management response measures are formulated for related risks, and stakeholder engagement is established through a performance management mechanism.

In order to thoroughly implement the concept of sustainable development, in line with the "Tigerair Taiwan Co., Ltd. Sustainable Development Best Practice Principles" approved by the Board, Tigerair Taiwan requires all operating activities of the Company and the entire Group to comply with the international trends of achieving balanced development in environmental, social, and governance aspects, and that the activities enhance contributions to the national economy, and improve the quality of life of employees, communities and society at large.

The Company implements sustainable development and corporate sustainable management through the following six strategies:

1 **Committing to ethical operations**

2 **Enhancing brand trust**

3 **Ensuring a safe environment**

4 **Co-creating social value**

5 **Developing green operations**

6 **Implementing resource management**

## Targets of Corporate Sustainable Development - ESG

### E - Environmental

Improve aviation fuel efficiency, ban on the transportation of protected species and prohibiting the use of food ingredients from protected species, implement greenhouse gas inventory and verification operations, and respond to environmental protection actions

### S - Social

Ensure a safe workplace environment for employees, promote health and safety activities, strengthen the concept and awareness of preventing illegal infringements, strengthen labor-management relations, enhance employee knowledge, and promote environmental and ecological conservation and balanced social development



### G - Governance

Strengthen information disclosure, strengthen the Board composition, strengthen financial information communication, improve corporate governance evaluation performance, ensure information security, maintain flight safety quality, and implement risk management





In addition, Tigerair Taiwan actively responds to the United Nations' Sustainable Development Goals (SDGs), refers to the spirit of relevant initiatives, follows the six major strategies of "committing to ethical operations, enhancing brand trust, ensuring a safe environment, co-creating social value, developing green operations, and implementing resource management", and puts forward relevant guidelines as a basis for daily operations. Through effective management and execution, and in-depth sustainable development and operation strategies, we work with our employees to continuously contribute to the sustainable development of the society.

## Sustainable Development Goals of the Six Strategies





★ Goal Exceeded ✓ Goal Attained □ Goal Not Attained

SDGs/Corresponding Sustainability Issues	Targets for 2024	Illustration of Progress	Key Achievements
  <p>1. Committing to ethical operations 2. Enhancing brand trust</p>	1-1 Enhancing information disclosure	✓	<ul style="list-style-type: none"> <li>To improve information transparency, the 2024 annual shareholders' meeting was held on June 19, and both the Chinese and English versions of the shareholders' meeting manual were uploaded 30 days before the meeting. The Chinese and English versions of the Annual Report were uploaded 18 days before the meeting.</li> </ul>
	1-2 Strengthening Board composition	✓	<ul style="list-style-type: none"> <li>As of August 1, 2024, there are a total of 9 seats in the fourth Board of Directors, of which 3 are independent directors, accounting for more than one-third of the Board seats.</li> </ul>
	1-3 Strengthening financial information communication	✓	<ul style="list-style-type: none"> <li>The interim financial reports are all approved by the Audit Committee and submitted to the Board for discussion and resolution.</li> <li>Upload the annual financial report in English 16 days before the general shareholders' meeting.</li> <li>Disclose the interim financial report in English within two months after the deadline for filing the Chinese version of the interim financial report.</li> </ul>
	1-4 Improve Corporate Governance Evaluation performance	□	<ul style="list-style-type: none"> <li>Strengthen corporate governance through "Corporate Governance Evaluation" score and qualitative indicators. Due to failure to meet the scoring requirements, the target score of 90.5 points has not been reached after weighted calculation.</li> </ul>
	2-1 Ensure information security	✓	<ul style="list-style-type: none"> <li>To enhance the information security reporting department's familiarity with relevant responses, information security education and training were conducted in 2024, including reminders on information security, advocacy against suspicious email sharing and social engineering, information security incident analysis, network security incidents, as well as information security drills and social engineering drills to enhance internal employees' information security awareness.</li> <li>In addition to introducing an Information Security Management System, the Company has also obtained two certificates in March 2024, including ISO 27001 Information Security Management System (ISMS) and ISO 27017 Information Security in Cloud Computing.</li> <li>Formulate information security indicators and to measure them on a monthly basis to evaluate information security performance and the effectiveness of the ISMS.</li> </ul>
	2-2 Maintaining flight safety quality	✓	<ul style="list-style-type: none"> <li>We implement the spirit of the Safety Management System (SMS) in the aviation industry and continue to communicate with senior executives through Safety Management Committee (SMC) meetings to fully understand the operation of internal aircraft safety and jointly enhance flight safety.</li> <li>Participated in the "2024 International Air Safety Summit (IASS)" organized by the Civil Aviation Administration of the Ministry of Transportation and Communications (MOTC). The summit was attended by our President and Head of the Corporate Safety, Security, Quality &amp; Sustainability Office to discuss the impact of leadership in corporate safety culture in details, and to exchange views on the outlook for the global aviation market, fleet adjustment plans, and the goals of achieving aviation safety, environmental sustainability, and social responsibility.</li> <li>Participated in the "28th Flight Safety Conference" held by Airbus. Attended by the Head of the Corporate Safety, Security, Quality &amp; Sustainability Office, the agenda of which included aircraft dispatch, runway safety, severe weather challenges, incident investigation and safety management plans to understand international trends and future prospects.</li> </ul>

★ Goal Exceeded    ✓ Goal Attained    □ Goal Not Attained

SDGs/Corresponding Sustainability Issues	Targets for 2024	Illustration of Progress	Key Achievements
	2-3 Implementing risk management	✓	<ul style="list-style-type: none"> <li>● The annual air disaster emergency response drill was completed in conjunction with Taoyuan International Airport in Q4 so as to enhance employees' abnormal incident response management skills and operations.</li> <li>● The Company's financial risk management is carried out through timely submission of monthly management reports. After regular analysis and review, no financial risks or abnormal situations have been found.</li> <li>● In terms of personal data protection measures, the Company held a total of four personal data education and training sessions in 2024, and has conducted company-wide personal data inventory education and training and personal data inventory. After reviewing the self-evaluation from each unit, it has been determined that no relevant risks have been found.</li> </ul>
 	3-1 Ensuring a safe workplace environment for employees	✓	<ul style="list-style-type: none"> <li>● On-site inspections of contracted hotels are carried out every six months to ensure the safety of crew accommodation.</li> </ul>
 	3-2 Promoting health and safety activities	★	<ul style="list-style-type: none"> <li>● To promote and educate employees on health and safety awareness, we held seminars such as "Diet Class for Those Who Dine Out - Low-fat Options", "Core-building and Anti-aging Through Ultra-slow Jogging" and "Self-protection Class on Understanding Physical Boundaries."</li> </ul>
3 Ensuring a safe environment	3-3 Strengthening the concept and awareness of illegal infringement	✓	<ul style="list-style-type: none"> <li>● Continue to promote the concept and awareness of illegal infringement, protecting the physical and mental safety of employees in the workplace, and preventing workplace violence. Courses on "Theory and Practical Cases of Workplace Bullying" and "Introduction to Types of Illegal Infringements in the Workplace, Gray Areas and Cases of Illegal Infringements in the Workplace" have been organized.</li> </ul>
4 Co-creating social value	4-1 Strengthening labor-management relations	★	<ul style="list-style-type: none"> <li>● Four training courses are held in 2024:               <ol style="list-style-type: none"> <li>(1) Gender Equality Awareness Training: Analysis of and Response Strategies for Amendments to the Act of Gender Equality in Employment and the Sexual Harassment Prevention Act (Mandatory for Management)</li> <li>(2) Gender Equality Awareness Training: A Healthy and Harmonious Workplace Environment - Gender Equality in Employment and Workplace Sexual Harassment Prevention (For All Employees)</li> <li>(3) Employee Care and Communication (For Management)</li> <li>(4) I Actually Understand You: Workplace Empathy and Communication - Managing Interpersonal Relationships and Emotional Stress (For All Employees)</li> </ol>               Departments may also organize quarterly birthday parties and spring parties at their discretion to enhance relationships between managers and colleagues.             </li> </ul>
	4-2 Enhancing employees' knowledge	✓	<ul style="list-style-type: none"> <li>● External financial experts were invited to teach personal finance and financial tax law topics, and two educational training sessions were held during the year, namely, "Tigerair Taiwan Employee Benefits &amp; Financial Management Lecture" and "Tigerair Taiwan Financial Management Seminar - Using Wealth to Change the Future and Embracing Wealth Management in 2025."</li> </ul>

★ Goal Exceeded    ✓ Goal Attained    □ Goal Not Attained

SDGs/Corresponding Sustainability Issues	Targets for 2024	Illustration of Progress	Key Achievements
	4-3 Promoting environmental and ecological conservation and balanced social development	★	<ul style="list-style-type: none"> <li>● We support public welfare affairs and participate in social activities that promote local community welfare and environmental and ecological sustainability.</li> <li>● Sponsored a round-trip ticket to Macau as a prize for the Genesis Social Welfare Foundation's "Fengshan Hospital Love Return Family Charity Fair" charity event. The proceeds from the event will be used to build the Genesis Nursing Home for Underprivileged Patients in Vegetative State and the Hualien Branch.</li> <li>● In conjunction with the Taipei Zoo's first participation in the global Malayan tiger conservation program, in which two Malayan tigers received from France, we presented a Malayan tiger conservation stand and attended the unveiling ceremony, jointly calling for support for animal conservation.</li> <li>● Actively participated in the "International Tiger Day" event held by the Taipei Zoo, and provided more than 3,000 gifts printed with the Tigerair Taiwan logo for use in the zoo's interactive activities, thereby conveying to zoo visitors the importance of caring for the planet and animal conservation.</li> <li>● Sponsored the exchange activities between Dadaocheng Creative District Development Association in Taipei and Koenji Junjo Shopping Street in Tokyo to promote the co-prosperity of communities in Taiwan and Japan, as well as balanced development between communities.</li> </ul>
   	5-1 Enhancing aviation fuel efficiency  5-2 Ban on the transportation of protected species and prohibiting the use of food ingredients from protected species  5-3 Implementing TCFD management and disclosure operation	★  ✓  ✓	<ul style="list-style-type: none"> <li>● Continue to introduce fuel-efficient aircraft, promote fuel-efficient flight operations, and optimize the flight network planning and aircraft dispatch; total annual fuel efficiency (tons of fuel/thousand RTK) in 2024 is targeted to increase by 1.5% per year, a 6.68% improvement compared to the 2023 data.</li> <li>● Inform freight forwarders about the ban on the transportation of protected species or their products based on the rules in our internal manual, and to clearly specify relevant rules in freight forwarding contracts. At the same time, regular monthly spot checks are conducted to ensure compliance with the relevant regulations on the ban on the transportation of protected species or their products. A total of 1,670 cargo flights were randomly inspected in 2024, and the results were normal.</li> <li>● Manufacturers are advised to prohibit the use of ingredients from protected species, and no ingredients containing protected species are sold in in-flight meals.</li> <li>● Deployed the Task Force on Climate-related Financial Disclosures (TCFD) framework to understand environmental risks and opportunities and improve the disclosure of financial quantitative information.</li> </ul>
5 Developing green operations 6 Implementing resource management	6-1 Responding to environmental protection actions	✓	<ul style="list-style-type: none"> <li>● Employees were invited to participate in the environmental protection lecture "Four Seasons of Taiwan's Forests vs. the Children of the Forests, A Forest Worker's Impressions" hosted by China Airlines Group.</li> <li>● Lights were turned off for one hour in the office space of China Airlines Group SongShan Office during lunch breaks to save electricity. This was implemented 9 times in the year, exceeding the targeted 6 times, with a saving rate of &gt;0.41%.</li> <li>● Continued to purchase products certified with Green Label, including file folders, dishwashing detergent, hand soap, energy-saving circulation fans, and refrigerators. In addition, we also rented a hybrid car. In the future, we will encourage our partners to use green products through the Company's "Supplier Management Operating Procedures."</li> <li>● Promoted meat-free meals and encouraged employees to bring their own environmentally friendly tableware and water cups. In addition, the Employee Welfare Committee also distributed annual employee gifts in Q4 2024, providing environmentally friendly tableware, lunch boxes and water cups printed with Tigerair Taiwan's logo to enhance environmental awareness.</li> </ul>

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# Policies and Regulations related to Responsible Business Practices —

GRI 2-23, 2-24, 2-26

## Internalization and Promotion of Policies and Regulations

Tigerair Taiwan is committed to responsible business practices. In order to implement a corporate culture of integrity and honesty and meet the expectations of investors and other stakeholders, the Board has approved and promulgated the “Ethical Corporate Management Best Practice Principles” and “Procedures for Ethical Management and Guidelines for Conduct” and other related regulations, which detail the Company’s policy specifications, standards, operating procedures, behavioral guidelines and related complaint systems, etc. Employees and business partners are required to abide by these regulations when performing business to prevent unethical conduct, and we hope to shape the Company’s culture of integrity and responsibility through them, and embody our commitment to follow the highest ethical standards in all business activities.

In addition, Tigerair Taiwan complies with the Company Act, Securities and Exchange Act, Business Entity Accounting Act, Political Donations Act, Anti-Corruption Act, and other relevant regulations for listing on the TWSE/TPEX, or other laws and regulations related to business conduct as the basic premise for implementing ethical business operations. We also continuously monitor changes in domestic and international regulations to assess the potential risks and impacts that may be caused to the Company, and examine whether there are corresponding regulations within the Company based on the regulatory identification results to ensure that our policies and regulations are appropriate and adequate.

Tigerair Taiwan’s policy commitment to responsible business practices approved by the Board of Directors includes the “Ethical Corporate Management Best Practice Principles”, “Code of Ethical Conduct”, “Employee Code of Conduct”, “Supplier Management Operating Procedures” and “Supplier Code of Conduct.” In particular, the “Ethical Corporate Management




Company Profile and Company Regulations

Best Practice Principles” and “Code of Ethical Conduct” were formulated with reference to the relevant standards formulated by the Taiwan Stock Exchange.

In order to ensure that all employees have a basis for professional judgment in their duties and to ensure that they can be supervised by the stakeholders, the Company’s corporate governance units have formulated the “Ethical Corporate Management Best Practice Principles”, “Procedures for Ethical Management and Guidelines for Conduct”, “Conduct of Ethical Conduct” and “Employee Code of Conduct” to encourage all personnel to perform their duties with integrity and create benefits that are in line with the interests of relevant stakeholders. In addition to being shaped into our corporate culture by senior management, who lead by example and influence employees to follow them, during the supplier selection process, we also request participating suppliers to confirm that their operations and measures comply with the Company’s regulations. The Company implements a series of policy commitments related to responsible business practices. Please refer to the Company Profile - Company Regulations page on our official website for details (<https://www.tigerairtw.com/zh-tw/about-tigerair/about-us>).

Name of regulation	Target	Content and description of regulation	Communication method
 Ethical Code of Conduct	Directors, Supervisors, C-level manager, Head of Corporate Governance and all employees	<ol style="list-style-type: none"> <li>1. Regulations require that directors, C-level manager, Head of Corporate Governance and all employees shall not accept any improper benefits or engage in illegal or unethical behavior in their business activities. The scope of coverage includes prohibition on giving or accepting bribes, making illegal political contributions, engage in improper charitable donations or activities, and/or accepting improper gifts or entertainment.</li> <li>2. Directors, Supervisors units and C-level manager, Head of Corporate Governance are stipulated to prevent conflicts of interest and to establish a comprehensive internal control system to deal with unethical conduct or business activities with high potential risks.</li> </ol> <p>Based on this, in order to establish a corporate culture of ethical corporate management and a good business operational model, the Company has formulated the "Procedures for Ethical Management and Guidelines for Conduct" and publicized it through channels such as the Company website, internal employee training materials, and electronic bulletin boards, thus actively creating an honest, open, pragmatic, and collaborative working environment.</p> <p>The Company has also established "Procedures for Ethical Management and Guidelines for Conduct", which apply to all personnel. The formulation and amendment of relevant rules and regulations shall be submitted and reported to the shareholders' meeting after being approved by the Board, and disclosed on the Market Observation Post System (MOPS) and the Company's website.</p>	The Company communicates internal rules and regulations through emails and internal network announcements so that relevant policies and information can be obtained in real time.
 Code of Conduct and Ethics	Directors and C-level manager, Head of Corporate Governance	Regulate the ethical behavior of directors and C-level manager, Head of Corporate Governance when performing their duties, covering areas such as preventing conflicts of interest and improper transfer of benefits, not pursuing personal gains, ensuring confidentiality of Company and customer information, fair trading and truthful reporting of transactions, and proper use and maintenance of the Company's assets.	
 Employee Code of Conduct	Employees	To ensure the sustainable operation of the Company and the practice of corporate responsibilities, the code is used as a guide for employees' behavior and ethics. They include: Chapters include service philosophy and professional ethics, safe and equal workplace environment, personal morality and integrity, media interaction and public image, conflicts of interest and its prevention, anti-trust and fair competition, anti-corruption regulations for social interactions and gifts, protection of the Company's assets and intellectual property rights, responsibilities and obligations for whistleblowing, respect for personnel and environmentally friendly commitments, etc.	

Name of regulation	Target	Content and description of regulation	Communication method
 Supplier Code of Conduct	Suppliers	<ol style="list-style-type: none"> <li>1. The "Supplier Management Operating Procedures" has been formulated as a guide for compliance.</li> <li>2. Each purchasing unit should enter the basic information of suppliers into the "Supplier Management List" and update it annually.</li> <li>3. If the purchasing amount exceeds NT\$500,000, a negotiation or price comparison meeting must be held, and the participating suppliers must also fill out the Supplier Code of Conduct.</li> </ol>	<p>The Company communicates internal rules and regulations through emails and internal network announcements so that relevant policies and information can be obtained in real time.</p> <p>A supplier must carefully read, understand, and agree to the Company's "Supplier Code of Conduct", and the Company will provide the supplier with a seal or signature.</p>

## Human Rights Policy

Starting by protecting the basic human rights of all employees, Tigerair Taiwan prohibits any infringement or violation of human rights. The Company strictly abides by relevant laws and regulations on labor and gender equality in employment, and treats and respects all employees with fairness and equity. The Company also formulates and implements various policies and measures related to human rights protection, employee benefits, labor protection, etc. The "Employee Code of Conduct" clearly states that every employee should be treated with fairness and to avoid infringing on the human rights of others or becoming an accomplice to human rights violations. In addition to supporting the Company's human rights policy, employees should also be committed to and respects internationally recognized human rights norms/principles (including the Universal Declaration of Human Rights (UDHR), the United Nations Global Compact (UNGC), the core labor standards of the International Labour Organization (ILO), the United Nations Guiding Principles on Business and Human Rights (UNGPs), as well as local laws and regulations.

All units also strictly abide by the government's labor laws and do not use forced labor or employ child workers under the age of 16. Standards for working hours and overtime are clearly defined, and staff attendance is regularly monitored and managed. In addition, Tigerair Taiwan respects employees' freedom of association and collective bargaining rights, establishes diverse clubs and associations and holds regular labor-management meetings to ensure the interests of both parties. The Company also strictly complies with the provisions

of relevant laws and regulations on personal data protection to protect the personal data of employees and customers, in addition to requesting partners to also comply with such provisions. In the workplace, Tigerair Taiwan has formulated regulations such as "Measures of Prevention, Correction, Complaint and Punishment of Sexual Harassment at Workplace", "Prevention Plan for Unlawful Infringement in the Performance of Duties" and "Written Statement for Preventing Unlawful Infringement in the Workplace", which provide effective and appropriate grievance, investigation and punishment mechanisms. We are committed to creating a work environment with equal employment opportunities and free from discrimination and harassment. We also regularly review employee health and safety risks and develop improvement plans based on the identified results.

In order to strengthen the implementation of sustainable development of the supply chain and the protection of human rights, Tigerair Taiwan has promulgated a "Supplier Code of Conduct" as an important basis for the overall evaluation of suppliers. Criteria include prohibition of child labor, anti-discrimination, compensation and working hours that comply with the laws and industry standards of the operating locations, freedom of employment, respect for workers' freedom of assembly, association, and collective bargaining rights, so as to ensure that current suppliers can practice legal compliance in the process of providing products and services, including labor health and safety, and environmental standards.

The Company continues to pay attention to human rights protection issues and promote relevant education and training to enhance employees' awareness of human rights protection and reduce potential risks. In 2024, human rights protection-related training courses were offered to new and general colleagues, with a total of 2,024 participants and a total of 2,564 hours. The details of the number of participants and training are listed below:

Course name	Course hours	Total number of people	Training hours
'Tigerair Taiwan and Me' new employee training	1	123	123
Ethical corporate management for all employees and Employee Code of Conduct (e-learning)	1	780	780
Sexual harassment prevention education for all employees (e-learning)	1	768	768
Analysis and response measures for the amendment of the Gender Equality in Employment Act and the Sexual Harassment Prevention Act for all employees (for managers and persons in charge)	2	58	116
Healthy and harmonious workplace environment_Gender equality in employment and prevention of sexual harassment in the workplace	3	16	48
Employee care and communication (managers)	3	17	51
Unlawful infringement prevention education and training	2	56	112
Occupational safety and health training for new employees	3	144	432
Fire safety and response team	3	10	30
Maternity protection program and service	2	11	22
Human-factor hazard prevention seminar	2	14	28
Abnormal workload seminar	2	27	54
<b>Total</b>		<b>2,024</b>	<b>2,564</b>

Tigerair Taiwan has formulated a human rights policy and related management policy procedures. Please refer to our human rights policy for details. The human rights policy of the Company shall be effective and implemented after approval by the Chairperson, and the same shall apply to any subsequent amendments or repeals. In addition, the Company discloses and declares our human rights policy in the Sustainability Report, official website and internal announcements so that it can be clearly understood by all suppliers, customers or other business-related organizations and personnel.

## Promoting and Advocating Responsible Business Practices

To ensure that all employees understand and implement the Company's policy commitments, ethical corporate management and professional ethics, Tigerair Taiwan conducts moral behavior and corporate ethics training for all new employees. In addition, we publish the "Ethical Code of Conduct", "Procedures for Ethical Management and Guidelines for Conduct" and "Employee Code of Conduct" on the Company's internal network and official website for reference by internal and external stakeholders so as to enhance employees' understanding of professional ethics and compliance with laws and regulations.

The Company strictly complies with the relevant laws and regulations of the competent authorities regarding corporate governance, ethical corporate management and prevention of insider trading, and actively strengthens employees' recognition and practice of the ethical corporate culture through education and training. In 2024, the Company has trained all 780 employees through online courses, with a completion rate of 100%. In addition, the Company completed the "Ethical Conduct and Corporate Integrity Standards" orientation for 123 new employees. Regarding the issue of preventing insider trading, four promotional activities were conducted for directors and all employees respectively, with a total of 2,892 employees receiving training. Going forward, we will continue to promote relevant education and training to implement legal awareness within the organization, in addition to standardizing and promoting it to all employees in their daily business operations.

Category	Basic human rights-related procedures
Diversity, inclusiveness, and equal opportunity	Sustainable Development Best Practice Principles, Employee Code of Conduct
Anti-discrimination and harassment	Measures of Prevention, Correction, Complaint and Punishment of Sexual Harassment at Workplace, and Prevention Plan for Unlawful Infringement in the Performance of Duties
Healthy and safe workplace	Maternal Employee Health Protection Plan, Abnormal Workload-Triggered Diseases Prevention Plan, Human-Factor Hazard Prevention Plan
Supplier regulations	Supplier Code of Conduct



Human Rights Policy



## Mechanisms for Seeking Advice and Raising Concerns

In accordance with the Company's Ethical Corporate Management Best Practice Principles, the Human Resources Office regularly reports to the Board on the implementation of ethical corporate management by the Company's relevant units in the past year. Please refer to the Company's 2024 Annual Report. In addition, in order to detect possible dishonest or improper behavior, the Company encourages employees and suppliers to report to the business management unit or report to the Audit Office with specific evidence that can be traced. The relevant communication, complaint and reporting channels are listed and explained in the following table:

### Consultation, Grievance or Whistleblowing Channels

#### External channels

- Email addresses of business contacts in the Stakeholders section of the Company's website
- Professional ethics reporting mailbox in the Stakeholders section of the Company's website

#### Internal channels

- Chairperson's Mailbox
- Employee grievance hotline and mailbox
- Sexual harassment prevention hotline and mailbox
- Whistleblowing mailbox for business conduct and ethics compliance and other professional ethics

For those who are interested in contacting us, most of the dedicated email addresses listed in the Stakeholders section are the points of contact for various businesses. The jurisdiction of which belongs to each business management unit. In addition, in the event that external stakeholders become aware of any violation of ethical corporate management or business ethics, they may report it through the professional ethics reporting mailbox to seek for any compensatory measure for the failure of normal business channels. This reporting mailbox is personally managed by the Chief Auditor, who will lead the relevant investigation, contact the business management unit to understand the cause of the matter, and then make necessary monitoring and reports for reference in the review of the internal control system.

In case internal employees observe any violation of ethical corporate management or responsible business practices, multiple internal channels are available for them to immediately

report to management and provide feedback. After receiving relevant consultation and reporting information, the Audit Office, Human Resources Office and other relevant departments will immediately request the responsible/relevant departments to provide factual information based on the nature of the reported matter, and properly record and monitor the handling, and conduct investigations based on the circumstances of the incident. The identity of the whistleblower, the content of the report, and those involved in the investigation will be kept confidential to avoid unfair treatment or retaliation. For incidents that have been proven to be factual, measures will be taken depending on the circumstances, including termination of employment contracts or business dealings and necessary legal action. At the same time, we will also provide employees with relevant knowledge to prevent similar incidents from reoccurring through education and training and internal email campaigns.

The Audit Office adheres to confidentiality and professional ethics in independently verifying the facts, analyzing the root causes and taking subsequent corrective and improvement measures for all reported matters of professional ethics, and the handling status of which will be reported to the Board. In 2024, Tigerair Taiwan received a total of 0 reports of violations of professional ethics and 24 other types of reports. The 'Other' types of received reports have been properly handled during the reporting period: Of which, 23 were customer complaints, which have been transferred to the relevant business management units for handling. One report was related to employee relations, and has been transferred to the Human Resources Office for assistance in handling.

### Incident Reporting

Item	2024
● Total number of reported incidents	24
● Violation of professional ethics	0
● Others (Not related to violations of professional ethics)	24
● Number of cases established after investigation	0

Note: From 2021 to 2024, Tigerair Taiwan did not have any litigations or losses caused by violations of corporate governance, anti-corruption/bribery, and/or anti-competition laws. Furthermore, no reports of conflicts of interest or insider trading have been received.

# Materiality Analysis

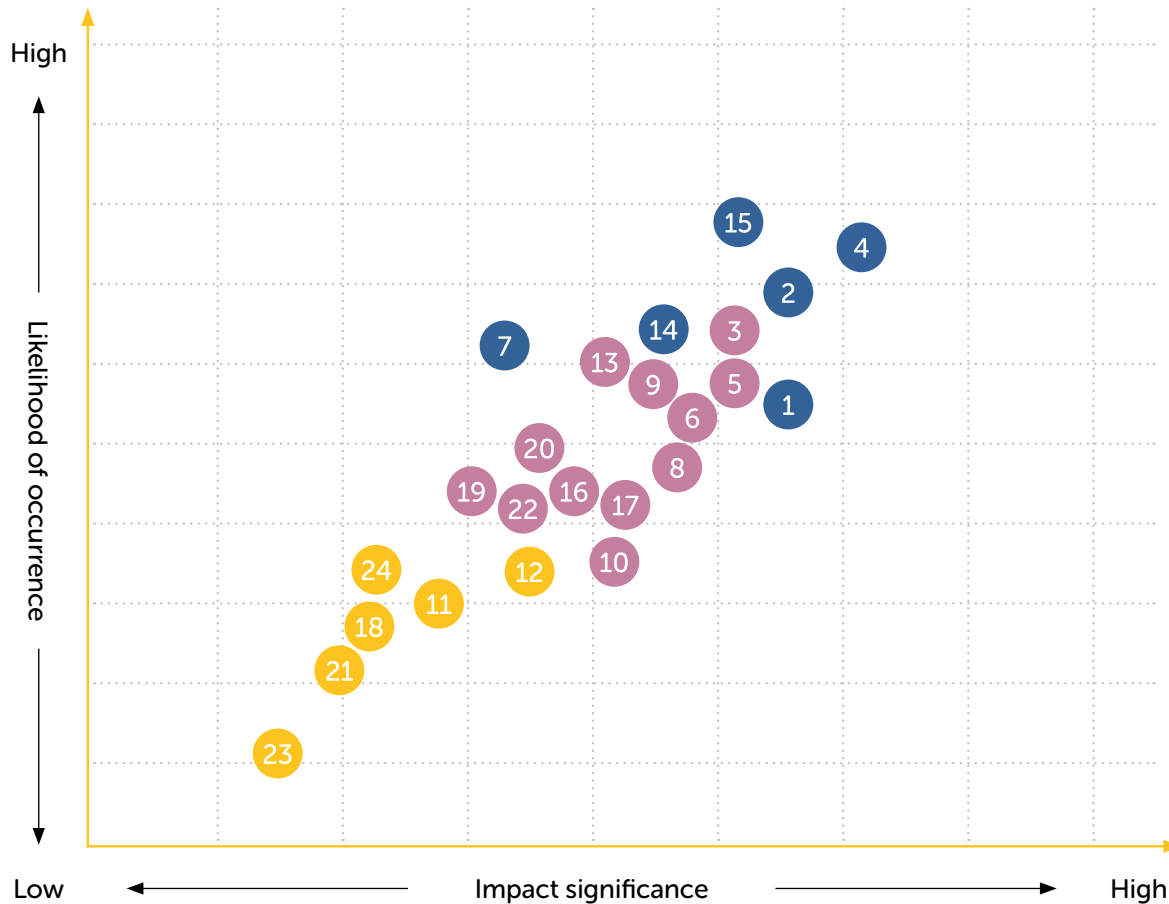
GRI 3-1, 3-2, 3-3

## Material Topics Identification and Analysis Process



# Results of Tigerair Taiwan's 2024 Material Topics

## Negative Impact Matrix



### 6 priority negative impact topics

- 1 Corporate Governance/Ethical Corporate Management
- 2 Operational Strategy and Economic Performance
- 3 Climate Change Mitigation and Adaptation
- 4 Flight Safety and Service Quality
- 7 Risk Management
- 14 Information Security Management

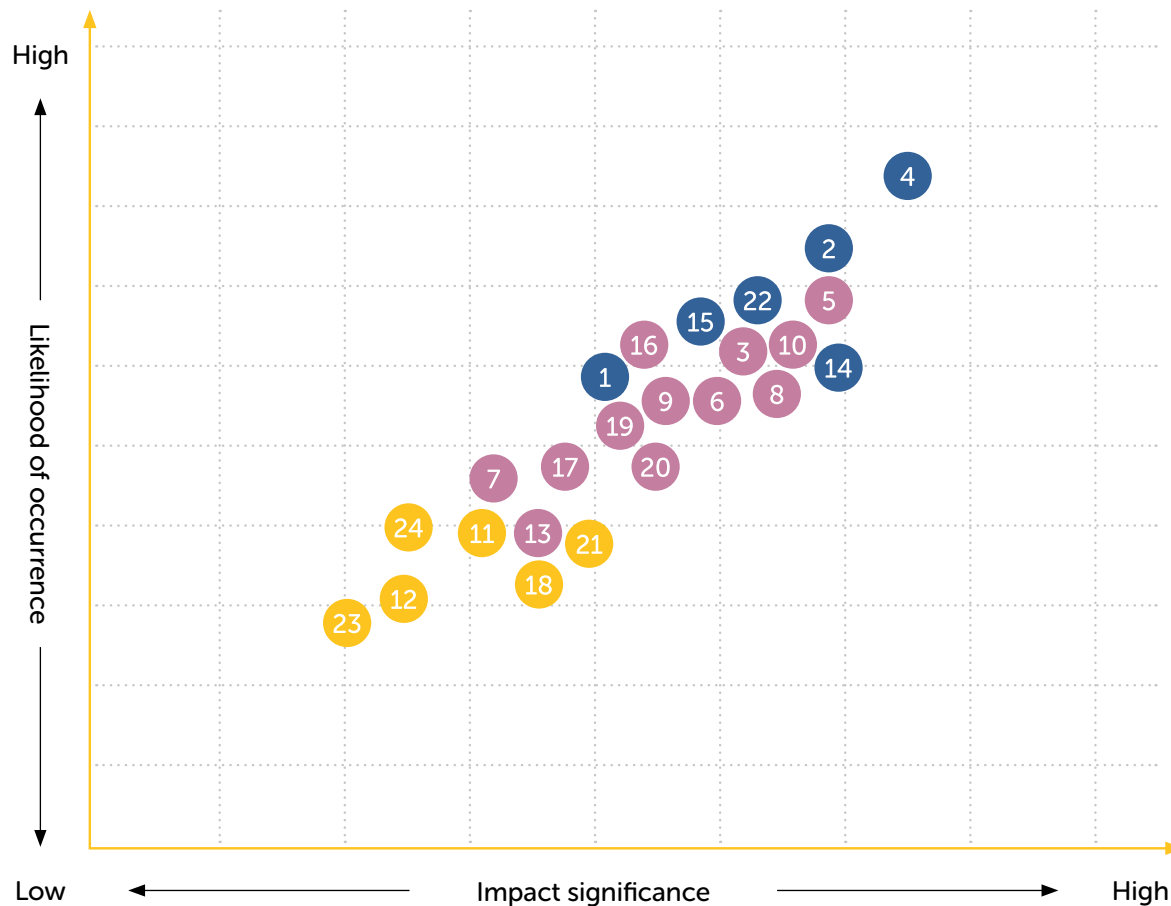
### 12 secondary negative impact topics

- 3 Regulatory Compliance
- 5 Occupational Health and Safety
- 6 Customer Rights
- 8 Employee Care and Labor Protection
- 9 Labor-management Relations
- 10 Career Development and Training
- 13 Supply Chain Management
- 16 Customer Relations Management
- 17 Human Rights
- 19 Tax Responsibilities
- 20 Digital Transformation
- 22 Fleet Development and Innovation

### 6 negative impact topics that we continue to monitor

- 11 Energy Management
- 12 Green Services and Sustainable Catering
- 18 Sustainable Resource Management
- 21 Social Welfare
- 23 Biodiversity
- 24 GHG Emissions

## Positive Impact Matrix



### 6 priority positive impact topics

- 1 Corporate Governance/ Ethical Corporate Management
- 2 Operational Strategy and Economic Performance
- 3 Regulatory Compliance
- 4 Flight Safety and Service Quality
- 5 Occupational Health and Safety
- 6 Customer Rights
- 7 Climate Change Mitigation and Adaptation
- 8 Employee Care and Labor Protection
- 9 Labor-management Relations
- 10 Career Development and Training
- 11 Energy Management
- 12 Green Services and Sustainable Catering
- 13 Supply Chain Management
- 14 Risk Management
- 15 Information Security Management
- 16 Customer Relations Management
- 17 Human Rights
- 18 Sustainable Resource Management
- 19 Tax Responsibilities
- 20 Digital Transformation
- 21 Social Welfare
- 22 Fleet Development and Innovation
- 23 Biodiversity
- 24 GHG Emissions

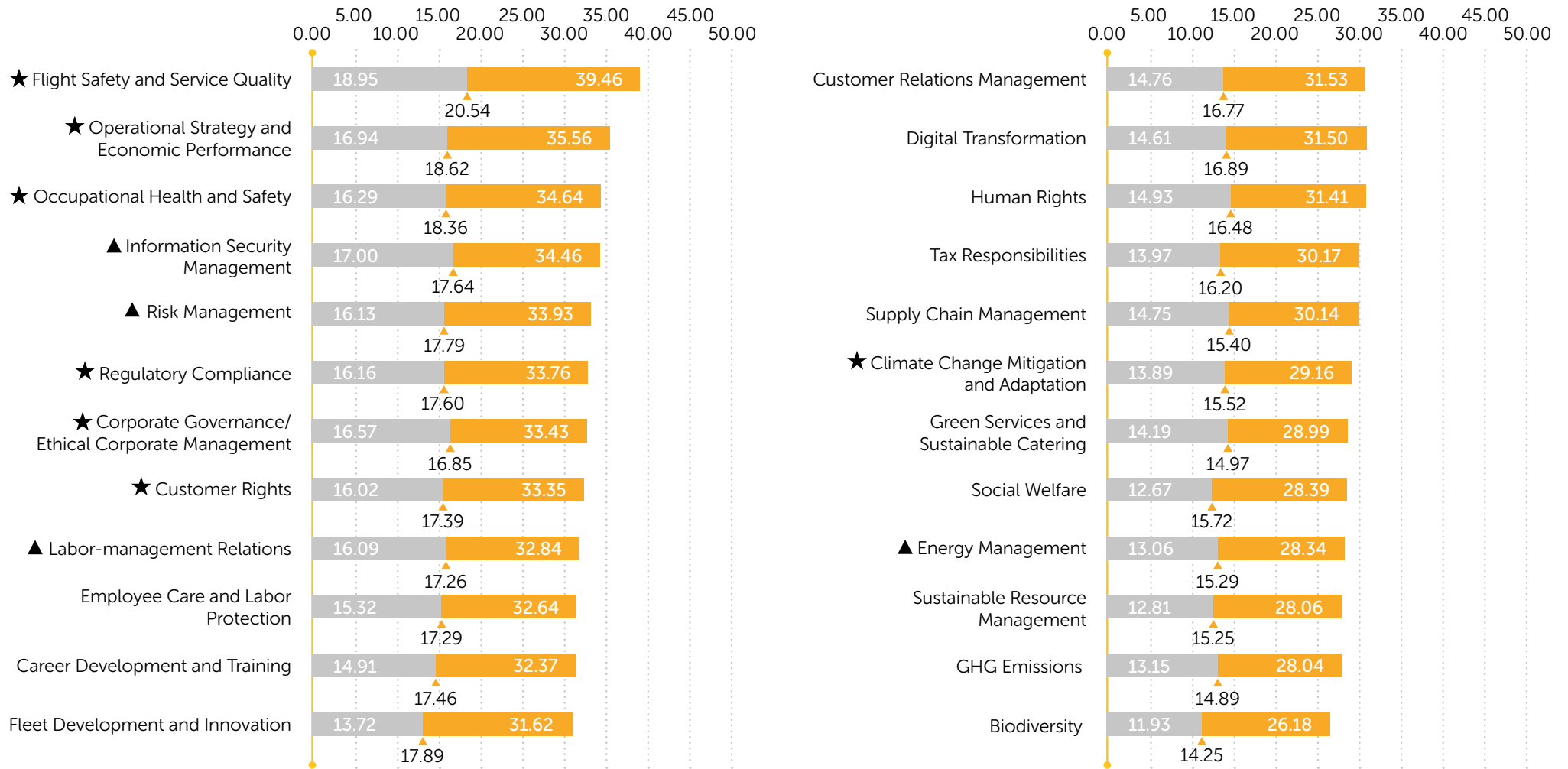
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- 8 Employee Care and Labor Protection
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- 17 Human Rights
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- 20 Digital Transformation

### 6 positive impact topics that we continue to monitor

- 11 Energy Management
- 12 Green Services and Sustainable Catering
- 18 Sustainable Resource Management
- 21 Social Welfare
- 23 Biodiversity
- 24 GHG Emissions

## Assessment of the significance of positive and negative impacts



★ indicates material topic ▲ indicates sustainability issues we have selected to be included in the Sustainability Report ■ Negative Impact ■ Positive Impact

## List of Material Topics and Value Chain Boundaries

● Direct impact ● Indirect impact

Aspects	Material Topics	Impact on Value Chain Boundaries			Corresponding GRI Standards	Responsible Team	Corresponding Chapter and Section
		Upstream	Tigerair Taiwan's operations	Downstream			
Governance/ Economy	Corporate Governance/ Ethical Corporate Management	●	●	●	205-2 Communication and training about anti-corruption policies and procedures 205-3 Confirmed incidents of corruption and actions taken 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices 207-1 Approach to tax 207-2 Tax governance, control, and risk management 207-3 Stakeholder engagement and management of concerns related to tax 415-1 Political contributions	Corporate Governance Team	Committing to ethical operations - Corporate Governance/ Ethical Corporate Management
	Operational Strategy and Economic Performance	●	●	●	201-1 Direct economic value generated and distributed 201-2 Financial implications and other risks and opportunities due to climate change 201-3 Defined benefit plan obligations and other retirement plans 201-4 Financial assistance received from government		Committing to ethical operations - Operational Strategy and Economic Performance
	Regulatory Compliance		●	●	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services 417-1 Requirements for product and service information and labeling 417-2 Incidents of non-compliance concerning product and service information and labeling 417-3 Incidents of non-compliance concerning marketing communications		Committing to Ethical Operations - Regulatory Compliance
	Flight Safety and Service Quality	●	●	●	404-1 Average hours of training per year per employee 416-1 Assessment of the health and safety impacts of product and service categories 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		Value Creation/ Enhancing Brand Trust- Flight Safety and Service Quality

● Direct impact ● Indirect impact

Aspects	Material Topics	Impact on Value Chain Boundaries			Corresponding GRI Standards	Responsible Team	Corresponding Chapter and Section
		Upstream	Tigerair Taiwan's operations	Downstream			
Social	Customer Rights		●	●	416-1 Assessment of the health and safety impacts of product and service categories 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Corporate Governance Team	Value Creation/ Enhancing Brand Trust- Flight Safety and Service Quality
	Occupational Health and Safety		●		403-1 Occupational health and safety management system 403-2 Hazard identification, risk assessment, and incident investigation 403-3 Occupational health service 403-4 Worker participation, consultation, and communication on occupational health and safety 403-5 Worker training on occupational health and safety 403-6 Promotion of workers' health 403-7 Prevent and mitigate occupational safety and health impact directly related to business operations 403-8 Workers covered by an occupational health and safety management system 403-9 Work-related injuries 403-10 Work-related ill health	Social Responsibility Team	Ensuring a Safe Workplace Environment/ Improving Talent Cultivation - Occupational Health and Safety
Environmental	Climate Change Mitigation and Adaptation	●	●	●	201-2 Financial implications and other risks and opportunities due to climate change 302-1 Energy consumption within the organization 302-3 Energy intensity 302-4 Reduction of energy consumption 305-1 Direct (Scope 1) GHG emissions 305-2 Energy indirect (Scope 2) GHG emissions 305-3 Other indirect (Scope 3) GHG emissions 305-4 GHG emissions intensity 305-5 Reduction of GHG emissions 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Environmental Management Team	Developing Green Operations/ Implementing Resource Management - Climate Change Mitigation and Adaptation

# Stakeholder Communication and Engagement

GRI 2-29

## Identification and Selection of Stakeholders

Stakeholders are affected by the Company's activities, products, and services. At the same time, they also affect the Company's ability to implement strategies or achieve goals. Therefore, Tigerair Taiwan attaches great importance to communicating with stakeholders. Based on the AA1000 Stakeholder Engagement Standard (SES), and referring to all stakeholders identified by peers, we have selected important stakeholders and identified five major categories of stakeholders, namely "customers", "employees", "government/competent authorities/public associations", "shareholders/investors", and "suppliers/contractors". Different communication methods are set up for different stakeholders according to their characteristics, topics of concern, and the purpose of communicating with them, and the communication status with each stakeholder is reported to the Board of Directors regularly every year.

## Policy of Stakeholder Communication, Topics of Concern, and Responses

Stakeholders	Customers		
<b>What it means to Tigerair Taiwan</b>	Customer trust and the good memories of every journey are the source of our sales profit. We achieve customer goals and create higher brand value by paying attention to customer needs, understanding industry trends, and providing professional services.		
<b>Topics of Concern</b>	Customer Privacy	Customer Satisfaction (Customer Relationship Management)	Service Quality
<b>Specific Focus</b>	Information security and personal data protections	Customer Relationship Management	Service Quality (Flight experience/flight safety)
<b>Communication Channels and Frequency</b>	Occasional feedback from travelers on the official website/Satisfaction survey/Service Hotline/Official documents/email/text message/Social media software/Discussions with travel agencies		
<b>Communication Outcomes and Responses</b>	<ul style="list-style-type: none"> <li>To prevent new types of online fraud, Tigerair Taiwan continues to call on all Tigerair fans to enhance their awareness of self-protection and be cautious when using the Internet or social networking sites. In terms of other relevant communication channels, the Company communicates with members through eDMs and announcements on our corporate website.</li> </ul>	<ul style="list-style-type: none"> <li>Because the demands raised by customers are often very different from the Company's operating regulations, in order to achieve customer satisfaction, the Company uses the Salesforce system to handle customer complaints and to follow-up on special circumstances on a case-by-case basis. We strive to meet customer needs without violating the Company's operating regulations, while also demonstrating our utmost sincerity to value customer needs.</li> </ul>	<ul style="list-style-type: none"> <li>After Tigerair Taiwan's partnership with Michelin Green Star-winning Little Tree Food launch two set meals, namely "HK-Style Mac &amp; Cheese and Chocolate Chestnut Madeleine" and "Chili Sin Carne Burrito and Little Tree Pudding", we once again collaborated with the restaurant to launch an all-new vegetarian dish, "Thai-Style Basil Wild Mushroom Rice" to promote vegetarian culture through practical actions.</li> </ul>

## Stakeholders

## Employees

### What it means to Tigerair Taiwan

- Employees are the most important partners in the sustainable development of the Company. To encourage employees to achieve a balance between work and life, the Company actively promotes various physical and mental health activities and care measures.
- In addition to protecting employees' work rights and interests and providing market-competitive compensation and welfare systems, in order to attract outstanding talents, we must also respect and care for employees at all times. We can only create greater operational performance when employees can realize their full potential and grow with the Company.
- The Company is committed to providing communication channels for employees and providing a two-way open communication environment through various policies and management guidelines, so that our talents can continue to grow and that the right people are placed in the right positions, thus further creating a highly efficient, fun, and challenging workplace environment primed to co-creating a sustainable future.

### Topics of Concern

Occupational Health and Safety

Labor-management Relations

Training and Education

### Specific Focus

Workplace environment and employee health

Employee care and job security  
Improving employees' trust and recognition of the Company

Talent cultivation, improving employees' knowledge and career development

### Communication Channels and Frequency

Employee health examination/quarterly Occupational Safety and Health Committee meetings

Quarterly labor-management meetings

Periodic education and training

### Communication Outcomes and Responses

- Non-supervisory employees under the age of 45 are provided with employee health examinations every two years, while employees over the age of 45 and/or supervisory staff are provided with employee health examinations every year.
- The Occupational Safety and Health Committee convenes quarterly meetings to provide a communication channel for employees.
- Labor-management meetings are convened quarterly to provide a communication channel for employees.
- The Flight Operations Division, A320 Fleet, Cabin & Catering Services Department, and Ground Operations Department hold department meetings regularly, and employees can make relevant suggestions through internal meetings.
- Dedicated employee mailbox ("talktome") and Chairperson's mailbox are provided for employees to make suggestions according to their needs.
- Employees are encouraged to learn courses in different fields by providing various courses and seminars or the e-learning platform.

## Stakeholders

## Government/Competent Authorities/Public Associations

<b>What it means to Tigerair Taiwan</b>	<p>Unimpeded communication channels with the government ensure that we can fully understand the latest regulatory trends, avoid accidentally violating the law, and ensure stable operations.</p>	<p>In addition to complying with regulations of government authorities and earnestly responding to the implementation of government policies, the Company also pursues transparent communication with government authorities and have won their trust, support, and cooperation.</p>	<p>The Company maintains smooth and effective communication channels with relevant government agencies to keep abreast of government policy and regulatory developments. We also work with our affiliated public associations to provide advice on government policies and create an industrial environment that is conducive to the development of the aviation industry.</p>
<b>Topics of Concern</b>	<p>Regulatory Compliance</p>	<p>Corporate Governance/Ethical Corporate Management</p>	<p>Market Presence</p>
<b>Specific Focus</b>	<ul style="list-style-type: none"> <li>● Legal compliance for the new law "Regulations Governing Personal Data File Security Maintenance Plan and Processing Method for the Civil Aviation Enterprise"</li> <li>● Compliance with the principal law Civil Aviation Act and its subordinate regulations and the "Sustainable Development Roadmap"</li> <li>● Crew Epidemic Prevention Practices for National Airlines</li> </ul>	<p>Governance Framework and Operating Performance</p>	<p>Safety Management Actions, Climate Change Mitigation and Adaptation</p>
<b>Communication Channels and Frequency</b>	<p>Immediate or ad hoc meetings when necessary/ Official documents from government</p>	<p>Issue Annual Reports and publish Sustainability Reports regularly</p>	<p>Immediate or ad hoc meetings when necessary/Audits</p>
<b>Communication Outcomes and Responses</b>	<ul style="list-style-type: none"> <li>● The Company will continue to hold monthly coordination meetings between Tigerair Taiwan and the Civil Aviation Administration, MOTC, to jointly discuss issues such as aviation safety-related incidents.</li> <li>● Participate in the annual "International Ground Safety Conference", "Safety Management Summit" and "Flight Operations and Safety Seminar" and other related conferences hosted by the China Aviation Development Foundation and the Civil Aviation Administration, MOTC.</li> <li>● Participated in the greenhouse gas inventory and verification promotion meeting for the Sustainable Development Roadmap.</li> <li>● To meet regulatory compliance, such as when new laws are issued and relevant regulations are amended, we will contact the Civil Aviation Administration by phone or email when necessary to request clarification from the competent authority in order to comply with relevant regulations.</li> </ul>	<ul style="list-style-type: none"> <li>● The Company has formulated our own Sustainable Development Operating Procedures, covering management operations, external information disclosure and other corporate sustainability-related operations.</li> <li>● We will communicate through sustainability questionnaire surveys every year to understand the issues that government agencies are concerned about and to obtain diverse perspectives.</li> </ul>	<ul style="list-style-type: none"> <li>● The Civil Aviation Administration conducts ad hoc audits of the Company's aircraft operations and offices, and we will continue to improve the Company's deficiencies through effective management methods to ensure that our flight safety is in compliance with standard operating procedures.</li> <li>● The "Corporate Governance 3.0 Sustainable Development Roadmap" issued by the Financial Supervisory Commission (FSC) encourages companies to voluntarily focus on environmental and social sustainability issues.</li> </ul>

## Stakeholders

## Shareholders/investors

<p><b>What it means to Tigerair Taiwan</b></p>	<p>Shareholders, investors and financial institutions are important sources of capital for the company. Excellent operating performance can demonstrate the Company's value, help us to obtain stable sources of funding, and create a positive cycle.</p>	<p>Shareholders and investors (including potential ones) who contribute capital to the Company should obtain material information about the Company on a fair basis so that the Company's real market value can be presented sustainably.</p>	<p>While seeking for active development, the Company also takes into account the interests of shareholders. By providing investors with transparent information on corporate management strategies and financial policies, we aim to increase the value of their investments.</p>
<p><b>Topics of Concern</b></p>	<p>Economic/Financial Performance</p>	<p>Economic/Financial Performance</p>	<p>Market Presence</p>
<p><b>Specific Focus</b></p>	<p>Corporate value enhancement and dividend policy</p>	<p>Corporate governance, ethical corporate management, business growth</p>	<p>ESG performance and sustainable development</p>
<p><b>Communication Channels and Frequency</b></p>	<p>Shareholders' Meetings are held annually</p>	<p>Financial reports are published on a quarterly basis, investor conference</p>	<p>Annual Reports are regularly published</p>
<p><b>Communication Outcomes and Responses</b></p>	<ul style="list-style-type: none"> <li>● The Company reports financial operating performance to investors through annual shareholders' meetings. For more information, please refer to the Annual Report and minutes of the shareholders' meetings. In accordance with the Company's Articles of Incorporation, in case of a surplus, the Board shall make a resolution regarding earnings and dividend distributions.</li> <li>● Shareholders or investors can also contact the Company immediately through the following channels: investor service mailbox (ttwstock@tigerairtw.com) and/or by telephone.</li> </ul>	<ul style="list-style-type: none"> <li>● Financial reports are prepared quarterly, reviewed/audited by accountants, and disclosed on the Market Observation Post System (MOPS) website after approval by the Board. In addition, transparent and complete information exchanges are maintained with shareholders, investors, and potential investors through public investor conferences. For details, please refer to the first and second investor conferences in 2024.</li> </ul>	<ul style="list-style-type: none"> <li>● For the purpose of sustainable development, the Company has established ESG policy goals and implemented them accordingly. Through the use of ESG performance, the Company will be able to achieve and maintain our market position in the aviation industry, thereby achieving the long-term goal of sustainable development. The Company's ESG policies and objectives, as well as specific sustainable actions, are disclosed on the Company's website and in regularly published Sustainability Reports.</li> </ul>

## Stakeholders

## Suppliers/Contractors

<p><b>What it means to Tigerair Taiwan</b></p>	<ul style="list-style-type: none"> <li>● They are important strategic partners of the Company, and we have established a good collaborative and trusting relationship with them through fair and transparent partnerships.</li> <li>● Suppliers are important partners that support our sustainable operations. We hope to jointly grow and co-prosper with suppliers through mutual trusting and collaborative partnerships.</li> </ul>		
<p><b>Topics of Concern</b></p>	<p>Supplier management</p>	<p>Product Quality and Innovation</p>	<p>Regulatory Compliance</p>
<p><b>Specific Focus</b></p>	<p>Whether communication with suppliers is smooth to ensure the supply and quality required for Company operations</p>	<p>Whether the products supplied meet the needs of users</p>	<p>Whether the purchase request and procurement acceptance operations comply with the regulations</p>
<p><b>Communication Channels and Frequency</b></p>	<p>Review Supplier Management Operating Procedures annually</p>	<p>Phone calls when necessary/Fax/Email/ Company website</p>	<p>Periodically review the management regulations for the requisition, procurement, and acceptance of domestic general goods.</p>
<p><b>Communication Outcomes and Responses</b></p>	<ul style="list-style-type: none"> <li>● Formulate "Supplier Management Operating Procedures" to require suppliers to comply with relevant regulations on issues such as environmental protection, safety, quality, price, delivery time, service or labor and human rights. Suppliers with annual purchase amounts exceeding NT\$500,000 are required to comply with our "Supplier Code of Conduct" (including compliance with laws and regulations, anti-corruption concepts, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>● The purchasing unit contacts the manufacturers from time to time to ensure that communication is smooth and the product quality meets the needs of the Company and customers.</li> </ul>	<ul style="list-style-type: none"> <li>● The Company requires suppliers to comply with legal requirements in accordance with the "Purchase, Procurement and Acceptance Management Methods for Domestic General Goods".</li> <li>● Suppliers must provide a healthy and safe working environment, ensure that workers are respected and treated fairly, follow professional ethics standards, and abide by legal, ethical requirements and commitments to social responsibility when providing goods and services to the Company.</li> </ul>



## IV Committing to Ethical Operations

### Corporate Governance/ Ethical Corporate Management

#### Management of Material Topics

**Impact on economy, environment and people**

The comprehensiveness of corporate governance and ethical corporate management have a positive impact on long-term sustainable development. If Tigerair Taiwan fails to implement ethical corporate management, fails to avoid moral risks, and does not conduct anti-corruption management, related corruption incidents may occur. In addition to causing substantial economic losses to Tigerair Taiwan, it will indirectly affect the corporate value in the capital market, damage the interests of shareholders, and at the same time create a negative corporate image, affecting the investment intentions and relative collaborative relationships of investors and other stakeholders.

**Policy or commitment**

The Company continues to uphold the spirit of "dedication, compassion, and sincerity" while providing localized services under the principle of "Safety First". In particular, "sincerity" refers to the Company's management by using an honest, transparent and responsible attitude that is founded on integrity. We create an operating environment for the sustainable development of the enterprise by establishing good corporate governance and risk control mechanisms.



### Actions taken to manage material topics and related impacts

1. Employee-related education, training and announcements.
2. Regular continuing education courses for directors.
3. Dedicated hotlines and mailboxes for consultation, complaints and reporting have been set up.
4. To prevent bribery and illegal political contributions, the Company's external donations or sponsorships are handled in accordance with relevant laws and regulations and the Company's internal regulations.
5. The Company manages risks and detects fraud through the three lines of defense in our internal control measures.
6. A corporate governance information section has been set up, and stakeholders can query relevant information in the "Stakeholder section" and "Investor section" of the Company website.

### Monitoring the performance of relevant actions

1. An internal audit unit is set up to confirm the effectiveness of each unit's design, the validity of implementing internal control and its legal compliance, so as to measure the effectiveness and efficiency of the Company's operations.
2. The Audit Committee and the Board of Directors convene regular meetings, and the internal audit unit has smooth communication channels with independent directors, and business reports are regularly executed.

### Goals and objectives

The Company aims to establish good corporate governance and risk control mechanisms to avoid corruption. Measures include: The composition of the Board and the number of its quarterly meetings, and the number of instances of corruption, bribery and extortion.

- Short-term goals: Organize continuing studies courses for directors (twice annually, three hours each time). Conduct internal Board performance evaluation (once a year). Regularly conduct Audit Committee and Board of Directors meetings (at least once per quarter).
- Mid-term goals: Continue to organize directors' continuing studies courses. Evaluate and conduct external Board performance evaluations. Continue to hold Audit Committee and Board meetings to review important matters.
- Long-term goals: Improve corporate governance standards and protect the rights and interests of stakeholders.

### Performance

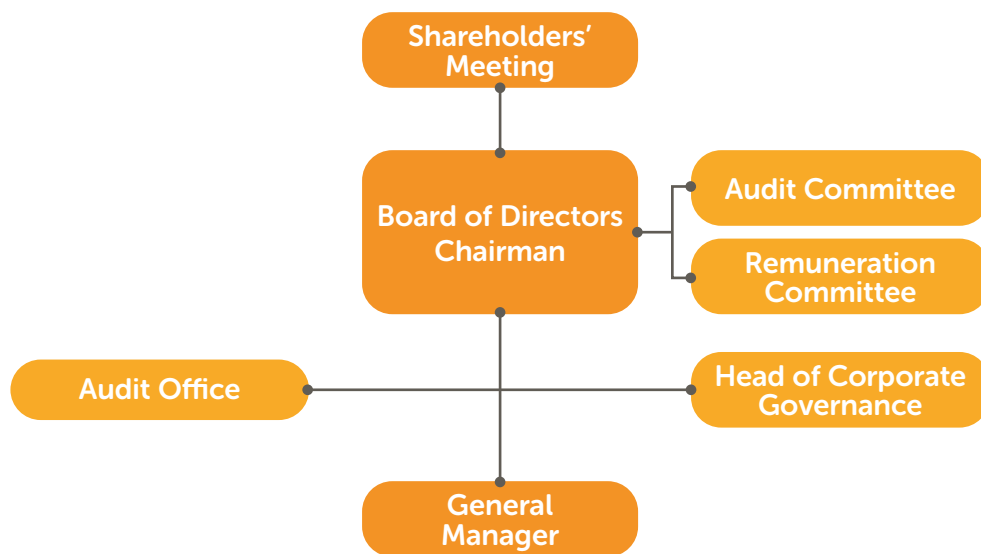
1. In 2024, no corruption, bribery, or extortion has occurred among the Company's employees and suppliers.
2. In 2024, the Company was not fined by the competent authority due to violations of internal control system regulations.
3. A total of eight Board meetings were convened during 2024.
4. The 2024 performance evaluation of the Board of Directors, the self-performance evaluation of individual Board members and the performance evaluation of functional committees (self-evaluation) have all been completed. The overall operation is sound and is assessed to exceed the standards, meet the corporate governance requirements, and has effectively strengthened the functions of the Board of Directors and safeguarded the interests of shareholders. The evaluation results have been listed as one of the reporting items in the Shareholders' Meeting.

### Stakeholder participation

1. The Company regularly conducts internal education and training for employees and directors to remind them on the prevention of insider trading.
2. The Company's Audit Department reports regularly to the Audit Committee and the Board of Directors.
3. The Company has held or participated in a total of two investor conference sessions in 2024, which were open to stakeholders.

## Corporate Governance Organization GRI 2-9

As the highest governing organization, the Company's Board of Directors is responsible for supervising and resolving crucial issues, guiding management, and formulating and complying with policies and rules in accordance with laws and regulations and with the powers granted by the shareholders' meetings. Its relevant organizational structure is as follows:



Corporate Governance Organizational Chart

In addition, as previously mentioned in the chapter titled "About Tigerair Taiwan" section, the Company has also set up a Corporate Sustainability Task Force, and the President is in charge of directing corporate sustainability-related matters and coordinating the planning, execution progress and performance supervision with the assistance of the Executive Secretary (this role is concurrently served by the Corporate Safety, Security, Quality & Sustainability Office). The Executive Secretary reports the task force's decision-making content and ESG implementation results to the Board of Directors on a regular basis every year to ensure the implementation and promotion of sustainable development tasks.

## Board of Directors and Functional Committees GRI 2-9

Tigerair Taiwan's Board of Directors has nine members, including three independent directors. Among them, there are seven male directors (ratio of males account for 77.77%) and two female directors (females account for 22.22%), and their term of office is 3 years (the current term is from June 24, 2022 to June 23, 2025).

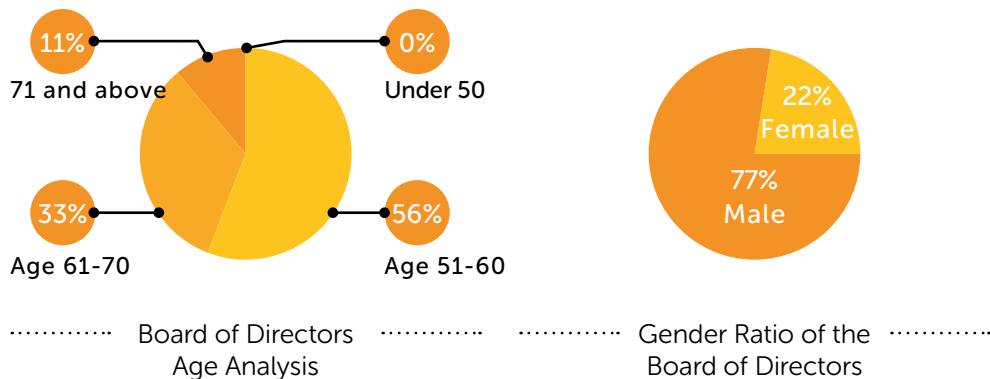
The Company has established an Audit Committee and a Remuneration Committee, both of which are composed of the three independent directors. All independent directors of the Company meet the qualifications and independence standards for independent directors set by the Securities and Futures Bureau of the Financial Supervisory Commission. Independent directors meet the criteria for independence specified by the competent authority and none of the independent directors concurrently serve as directors or independent directors of more than four other companies. In addition, the number of all directors (independent and non-independent) concurrently serving as directors of other listed companies does not exceed three.

The Company's Board of Directors has diverse backgrounds, including experience in different industries and professional academic backgrounds such as aviation, business management, finance, and accounting. It also takes into account multicultural composition such as gender and age. The age distribution spans three levels, and the composition of the Board of Directors is experienced and diverse. For the main experience, professional qualifications, work experience and diversity of the Board members, please refer to the Information on Directors and Independent Directors in the Company's [2024 Annual Report](#).

In order to facilitate the objective use of authority by the independent directors, the Company's "Corporate Governance Best Practice Principles" stipulates that the term of office of an independent director should not exceed three consecutive terms, so as to prevent a reduction in his or her independence due to prolonged tenure. None of the terms of office of the three current independent directors has exceeded six years.

To maintain independence in the performance of duties, separate individuals, who are neither spouses or first-degree relatives, have been appointed as Chairman and President; furthermore, there are no instances of spouses or second-degree relatives between the directors.

The Board of Directors have convened eight meetings in 2024, with an average attendance rate of 94.1%.



Note 1: According to the GRI Standards, 0% of the directors are under 30 years old, 0% is aged between 30 - 50 years old, and 100% are over 50 years old.  
 Note 2: Information on Board members as of April 30, 2025.

## Nomination and selection of the highest governance body GRI 2-10

Tigerair Taiwan adopts a candidate nomination system in accordance with Article 192-1 of the Company Act in the election of directors. In accordance with the law, shareholders holding more than 1% of the total issued shares of the Company may submit a list of candidates to the Company, and the shareholders will vote in the annual shareholders' meeting. The nomination and selection of director candidates takes into account the diversity of the Board composition, including basic conditions such as gender, age, nationality, culture, as well as professional knowledge, background and industry experience, so that the directors elected by the Company have the necessary knowledge, skills and qualities to exercise their powers. They also have rich management experience in economic, environmental and social issues and related impacts. As the basis for the list of candidates in re-election, the aforesaid criteria are also supplemented by performance evaluation and the special expertise of the directors. In addition, to maintain the independence of the Board, independent directors are established and selected in accordance with the Company Act and the Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies.

## Chair of the highest governance body GRI 2-11

The current Board of Directors of Tigerair Taiwan is in its fourth term. The Board was formerly chaired by Mr. Chen Han-Ming. After his resignation as Chairperson on March 10, 2025, the major shareholder, China Airlines, has appointed President Chang Ming-Way to replace Mr. Chen Han-Ming as the legal representative of China Airlines from March 11, 2025, and to serve as a director of the fourth Board of Directors of Tigerair Taiwan. At the third extraordinary meeting of the fourth Board on March 18, 2025, the directors nominated Mr. Chang Ming-Way to temporarily serve as the interim Chairperson. On April 1, 2025, China Airlines, the major shareholder, appointed Ms. Huang Shih-Hui to replace Mr. Chang Ming-Way as the legal representative of China Airlines and to serve as a director of the fourth Board of Tigerair Taiwan starting from April 7, 2025. Mr. Chang Ming-Way was relieved of his position as the interim Chairperson at the same time. Upon resolution from the fourth extraordinary meeting of the fourth Board of Directors on April 8, 2025, the directors nominated Ms. Huang Shih-Hui as the Chairperson of the fourth Board of Directors.

## Role of the highest governance body in overseeing the management of impacts GRI 2-12

The Board of Directors of the Company is the highest governance body of the Company and indirectly participates in supervising and managing the Company's performance and risk management in economic, environmental and social topics, and makes final decisions. When deciding on important matters, the Board will consider economic, environmental and social issues and their impacts, risks and opportunities, as well as the opinions of stakeholders. For details of stakeholder engagement, please refer to the chapter on Stakeholder Communication of this report.

## Delegation of responsibility for managing impacts GRI 2-13

The Board has assigned the Corporate Sustainability Task Force to manage relevant impact. The Executive Secretary of the Corporate Sustainability Task Force is required to report on the Company's economic, environmental and people-related impact management at the Board meeting every year.

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## Role of the highest governance body in sustainability reporting GRI 2-14

The Company's Sustainability Report is written and prepared by the Corporate Sustainability Task Force and signed and approved by the President to ensure that the report covers all major topics. The 2024 Sustainability Report was approved by the Board of Directors on a Board meeting convened on August 1, 2025.

## Conflicts of interests and recusal GRI 2-15

In accordance with Article 206 of the Company Act, the Company has clearly stipulated in the Rules of Procedure for Board of Directors Meetings that if any director is an interested party with respect to any agenda item, the director shall state the important aspects of the interested party relationship at the respective meeting. The director may not participate in discussion or voting on that agenda item, and may not act as another director's proxy to exercise voting rights on that matter. For details of Board members and their recusals (including Board meeting dates, directors who should recuse themselves, proposal contents, reasons for recusal and participation in voting), please refer to [Tigerair Taiwan's Annual Report](#).

A clear system for directors to avoid conflicts of interest has also been formulated. In addition to the matters that require directors' recusal according to relevant laws and regulations, the "Rules of Procedure for Board of Directors Meetings" also clearly stipulates that directors should voluntarily recuse themselves from certain matters, such as: matters involving the appointment of managers of the Company or directors and supervisors of subsidiaries, and the release of directors from non-competition obligations, etc. In addition, in order to implement the relevant regulations of the Company and its subsidiaries regarding transactions with stakeholders, the interests of the Company are given priority and the principle of fair trade is ensured so as to prevent opportunities for personal gain. In addition, all business contracts with the parent company are submitted to the Audit Committee for review, submitted to the Board of Directors for resolution, and then signed by the convener of the Audit Committee. For details on directors' recusal of resolutions involving conflicts of interest, please refer to [Tigerair Taiwan's Annual Report](#).

## Communication of critical concerns GRI 2-16

In addition to convening regular meetings of the various committees and reporting to the Board, the Company's management also regularly provides directors with important reports and information about the Company and communicates with them at any time regarding any material events, as explained below.

- Management Analysis & Stock Affairs Department: Annual business report, annual report of shareholders' meetings
- Accounting Department: Quarterly financial reports
- Finance Department: Quarterly derivatives transaction handling reports and discussions on the provision of credit and financial product transaction quota from financial institutions
- Internal Audit Department: Submits monthly summary reports to the independent directors, which includes the self-prepared financial statements, the report and progress of various internal audit services, the findings and improvements of other audit services, and the statistics of litigations, complaints, corporate inquiries, and whistleblowing reports.

During the reporting period, material events included the execution of the resolution to transfer to the general board of the TWSE, the extension of the lease of 6 leased aircraft and the purchase of 2 A320neo spare engines. For relevant properties and total numbers, please refer to the Material Information released by the Company on the Market Observation Post System website.



## Continuing studies of the directors in 2024 GRI 2-17

In order to enhance the professional knowledge and skills of directors, Tigerair Taiwan arranges regular continuing studies and training courses for directors every year. Based on the characteristics of the industry, the Company's development strategy, and the directors' academic and professional backgrounds, directors are arranged to take professional courses on various topics such as corporate governance, economy, environment, society, internal control system, financial reporting responsibilities, and sustainable development. The two director training courses arranged for 2024 included "How to strengthen labor rights and create a friendly workplace under the ESG trend" and "The impact of the implementation of the EU Carbon Border Adjustment Mechanism (CBAM) on enterprises", each of which was a 3-hour training course, totaling 6 hours. In summary, the total training hours for directors of the Company in 2024 reached 96 hours, as follows:

Position	Name	Date of Training	Organizer	Course Name
Chairperson (Note 1)	Chen Han-Ming	May 3, 2024	Taiwan Corporate Governance Association	How to strengthen labor rights and create a friendly workplace under the ESG trend
		August 2, 2024	Taiwan Corporate Governance Association	Impact of the EU Carbon Border Adjustment Mechanism (CBAM) on Businesses
Director (Note 2)	Chang Ming-Way	May 3, 2024	Taiwan Corporate Governance Association	How to strengthen labor rights and create a friendly workplace under the ESG trend
Director	Chen I-Chieh	May 3, 2024	Taiwan Corporate Governance Association	How to strengthen labor rights and create a friendly workplace under the ESG trend
		August 2, 2024	Taiwan Corporate Governance Association	Impact of the EU Carbon Border Adjustment Mechanism (CBAM) on Businesses
Director	Chang Cheng-Hao	May 3, 2024	Taiwan Corporate Governance Association	How to strengthen labor rights and create a friendly workplace under the ESG trend
		August 2, 2024	Taiwan Corporate Governance Association	Impact of the EU Carbon Border Adjustment Mechanism (CBAM) on Businesses
Director	Peng Pao-Chu	May 3, 2024	Taiwan Corporate Governance Association	How to strengthen labor rights and create a friendly workplace under the ESG trend
		August 2, 2024	Taiwan Corporate Governance Association	Impact of the EU Carbon Border Adjustment Mechanism (CBAM) on Businesses
Director (Note 3)	Wang Wei	May 3, 2024	Taiwan Corporate Governance Association	How to strengthen labor rights and create a friendly workplace under the ESG trend
Director (Note 4)	Jao Shih-Chen	May 3, 2024	Taiwan Corporate Governance Association	How to strengthen labor rights and create a friendly workplace under the ESG trend
Director (Note 5)	Lu Yen-Liang	May 3, 2024	Taiwan Corporate Governance Association	How to strengthen labor rights and create a friendly workplace under the ESG trend

Note 1: Chairperson Chen Han-Ming was released of his position on March 11, 2025.

Note 2: Director Chang Ming-Way was released of his position on July 31, 2024, took office on March 11, 2025, and was released on April 7, 2025.

Note 3: Director Ms. Wang Wei took office on January 16, 2024 and was released of her position on July 31, 2024.

Note 4: Director Mr. Jao Shih-Chen resigned on July 31, 2024.

Note 5: Director Mr. Lu Yen-Liang resigned on July 31, 2024.

Position	Name	Date of Training	Organizer	Course Name
Director	Yen Sin-Hui	March 11, 2024	Digital Governance Association	Corporate Governance Trends and Strategies in 2024
		May 3, 2024	Taiwan Corporate Governance Association	How to strengthen labor rights and create a friendly workplace under the ESG trend
		August 2, 2024	Taiwan Corporate Governance Association	Impact of the EU Carbon Border Adjustment Mechanism (CBAM) on Businesses
		August 27, 2024	Taiwan Corporate Governance Association	Analysis of Sustainability Report
		September 18, 2024	Accounting Research and Development Foundation	2024 ESG Summit: A Comprehensively Net-zero Sustainable Future
Director	Fan Hung-Shu	October 29, 2024	Securities & Futures Institute	Global and Taiwan Economic Outlook 2024
		May 3, 2024	Taiwan Corporate Governance Association	How to strengthen labor rights and create a friendly workplace under the ESG trend
		July 3, 2024	Taiwan Stock Exchange	2024 Cathay Sustainable Finance and Climate Change Summit
Independent Director	Chen I-Heng	August 2, 2024	Taiwan Corporate Governance Association	Impact of the EU Carbon Border Adjustment Mechanism (CBAM) on Businesses
		May 3, 2024	Taiwan Corporate Governance Association	How to strengthen labor rights and create a friendly workplace under the ESG trend
Independent Director	Tsao Sheng-Hsiung	August 2, 2024	Taiwan Corporate Governance Association	Impact of the EU Carbon Border Adjustment Mechanism (CBAM) on Businesses
		May 3, 2024	Taiwan Corporate Governance Association	How to strengthen labor rights and create a friendly workplace under the ESG trend
Independent Director	Yang Chao-Rong	August 2, 2024	Taiwan Corporate Governance Association	Impact of the EU Carbon Border Adjustment Mechanism (CBAM) on Businesses
		July 3, 2024	Taiwan Stock Exchange	2024 Cathay Sustainable Finance and Climate Change Summit
		September 20, 2024	Securities & Futures Institute	2024 Prevention of Insider Trading Advocacy Conference
		November 29, 2024	Securities & Futures Institute	2024 Equity Trading Legal Compliance for Company Insiders Seminar
		August 2, 2024	Taiwan Corporate Governance Association	Impact of the EU Carbon Border Adjustment Mechanism (CBAM) on Businesses

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## Evaluation of performance of the Board of Directors GRI 2-18

In order to improve the operational effectiveness of directors, the Company has established the Rules for Performance Evaluation of Board of Directors in accordance with the Corporate Governance Best Practice Principles for TWSE/GTSM Listed Companies, and incorporated sustainable indicators such as corporate governance, economy, environment and society to ensure that the Board of Directors performs its duties diligently in corporate governance, operations and sustainable matters. The Company's Board of Directors shall conduct an internal Board performance evaluation once a year, which shall be conducted by the Board's business group, self-evaluation will be conducted by Board members, and members of the functional committees will also conduct performance evaluation. The Company has completed the 2024 Board of Directors' performance self-evaluation and submitted and reported the evaluation results to the Board of Directors meeting in Q1 2025 as a basis for review and improvement.

The results of the 2024 performance evaluation of the Company's Board of Directors are as follows:

The overall Board performance self-evaluation result was "exceeding standards". The performance self-evaluation results of individual Board members were "exceeding standards". Functional committee Self-evaluation results:

- (1) The Audit Committee's self-evaluation of its performance was "exceeding standards"
- (2) The Remuneration Committee's self-evaluation of its performance was "exceeding standards".

For the performance evaluation results, please refer to [Tigerair Taiwan's Annual Report](#).

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Note: The evaluation results are divided into "exceeding standards" (score or achievement rate of 90 points or 90% (inclusive) or above), "meeting standards" (score or achievement rate of 80 points or 80% (inclusive) or above but less than 90 points or 90%) and "needing improvement" (score or achievement rate is less than 80 points or 80%).

## Remuneration Policy for the Board of Directors and Senior Management GRI 2-19

The remuneration of the Company's directors is paid in the form of honorarium expenses in accordance with the "Articles of Incorporation", while the remuneration of the President and other managers (referring to the Company's COO, CCO, CFO and Corporate Governance Officer) is based on the standard level of remuneration in the industry and is reasonable in relation to individual performance, the Company's operating performance and future risks. Remunerations are submitted to the Remuneration Committee for review and then approved by the Board of Directors. The Company's business performance and future risks also encompass the economic, environmental, and human rights impact on topics of concern to different stakeholders. The Chairperson, President and other managers shall comply with the Company's current systems, including appointment and compensation standards, promotional salary adjustments, performance evaluations (performance targets include ESG and sustainable development, productivity, profit, cost control, safety, brand enhancement, etc.), and pension accounting standards that comply with statutory regulations. The remuneration of the Chairperson, President and other managers shall be determined in accordance with Articles 5 to 7 of the Regulations Governing the Remuneration of Directors, Independent Directors and Managers, based on the level of their participation in the Company's operations and the value of their contributions, and shall be in accordance with the remuneration levels of their industry peers in the domestic region. There is no clawback policy for the compensation of directors and managers. For information on the remuneration, bonuses, and pensions of the Board of Directors, President, and other managers, please refer to [Tigerair Taiwan's Annual Report](#). In 2024, the Company did not establish a compensation consultant that is independent of the Board of Directors and senior management.

When planning and evaluating its remunerations, Tigerair Taiwan will also incorporate ESG and sustainable business performance into the performance evaluation of its President and other managers as the basis for remuneration evaluation. The retirement benefits system is the same as that of general employees and is handled in accordance with legal regulations.

## Process to determine remuneration GRI 2-20

The payment of remuneration by the Company is based on the "Articles of Incorporation", which must be approved by the shareholders' meeting. In case of a pre-tax net profit for the year, no less than 1% shall be set aside as employee compensation. This shall be implemented by a resolution approved by a majority of the directors present at a Board meeting attended by more than two-thirds of all directors, and then reported to the shareholders' meeting. In case of accumulated losses, the amount to make up for the losses should be reserved in advance and then employee compensation shall be allocated in accordance with the proportion in the preceding paragraph.

The Company has established a Remuneration Committee under the Board of Directors, which is at the same organizational level as the Audit Committee. Currently, both committees are composed of two independent directors and one non-profit independent director, and the members of each committee has elected among themselves a convener in charge of conducting fair and reasonable review and provide recommendations on the remuneration of directors and managers, and submitted them to the Board of Directors for resolution. For the Company's remuneration resolutions, please refer to the section on the Remuneration Committee and its Operations in the [2024 Annual Report](#).

For the remuneration of all employees of the Company, bonus is also distributed in accordance with the Company's performance and employee performance evaluation procedures. In addition, salary adjustments are planned in a timely manner in accordance with the government and industry salary adjustment policies to comply with the principles of fairness and transparency. In addition, in 2024, other measures such as cash capital increase and employee share subscriptions were also provided to strengthen employee cohesion and improve employee satisfaction and retention.

## Annual total compensation ratio GRI 2-21

The individual with the highest annual total compensation at Tigerair Taiwan is the Manager of the Pilot Training Department, who is located in Taiwan. The median annual total compensation for other employees of the Company reached NT\$1,396,025, and the average annual salary for full-time employees who are not in supervisory positions was NT\$2,121,652. The ratio of the individual with the highest annual total compensation to the Company's median annual total compensation of other employees is approximately 8.5:1.

The salary of the Manager of the Pilot Training Department in 2024 has been increased by 22.2% compared to the previous year. As the Company achieved record revenues in 2024, performance bonuses were issued to retain talent and motivate employees, resulting in the median annual total salary of all employees to increase by approximately 35.44% compared to the previous year. The ratio of the individual with the highest annual total compensation increase to the median annual total compensation increase of other employees of the Company was approximately 1:1.6.

.....  
Note: Annual total compensation includes salaries and bonuses.



# Risk Management System

## Internal Control

Based on the characteristics of the aviation industry, in addition to the self-risk supervision and improvement measures of the first-level operations and the review and confirmation of the second-level staff units in general organizational operations, the Company has also set up a Corporate Safety, Security, Quality & Sustainability Office to monitor aircraft performance and engage in operational security operations, we have also set up a Quality Assurance Division to monitor the quality of aircraft repairs to ensure that the Company's greatest operational risks can be managed in a timely manner.

In addition, in terms of operating cost control, the major risks are the fluctuations in aviation fuel and exchange rates. The risk monitoring and response measures are mainly carried out by the Finance Department, which signs derivative contracts such as aviation fuel and forward exchange rates with financial institutions to hedge the risks and undermine the impact of related fluctuations.

## Aviation Safety Risk Management

Tigerair Taiwan adheres to the Civil Aviation Act of Taiwan and the DOC. 9859 Safety Management Manual of the International Civil Aviation Organization (ICAO). Through the establishment of a Safety Management System (SMS), in which "risk management" is the most important component, we reduce risks to reasonable, tolerable, and feasible standards through hazard identification, risk assessment, risk control, supervision and review to ensure the safety of aircraft operations.

The Safety Management System (SMS) includes four major criteria, which are the foundation of the Company's SMS:

- Safety Policy and Objectives
- Safety Risk Management
- Safety Assurance
- Safety Promotion



..... Safety Management System - Four Major Criteria .....

## Execution of Risk Management and Safety Management Meetings

Tigerair Taiwan practices the SMS philosophy of the aviation industry. We implement the Company's safety management operations through convening safety management meetings, and through which we also achieve execution and communication between senior managers and each unit's Safety Action Group (SAG). To fully understand the internal aircraft safety operations, at least four meetings are held each year to continuously communicate with senior management through the Safety Management Committee (SMC) meetings. In addition, all employees are encouraged to report any incidents that affect safety through the safety reporting system, and the risk assessment of each safety report is reviewed one by one through the monthly Flight Operations Risk Assessment System (FORAS) meeting.

Safety Action Group (SAG) meetings are held regularly in each month. Members include the operating units of the Flight Operations Division (including Operation Control Center), Engineering & Maintenance Division, Quality Assurance Division, Cabin & Catering Services Department, and Ground Services Support Department. During the meeting, safety-related operations are discussed, and risk identification, risk mitigation and safety management mechanisms are implemented, while risk assessment and control are also carried out. In addition, the Corporate Safety, Security, Quality & Sustainability Office convenes a Safety Management Committee (SMC) meeting every quarter. Each unit submits major safety issues to the meeting for joint review and discussion by senior managers. After the meeting, the Corporate Safety, Security, Quality & Sustainability Office summarizes the overall safety performance and submits it to the Board of Directors' agenda so as to strengthen the effectiveness of the Company's overall safety governance.



## ESG Risk Impacts and Response Strategies and Actions

The Company has also formulated response strategies/management measures for ESG risks and established performance indicators, as shown in the following table:

Risk Type	ESG Categories	Risk Events	Description of Risk	Response Policy/Management Measures	Performance Indicators
Strategic risks	Corporate Governance Economic aspect	Market positioning and product mix	If the Company does not have a clear grasp of the market, our route and network planning, service design and marketing strategies may be affected, thereby reducing passenger satisfaction and leading to a decline in operating income.	<ul style="list-style-type: none"> <li>● <b>Pricing and sales management:</b> The Company has introduced a price comparison system for market fares, which can keep track of market fare trends and reduce the difference with market prices. Senior managers host weekly meetings to discuss and track various plans, business execution, and market information across departments. The Chief Commercial Officer (CCO) also regularly chairs the Commercial Department's KPI meetings, monthly reviews and discussions on market dynamics, thereby examining operational risk management, including assessment, response strategies and re-evaluation.</li> <li>● <b>Channel management:</b> <ol style="list-style-type: none"> <li>1. Travel agencies: After the discussion on group seat allocation for each quarter is completed, the quarterly Group Policy Agreement will be signed and approved as a mutual reference.</li> <li>2. B2B (Business to Business) and OTA (Online Travel Agent) travel agencies: Submit an application on the Company's website and sign the Agent Account Agreement after completing the application. Once both parties have signed, the account will be opened and invoices can only be issued after top-up is completed before invoicing.</li> </ol> </li> <li>● <b>Route planning:</b> The route application of the Company is carried out in accordance with the relevant provisions of the "Regulations of Civil Air Transport Enterprise" and "International Traffic Rights Allocation and Charter Review Outline" and other relevant regulations of Taiwan. In addition, to maintain a good operating mechanism and international compliance principles, we also ensure that all operating activities comply with regulatory requirements and the review standards of the competent authorities.</li> </ul>	<ul style="list-style-type: none"> <li>● Sales target to reach the fiscal year 2025 budget</li> <li>● Review their performance every quarter as an evaluation for future collaboration and retention</li> </ul>

Risk Type	ESG Categories	Risk Events	Description of Risk	Response Policy/Management Measures	Performance Indicators
Strategic risks	Social aspect	Aviation safety and security	Abnormal aircraft or equipment quality, inappropriate process or system design, or inadequately trained personnel and external events may increase the probability of accidents, affecting personnel safety and the Company's operations.	<p>● <b>Flight safety:</b> The Company follows the requirements in the civil aviation regulations of Taiwan and references the guidelines in the International Civil Aviation Organization (ICAO) DOC. 9859 Safety Management Manual (SMM). Tigerair Taiwan has planned and implemented the Safety Management System (SMS) since 2014, and continues to comply with international standards and national regulations with excellent results.</p> <p>The Company encourages all employees to submit safety reports and to build a high-quality safety culture. Any situation that may endanger operations discovered by employees will be investigated by each unit based on their professional knowledge to find the root cause and to make thorough improvements.</p> <p>In addition, the Company has established and implemented risk identification and risk management processes, and holds regular Flight Operations Risk Assessment System (FORAS) meetings every month to assess safety reporting risks and root causes. At the FORAS meetings, the Company implements variable management actions such as new applicable statutory regulations and operations. We also share actual cases from various countries as a reference for the Company to improve the efficiency of the SMS in practice.</p> <p>● <b>Aviation security:</b> The Aviation Security Department of the Company has formulated aviation security plans, security training plans, and security quality control plans in response to the requirements of the competent authorities. It supervises each unit in establishing aviation security operations and implementing relevant training, and regularly conducts audits, tests, drills and risk assessments to ensure their effectiveness.</p>	<ul style="list-style-type: none"> <li>● "Zero accident" aviation safety performance target (SPT) (times/per 1,000 flights)</li> </ul>

Risk Type	ESG Categories	Risk Events	Description of Risk	Response Policy/Management Measures	Performance Indicators
<p style="text-align: center;"><b>Operating risks</b></p>	<p style="text-align: center;"><b>Corporate Governance Economic aspect</b></p>	<p>Customer experience and satisfaction</p>	<p>Poorly designed customer service process or a lack of adequate and proper training for employees may affect service quality and passenger satisfaction, thereby causing damage to the Company's reputation and affecting revenue.</p>	<ul style="list-style-type: none"> <li>● <b>Airport services:</b> <ol style="list-style-type: none"> <li>1. When a flight is changed due to force majeure, the Company will reasonably provide passengers with necessary assistance measures, including communication services, food and accommodation arrangements, cold-weather or medical first aid items, and transfer arrangements or alternative transportation, to ensure that the basic rights and safety needs of passengers are protected.</li> <li>2. To ensure ground operation safety and service quality, the Company stipulates that ground operation personnel must receive relevant operation training every two years and obtain and maintain valid operation qualifications to comply with regulatory requirements and operating standards, as well as enhance personnel's professional capabilities and response efficiency.</li> <li>3. Line Station Performance Audits are conducted regularly to ensure that ground operations agents follow standard operating procedures and regulations in performing their tasks.</li> </ol> </li> <li>● <b>In-flight services:</b> <ol style="list-style-type: none"> <li>1. Every year, new cabin crew members receive training and existing cabin crew members also receive regular service-related re-training courses. During these courses, cabin instructors share examples of cabin service and teach crew members service and response skills.</li> <li>2. The monthly team meetings review and share recent service cases, and use these as examples to remind cabin crew members to keep up with current trends.</li> <li>3. We continuously update the cabin crew member service manual and announcement scripts according to actual needs to ensure that crew members perform their work in accordance with standard procedures.</li> </ol> </li> <li>● <b>Customer service:</b> <ol style="list-style-type: none"> <li>1. Review the customer service center's incoming call records weekly to confirm whether there is a sudden increase in abnormal feedback.</li> <li>2. All cases involving passenger complaints and appeals that are made by public institutions to this department will be notified to the relevant departments/responsible units to help them understand the passengers' demands and to improve their operating procedures.</li> <li>3. The customer service center conducts company operating procedures and operating method tests every month to ensure that all employees understand the Company's standards.</li> <li>4. Passenger service performance is regularly inspected through questionnaire surveys and passenger feedback.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>● Conducted annual flight change/disruption drills for all stations.</li> <li>● Conducted annual ground operations training to achieve a 100% training completion rate.</li> <li>● Carried out annual Line Station Performance Audit, and the deficiencies and suggestions found in the audit results have been improved and listed as follow-up items for 2025.</li> <li>● Organized annual cabin crew member re-training, preliminary training for new cabin crew members, reinstatement training, and Cabin in Charge training to achieve a 100% completion rate.</li> <li>● The customer service center's answering rate standard is set at 85%. If the answering rate standard has not been met for for a long period of time within a week, we will review with the customer service center whether it is necessary to make adjustments in manpower allocation or the operating procedures of call center staff.</li> </ul>

Risk Type	ESG Categories	Risk Events	Description of Risk	Response Policy/Management Measures	Performance Indicators
Operating risks	Social aspect	Labor-management relations and communications	Without appropriate labor policies, labor management systems or communication mechanisms, labor-management relations and the quality of communication may be affected, which in turn may affect the Company's operations and service provision.	The Company has formulated employment policies and management systems in accordance with applicable laws and regulations and implements them accordingly. In order to maintain quality labor-management communications, in addition to setting up various communication channels such as employee complaint mailboxes and Chairperson's mailbox, the Company also holds regular communication meetings as well as department meetings. In addition, external lecturers are invited to teach relevant courses to promote a good, harmonious, and interactive relationship between the workers and management.	<ul style="list-style-type: none"> <li>For business settings containing 30 employees or above, labor-management meetings are held in each quarter according to regulatory requirements.</li> <li>Talent development courses for management and non-management positions are organized to enhance problem-solving skills and gender equality awareness.</li> </ul>
		Talent attraction, development, and retention	<p>Talent recruitment may be affected by the declining birthrate or industry competition, resulting in the Company having an insufficient number of employees to support its operations.</p> <p>If appropriate human resources systems, compensation systems, career development, or succession plans are not established, it may affect talent cultivation and employees' willingness to stay, leading to increased staff turnover and affecting service quality and the Company's operations.</p>	<ol style="list-style-type: none"> <li>Provide diversified training courses and various professional on-the-job education and training.</li> <li>Distribute annual bonus to employees (office staff, ground handling staff, and cabin crew members) at the end of each calendar year according to the annual bonus distribution method to encourage employee retention.</li> <li>In order to motivate and show our appreciation for employees for their contributions to the Company's operations throughout the year, a portion of the Company's annual operating performance and profit will be allocated as performance-based bonuses each year, and will be distributed after being submitted to the Board of Directors for review and resolution at the end of the year.</li> <li>According to the Company's Articles of Incorporation, if there is any pre-tax net profit in the year, no less than 1% should be set aside as employee compensation. However, if the Company still has accumulated losses, the amount to make up for the losses should be reserved in advance and then employee compensation shall be allocated in accordance with the proportion in the preceding paragraph. The preceding employee compensation must be approved by the Board and reported to the shareholders' meeting.</li> <li>The Company's various welfare measures are handled in accordance with the Labor Standards Act, Labor Insurance Act, National Health Insurance Act and other relevant laws and regulations. In addition, group insurance is specially purchased for employees. The scope of the insurance includes term life insurance, major disease insurance, accident insurance, accident medical insurance, hospitalization medical insurance and cancer medical insurance. To improve employee welfare, the Company has established an Employee Welfare Committee to coordinate various employee welfare matters, including birthday bonuses, annual festival gift certificates, etc., and various activities are also organized from time to time to better care for the quality of life of the employees.</li> </ol>	<ul style="list-style-type: none"> <li>External financial experts are invited to teach two courses on personal finance and financial tax law to enhance basic tax law knowledge related to the employees themselves.</li> <li>To cultivate outstanding talents, external lecturers are invited to teach management leadership courses, spiritual growth courses for all employees, etc.</li> <li>The relevant remuneration system is distributed according to the Company's regulations and operational performance.</li> </ul>

Risk Type	ESG Categories	Risk Events	Description of Risk	Response Policy/Management Measures	Performance Indicators
Operating risks	Corporate Governance Economic aspect	Information security and privacy protections	In case of improper security control, operation and backup of the information system, or in the event of a malicious behavior by internal or external personnel, operational interruption may occur, or the Company, customer or employee information and data may be lost or leaked, thereby affecting the Company's operations and reputation.	<ol style="list-style-type: none"> <li>1. Account inventory of key systems is conducted every six months.</li> <li>2. Operational continuity drills, emergency incident and notification drills, and social engineering drills are conducted every year.</li> <li>3. Information and communications security education and training is organized every year.</li> <li>4. Deployed Information Security Management System (ISMS) and obtained third-party verification.</li> </ol>	<ul style="list-style-type: none"> <li>● The number of accounts that should have been removed but were not removed is less than 1.</li> <li>● Drills are conducted annually.</li> <li>● Education and training are organized every year.</li> <li>● Continue to obtain ISO 27001 and ISO 27017 certifications.</li> </ul>
		Crisis or major incident management	If a complete response process and related preparedness measures are not established for sudden major accidents or negative events (such as air safety accidents, brand reputation crises, legal disputes or major infectious disease outbreaks, etc.), it may not be possible for the Company to respond promptly and properly when an incident occurs, thereby expanding the impact of the incident and causing adverse effects on operations, reputation or stakeholders.	<ol style="list-style-type: none"> <li>1. The Company has developed an emergency response plan manual and conducts regular drills every year to identify potential risks and to master the response mechanisms.</li> <li>2. Regular re-training is conducted every year for emergency response staff and family service staff.</li> </ol>	<ul style="list-style-type: none"> <li>● Drills are conducted regularly at least once a year.</li> </ul>

Risk Type	ESG Categories	Risk Events	Description of Risk	Response Policy/Management Measures	Performance Indicators
Operating risks	Social aspect	Employee health and safety	If the environment does not meet safety standards, if the work process design is improper, or there is a lack of training or a lack of appropriate protection mechanisms, it may affect the health and safety of personnel or cause safety and health incidents, thereby affecting personnel safety and the Company's reputation.	In order to ensure the safety and health of workers in our business units, the Company has formulated and implemented Safety and Health Work Rules.	<ul style="list-style-type: none"> <li>Environmental monitoring is carried out every six months to ensure compliance with regulatory standards.</li> <li>On-the-job training is provided for employees every year.</li> <li>The Company has set up a sufficient number of emergency personnel and equipment in accordance with regulations and reviews the effectiveness of training every year.</li> </ul>
		Exchange rate fluctuations	As the Company engages in foreign currency transactions or invests in foreign institutions, etc., financial losses may occur due to market exchange rate fluctuations, which affect the value of foreign currency assets the Company holds.	<ol style="list-style-type: none"> <li>The impact of exchange rate changes on the Company's profit and loss is reduced to a certain range through financial hedging tools (forward foreign exchange derivative transactions), and related financial risks are monitored regularly.</li> <li>In addition to maintaining close contact with various financial institutions, the Company also asks the transacting financial institutions to provide professional consulting services to keep abreast of international exchange rate trends in real time. At the same time, depending on actual funding needs and exchange rate levels, the Company also adjusts foreign currency asset positions in a timely manner for natural risk hedging</li> </ol>	-
Financial risks	Corporate Governance Economic aspect	Interest rate changes	Increased interest expense or reduced interest income due to interest rate fluctuations may cause the Company to incur financial losses.	<ol style="list-style-type: none"> <li>The Company must stabilize financial conditions, secure a steady supply of capital, and strengthen the financial structure to enhance solvency.</li> <li>In addition to adjusting the interest rate in a timely manner by negotiating with the lending financial institutions based on changes in the domestic and international economic environment, we also maintain close contact with various financial institutions. In addition to maintaining existing credit lines, we also actively develop credit lines from new financial institutions and adopt a model of borrowing new money to repay old debts to reduce the risk of interest rate changes on the Company's profit and loss.</li> </ol>	-

Risk Type	ESG Categories	Risk Events	Description of Risk	Response Policy/Management Measures	Performance Indicators
Compliance risks	Corporate Governance Economic aspect	Governance and ethical corporate management	If the governance structure is not properly operated, dishonest or unethical behavior may harm the interests of the Company and further affect the rights and interests of shareholders and stakeholders.	In order to effectively shape the organizational culture and values, the Company has successively compiled operating principles such as the "Corporate Governance Best Practice Principles", "Ethical Corporate Management Best Practice Principles", "Procedures for Ethical Management and Guidelines for Conduct", as well as behavioral codes designed according to different powers, such as the "Code of Ethical Conduct" applicable to governance units and management levels, "Rules Governing the Scope of Powers of Independent Directors", and "Employee Code of Conduct", so as to internalize them as the judgment criteria of all operating personnel on the spot. In addition, the Company uses a profit-sharing bonus system to guide all employees to pay attention to business performance and achieve cohesion through joint supervision.	<ul style="list-style-type: none"> <li>• The measures taken to implement ethical corporate management practices, the status of implementation, and the aforementioned quantitative data and promotional results are disclosed on the Company's website and prospectus, and disclosed on the Market Observation Post System (MOPS).</li> <li>• In order to strengthen employees' understanding of the Company's corporate culture of ethical corporate management, we have provided training to all employees through online courses, and at the same time promoted Ethical Conduct and Corporate Integrity Standards when new employees take office. For specific measures, please refer to GRI 205: Anti-corruption. Employees can choose to use the grievance mailbox of their supervisors, the management or the Human Resources Office (talktome@tigerairtw.com) or the reporting mailbox of the Audit Office (auditor@tigerairtw.com). In addition to monitoring activities and opening up channels for submitting grievances and reports, we continue to focus on the KPI improvement cycle and strive to achieve positive business performance goals to reduce the probability of risks.</li> </ul>

Risk Type	ESG Categories	Risk Events	Description of Risk	Response Policy/Management Measures	Performance Indicators
Compliance risks	Environmental aspect	Energy efficiency and carbon emissions	If the energy efficiency or carbon emissions of aircraft fuel or ground equipment and facilities are not properly controlled, related costs and regulatory risks may increase, in addition to affecting the Company's reputation.	The Company continues to improve aviation fuel efficiency and has introduced the A320neo low-pollution new aircraft through fleet replacement. At the same time, the Company pays attention to the Sustainable Aviation Fuel (SAF) policy and complies with greenhouse gas regulations. We will promote corporate greenhouse gas inventory to accurately grasp the information on greenhouse gas emissions. To provide the optimum amount of fuel for the flight, we calculate the aircraft's fuel consumption before takeoff.	<ul style="list-style-type: none"> <li>● Improve annual aviation fuel efficiency by 1.5%.</li> </ul>
Emerging risks		Climate change mitigation and adaptation	Climate change may cause drastic weather changes, affecting flight safety or causing delays. Rising temperatures are likely to increase energy consumption. Failure to respond appropriately to extreme weather and climate-related regulatory requirements may affect flight safety, increase operating costs, or damage the Company's reputation due to regulatory violations.	<ol style="list-style-type: none"> <li>1. The "Environmental Management Committee (EMC)" was established in 2018 as the highest decision-making and supervisory unit for environmental and energy management policies. It sets policies and short-, medium- and long-term management goals and promotes energy conservation and carbon reduction programs, including improving aviation fuel efficiency, saving fuel in flights, conserving water, electricity, and paper use, using environmentally friendly products, green procurement, and protecting the environment and ecology. Regular review meetings are held every six months to define environmental performance objectives and review their implementation status to ensure the effectiveness of the Company's environmental and energy management policies and operations.</li> </ol> <p>In 2022, we deployed the TCFD information disclosure framework to identify key climate change risks and opportunities that are significant to the Company, assess the impact on our operations and finances, and plan and implement relevant response action plans to enhance the Company's ability to respond to climate change risks.</p>	<ul style="list-style-type: none"> <li>● Achieve the capabilities and to implement greenhouse gas inventory and verification management, and continue to implement and improve greenhouse gas inventory and verification operation mechanisms.</li> </ul>

# Anti-corruption

GRI 205-2, 205-3, 206-1, 415-1

In order to ensure that directors comply with anti-corruption related ethical conduct, the Company has formulated the "Code of Conduct and Ethics" and "Ethical Code of Conduct", which have been approved by the Board of Directors. In addition, the Company communicates with those who may be involved in ethical corporate management or corruption incidents in operations (including all directors), such as through continuing education courses, employee handbooks, contract terms and verbal communication, to ensure that the Company's anti-corruption policies and fraud prevention procedures can be effectively conveyed to relevant personnel, thereby enhancing the effectiveness of the Company's ethical corporate management.

To ensure that employees comply with anti-corruption related ethical conduct, the Company has formulated the "Employee Code of Conduct" for compliance and announced it by mail to all employees. Relevant training resources are also sent to new employees in electronic form. In case of corruption, employees can report the incident to their supervisor or the Audit Office via auditor@tigerairtw.com. The Company has an obligation to protect the identity of whistleblowers or those who participate in investigations and strictly prohibits retaliation. No reports of violations of ethical corporate management were received in 2024.

- The 2024 new employee training included a theme of "Corporate Integrity and Risks", with a total of 123 employees participate in the training. In addition, the Company also provided education and training on ethical corporate management, anti-corruption and workplace behavior norms to all employees through online courses, with a total of 780 participants and a completion rate of 100%.
- In 2024, we conducted four anti-insider trading promotional activities with directors, with an execution rate of 100%.
- In terms of business partners, a "Supplier Code of Conduct" has been established and implemented for the selection and tender from suppliers for various procurement operations, and relevant manufacturers are required to sign and submit the "Supplier Code of Conduct". Implementation rate in 2024 has been 100%.

## 2024 Employee Ethical Corporate Management or Anti-corruption Education and Training

Region		Type of Employee			
		Business Operations	Flight and Cabin Crews	Maintenance Personnel	Other
Taiwan	Total training hours	332	390	26	32
	Number of employees that completed training	332	390	26	32

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## Legal actions for anti-competitive behavior, anti-trust, and monopoly practices

The Company strictly complies with relevant laws and regulations and was not involved in any anti-competitive behavior, lawsuits or concluded legal actions related to anti-trust and monopoly regulations in 2024, nor has the Company received any relevant judgment or sentences. We also take the following measures to actively promote and enforce anti-competitive behavior and compliance with anti-trust and monopoly laws:

- The Company holds anti-trust law courses from time to time to educate employees on the concept of compliance with fair trade regulations.
- According to the "Code of Ethical Conduct", our personnel shall treat our customers, competitors and employees fairly and shall not obtain improper benefits by manipulating, concealing or abusing information obtained based on their job responsibilities, making false statements about important matters, or engage in other unfair trading methods.
- According to the "Ethical Corporate Management Best Practice Principles", the Company shall conduct business activities in accordance with relevant competition laws and regulations and shall not fix prices, manipulate bids, restrict production and quotas, or share or divide the market by allocating customers, suppliers, operating areas or business types.
- In accordance with the "Procedures for Ethical Management and Guidelines for Conduct", the Company shall comply with the Fair Trade Act and related laws on competition when engaging in business activities and shall not engage in unfair competition.

Disclosure Item	2022	2023	2024
Total monetary losses from legal proceedings associated with anti-competitive behavior regulations	0	0	0

## Political contributions

Tigerair Taiwan has established "Procedures for Ethical Management and Guidelines for Conduct" to regulate the direct or indirect donations made by the Company's personnel to political parties or organizations or individuals involved in political activities. These donations must comply with the Political Donations Act and the Company's relevant internal operating procedures and must not be used to seek commercial interests or transaction advantages.

Tigerair Taiwan did not provide any political donations in 2024.

# Operational Strategy and Economic Performance

## Management of Material Topics

### Impact on economy, environment and people

Economic and financial performance is one of the important factors for the sustainable development of an enterprise. If a company continues to sustain poor economic performance, it may face a threat to its continued operation, which will in turn affect the value of the company. Therefore, one of the Company's important issue and goal is to effectively managing our operating performance and operating risks, which will strengthen the Company's competitiveness and create maximum benefits for the Company, employees and shareholders.

### Policy or commitment

We will improve the sales processes to enhance product and service quality, continue to develop new products and new applications, strengthen competitiveness, strive to create value for shareholders, protect the rights and interests of stakeholders, and fulfill our corporate social responsibility.

### Actions taken to manage material topics and related impacts

1. The Company's senior managers hold regular weekly management meetings.
2. Convene regular quarterly Board meetings to report the operational performance to the directors.
3. The Audit Committee meets at least once every quarter and publicly discloses its operations and performance evaluation.
4. The Company holds annual business performance discussion meetings and submits reports to the Board of Directors and shareholders' meetings.

### Monitoring the performance of relevant actions

1. Management meetings are regularly held at least once a week.
2. Operating performance was reported to the directors in four meetings in 2024.
3. The Company's annual operating performance and the annual operating goals for the following year are submitted to the Board.

### Goals and objectives

1. Strengthen personnel education and training.
  2. Strengthen sales process improvement to enhance product and service quality.
  3. Enhance customer service.
  4. Quality control of incoming materials from suppliers.
  5. Strengthen the organization of safety and environmental protection personnel.
- Short-term goals: Achieve steady revenue growth in every year and to engage in sound cost and expense control to meet the expectations of stakeholders.
  - Mid and long-term goals: The average return on equity will continue to increase over the next five years.

### Performance

In 2024, the operating income was NT\$16,423,023 thousand, the net profit after tax was NT\$2,771,783 thousand, and the earnings per share reached NT\$6.16.

### Stakeholder participation

1. The annual financial report is approved by the Audit Committee, and the convener issues a review report before submitting it to the Board of Directors for approval. Each quarterly financial report is submitted to the Audit Committee and the Board of Directors for discussion and resolution.
2. Six Audit Committee meetings were held in 2024, mainly to monitor the Company's implementation of the fair expression of financial statements and compliance with relevant laws and regulations.

## Financial Performance GRI 201-1

In 2024, Tigerair Taiwan celebrated our 10th anniversary. We continued to operate a fleet of 9 Airbus A320s and 6 A320neo aircraft, achieving a total of approximately 18,700 flights throughout the year, carrying more than 2.9 million passengers, and reaching a total passenger volume of over 15 million. With strong resilience and flexible adaptability, the Company actively expanded to new destinations and optimized our flight network. Our total revenue reached a new record high of over NT\$16.4 billion. In addition, we were also successfully listed on the General Board of the TWSE on November 29, 2024.

In 2024, Tigerair Taiwan's consolidated net revenue was NT\$16.423 billion, net profit before tax was NT\$3.505 billion, net profit after tax was NT\$2.772 billion, and after-tax earnings per share (EPS) was NT\$6.16. For more details on the Company's operating performance and financial information, please refer to Tigerair Taiwan's 2024 financial report.

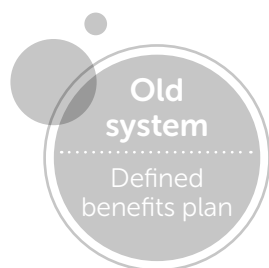
Unit: NT\$ thousand

### The Economic Value Distributed by Tigerair Taiwan in the Past Three Years

Year	2022	2023	2024
<b>Direct Economic Value Generated: Revenues</b>			
Operating Revenue	1,314,827	12,468,336	16,423,023
<b>Economic Value Distributed</b>			
Operating costs	3,486,846	8,708,059	10,886,944
Employee salaries and benefits	634,416	1,391,852	1,861,134
Capital expenses	0	0	0
Payments to governments by country	56,505	42,648	27,936
Community investment	0	0	0
<b>Retained economic value: "Direct economic value generated" less "economic value distributed"</b>			
Retained economic value	(2,862,940)	2,325,777	3,647,009

## Pension Scheme GRI 201-3

According to the Company's retirement plan, currently the Company's employees who meet the old pension system are foreign nationals, and the rest of the Taiwanese nationals are all employees that fall under the new system. The implementation summary is as follows:



In accordance with Paragraph 1, Article 56 of the Labor Standards Act, an employer shall contribute 2% to 15% of his or her total monthly wage to the dedicated labor retirement reserve account on a monthly basis. When a worker meets the retirement requirements and requests a pension from his or her employer, the employer can pay the pension from the worker's retirement reserve account. Currently, of all employees of the Company, those that are eligible for the old system are foreign workers. In accordance with regulations, the Company allocates 2% of the total salary on a monthly basis to the dedicated account of the Labor Retirement Reserve Supervisory Committee of the Bank of Taiwan.



In accordance with Chapter 3, Article 14 of the Labor Pension Act, under the new system, employers shall contribute a monthly labor pension of no less than 6% of an employee's monthly wages to the dedicated labor pension account established by the Bureau of Labor Insurance, Ministry of Labor. The accumulated pension can be taken with the worker and will not be affected by the worker's job change or the closure of the business unit or company. The ownership of the dedicated account belongs to the worker. The Company's Taiwanese employees are currently all under the new system. Hence, they all contribute 6% of salaries per month in accordance with regulations.

In accordance with relevant laws and regulations, the Company appropriates 2% (old system) or 6% (new system) of the total salary of employees eligible for different retirement plans as retirement reserve. Employees eligible for the new system can also apply for labor retirement and make a self-contribution of 1% to 6% to their dedicated personal labor retirement account. In 2024, employees participating in self-contribution accounted for 15% of all employees.

As of December 31, 2024, the present value of the Company's defined benefit obligation was NT\$35,560 thousand, and a balance of NT\$11,482 thousand has been allocated to the dedicated labor retirement reserve account of the Bank of Taiwan in accordance with the Labor Standards Act, resulting in a net defined benefit liability of NT\$24,078 thousand. In terms of the Company's defined contribution plan, we have already contributed to the labor pension individual account of the Bureau of Labor Insurance at a contribution rate of 6% of the monthly salary of the workers in accordance with the provisions of the Labor Pension Act. The pension expense in 2024 was NT\$42,471 thousand.

## Estimated time point

Pursuant to Article 56, Paragraph 2 of the Labor Standards Act: "Before the end of each year, employers shall assess the balance in the designated labor pension reserve funds account of the preceding Paragraph. If the amount is inadequate to pay pensions calculated according to the preceding Article for workers retiring in the same year according to Article 53 or Subparagraph 1 of Paragraph 1 of Article 54, the employer is required to make up the difference in one appropriation before the end of March the following year." In accordance with regulations, the Company always estimates the balance of the labor pension funds at the end of each year.

## Government subsidies GRI 201-4

The Company did not receive any financial subsidies from the Taiwanese government in 2024.

## Financial implications and other risks and opportunities due to climate change

### GRI 201-2

In line with the law, we will gradually plan to introduce the Task Force on Climate-Related Financial Disclosures (TCFD) to assess the risks and opportunities of climate change and to manage relevant responses, in order to identify potential positive and negative financial impacts and propose response strategies. The risks and their potential financial impact are briefly described below. For management details, please refer to the chapter on "Climate Change Mitigation and Adaptation".

Risk Type		Risk Contents	Potential Financial Impact
Transition risks	Laws and policies	Policy and legal risks	Increased operating costs
		Regulations related to the development of renewable energy	
		Carbon offset and trading	
	Technology	Collection of domestic carbon fees	Increased costs and expenses, costs of establishing new practices, operations, and processes
		Use of Sustainable Air Fuel (SAF)	
		Increased cost of raw materials	
	Market	Carbon tariffs on aviation materials	Higher production costs due to changes in input costs and output demand
		Uncertainty in market information	
Reputation	Increased passenger awareness for sustainability and carbon reduction issues	Reduction in available capital	
	Industry stigmatization		
Physical risks	Immediate	Typhoons, floods and other extreme weather events	May result in flight suspension or delays, and reduced capacity
	Long-term	Rising average temperatures and disappearance of low-lying air routes	Fuel costs lead to increased operating costs and safety risk factors

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## Internal Control and Audit System

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To strengthen governance functions, Tigerair Taiwan's Board of Directors has established relevant policies and principles to create a good management environment and provide guidance for each operating unit to manage risks and design and implement internal controls. The internal audit unit under the Board of Directors also conducts annual audits or ad hoc audits to confirm the effectiveness of the internal control design and implementation, or make improvement suggestions to ensure the effectiveness and efficiency of operations, the accuracy and timeliness of financial and non-financial information, and compliance with relevant laws and regulations. For a list of regulatory documents, please refer to Chapter 2 "Sustainable Future - Policies and Regulations related to Responsible Business Practices".

## Tax Policy

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GRI 207-1, 207-2, 207-3

### Approach to Tax

The Company's tax policies support business innovation and economic growth. Our policy commitments are as follows:

- Comply with the tax laws and regulations and the spirit of legislation in all locations where we operate.
- We do not use tax havens or engage in taxation for the purpose of tax evasion.
- We shall build an honest and respectful relationship with tax authorities based on mutual trust, information transparency and regulatory compliance.
- The Company's important decisions all factor the impact of taxes into consideration, such as when establishing a branch or acquiring or disposing of major assets.
- We analyze the operating environment and apply management mechanisms to conduct tax risk assessments, such as when establishing a branch or acquiring or disposing of major assets.
- Transactions between related enterprises are based on the arm's length principle (ALP) and follow the internationally recognized transfer pricing guidelines published by the Organisation for Economic Co-operation and Development (OECD).
- Tax reporting information is transparent, so that tax disclosures are handled in compliance with relevant regulations and guidelines.

### Tax Governance, Control and Risk management

The Company attaches great importance to tax governance and risk management. The main tax risks in 2024 were risks related to changes in regulations and risks arising from operational activities. To effectively manage tax risks, we perform risk identification, assessment and execution in accordance with our internal control processes, and appropriately measure, manage and control possible risks. The Company has appointed an Accounting Supervisor to perform daily tax administration and management. The Chief Financial Officer (CFO) is ultimately responsible for tax management, and qualified and experienced tax professionals are available to assist the Company in fulfilling tax obligations. The Board of Directors has appointed the CFO and the Audit Supervisor to oversee the quality and integrity of the implementation of accounting, auditing, financial reporting and financial control, and to regularly review major matters including accounting policies and procedures, internal control systems, and legal compliance.

### Stakeholder Communication and Management on Tax-related Concerns

The Company pays close attention to tax-related topics. We continuously communicate with stakeholders and actively participates in tax policy seminars. Based on mutual trust, information transparency and regulatory compliance, we interact with tax authorities in an honest, upright, respectful and fair manner.

### Effective Tax Rate

Tigerair Taiwan has branches in Taiwan, Japan, Thailand, China and other countries. Each branch pays taxes every year in accordance with local laws and regulations. Our operating entity in Taiwan pays income tax based on the statutory tax rate of 20%. Since the Company's annual revenues and profits are mainly in Taiwan, the Company's overall effective tax rate is therefore close to Taiwan's statutory tax rate of 20%.

# Regulatory Compliance

GRI 2-27, 411-1, 418-1

## Management of Material Topics

### Impact on economy, environment and people

The Company complies with environmental, social and economic regulations. For example, in case the Company fails to comply with regulations such as the Civil Aviation Act, we may receive a disciplinary notice and a fine, which may affect the Company's image.

### Policy or commitment

We comply with laws and regulations, review regulations from time to time, and communicate with competent authorities to ensure that the Company's operations comply with regulatory standards.

### Actions taken to manage material topics and related impacts

1. We have formulated internal manuals and operating procedures, organized relevant education and training courses and meetings to promote the concept of legal compliance.
2. In order to ensure that the Company complies with relevant laws and regulations and to avoid unnecessary penalties, the Company has always paid close attention to any domestic and international policies and legal trends that may have a significant impact on the Company's business and finances in the hopes of creating a high-quality industry operating environment.
3. We comply with government laws and regulations, such as the Company Act, the Securities and Exchange Act, regulations from the TWSE, or other applicable laws related to business conduct.
  - Short-term goals: We continue to pay attention to various operating regulatory risks at home and abroad at all times and organize education and training courses as needed.
  - Mid-term goals: In line with the internal audit procedures of the Audit Office and the Finance Department, we will conduct internal control risk management and to timely identify any insufficiencies, and formulate or revise internal management methods and standard contract templates as needed.
  - Long-term goals: Pay attention to the latest local regulatory and policy changes to reduce the operational risks of the Group's locations at home and abroad, and to conduct regulatory compliance education at each operating location as needed.

### Monitoring the performance of relevant actions

The Company conducts Plan-Do-Check-Act (PDCA) effectiveness assessment and audit on environmental and internal management every year in accordance with our internal management review procedures to ensure the execution of flight quality and related policies.

### Goals and objectives

Comply with the relevant laws and regulations of the competent authorities and local governments and implement legal policies.

- Short-term goals: Continue to pay attention to legal risks and carry out relevant compliance advocacy.
- Mid-term goals: Optimize and improve the Company's management methods and formulate standard contract templates.
- Long-term goals: Ensure that operating locations comply with local regulations and industry plans.

### Performance

1. The Company was not involved in any anti-competitive behavior, lawsuits or concluded legal actions related to anti-trust and monopoly regulations in 2024, nor has the Company received any relevant judgment or sentences.
2. There were no infringement of customer privacy or data leakage in 2024.
3. As of 2024, there were no cases of gender or racial discrimination or complaints of labor practices that violate human rights, no incidents of violation of indigenous rights, no incidents of external human rights review or impact assessment, and no incidents of forced labor, child labor, freedom of association, or discrimination, etc.

### Stakeholder participation

1. The Company held a 6-hour continuing studies training course for directors in 2024, covering topics such as corporate anti-corruption and ESG sustainability-related legal issues.
2. Internal Board performance evaluations are conducted regularly every year.
3. The Company has set up a website to disclose the Company's financial and business related information as well as corporate governance information for the reference of shareholders and stakeholders.
4. External parties or internal employees may provide feedback to the Company at any time on any violation of the Company's guidelines or regulations, or make relevant suggestions through reporting, consultation and communication channels.
5. In coordination with the Group's entities, the Company regularly purchases liability insurance for all directors.

# Ethical Operation and Legal Compliance

GRI 2-27, 416-1, 416-2, 417-1, 417-2, 417-3

## Flight Safety

Flight safety is to comply with all regulations and requirements and, when necessary, allocating the Company's resources to prevent flight safety-related incidents and achieve the goal of "zero accidents". Through the annual Flight Operations and Safety Seminar held by the civil aviation authority, we exchange flight safety information with industry peers, take in relevant safety practices and experiences, ensure that flight operations meet international aviation safety standards, and improve the quality of internal flight safety services.

## Customer Health and Safety

The Company strictly complies with the administrative guidance and relevant regulations of the competent authorities, and there were no violations of any health and safety regulations or related voluntary regulations regarding products and services in 2024.

## Marketing and Labeling

To safeguard the rights and interests of passengers, all advertising and marketing content of Tigerair Taiwan adheres to the principles of integrity and accountability to convey that Tigerair Taiwan is committed to providing customers with a wonderful travel experience. In 2024, in terms of the relevant labeling of products and services in marketing and communication, the Company did not violate any laws and regulations or voluntary regulations on product and service information labeling and marketing and communication.

## Penalty Incidents

Pursuant to the "Taiwan Stock Exchange Corporation Procedures for Verification and Disclosure of Material Information of Companies with Listed Securities", in case the Company is fined a certain amount of NTD for a single violation, we must make a material information announcement upon receipt of the penalty notice. There were no major penalty events that should be announced in 2024.

Note: One of the criteria for determining if an event should be classified as a major violation is whether a major information announcement is required.





## V Value Creation/ Enhancing Brand Trust

### Flight Safety and Service Quality

#### Management of Material Topics

#### Impact on economy, environment and people

Fight safety is to comply with all regulations and requirements and, when necessary, allocating the Company's resources to prevent flight safety-related incidents and achieve the goal of "zero accidents".

#### Policy or Commitment

1. Fully support the promotion of the Safety Management System (SMS), including providing all relevant resources, creating an organizational culture of safety, promoting safe practices, encouraging safety reporting and communication, and actively paying attention to the management of safety matters as much as other organizational matters.
2. Safety management is the primary responsibility of all managers and employees.
3. Clearly define the responsibilities of all managers and employees in implementing the SMS and demonstrating operational safety performance.

## Policy or Commitment

4. Establish and implement risk identification and risk management processes, which includes a safety reporting system for reporting hazard factors in order to eliminate or mitigate safety risks with dangerous consequences caused by various operations, and reducing these safety risks to reasonably acceptable levels.
5. Support a Just Culture by ensuring that no disciplinary actions will be taken on employees who disclose safety issues through the safety reporting system unless the disclosure demonstrates illegal conduct, gross negligence, or a willful disregard of rules and procedures.
6. Comply with and, where possible, exceed legal and regulatory requirements and standards.
7. Ensure that there are sufficient skilled and well-trained human resources for implementing safety policies and related operations.
8. Ensure that all employees have access to adequate and appropriate aviation safety information and training, are competent in handling safety matters, and that the tasks assigned to them are on par with their skill levels.
9. Develop and measure our safety performance based on actual Safety Performance Indicators (SPI) and Safety Performance Targets (SPT).
10. Continuously improve our safety performance through management processes that ensure the effective implementation of relevant safety measures.
11. Ensure that the external systems and services employed in supporting our operations meet the security standards we require.

## Actions Taken to Manage Material Topics and Related Impacts

- Setting and monitoring of Safety Performance Target/Safety Performance Indicators (SPI/SPT)
- Safety reporting system and risk control measures
- Self-monitoring operations
- Flight Operations Quality Assurance (FOQA) operations
- Safety education and training for all employees
- Safety reward operations

## Monitoring the Performance of Relevant Actions

- Effectively identify changing trends and potential risks in safety performance through data analysis and continuous monitoring.
- Establish standardized monitoring mechanisms and proactively implement improvement measures to reduce risks and prevent accidents.
- Continue to strengthen the safety management system and safety culture, and enhance the aviation safety environment for passengers, crew members, and other stakeholders through continuous improvement.

## Monitoring the Performance of Relevant Actions

- The "PDCA (Plan-Do-Check-Act)" cycle is adopted as the quality management model, and abnormal conditions found during the checking process are incorporated into the continuous improvement mechanism to control risks within an acceptable range.

## Goals and Objectives

Formulate the Company's Safety Performance Target/Safety Performance Indicators (SPI/SPT), with the following major goals:

- Fatal & Hull loss Accidents
- Runway Excursions (RE)
- Control Flight into Terrain (CFIT)
- Loss of Control in Flight (LOC-I)
- Runway Incursion (RI)
- Mid-air Collision (MAC)

## Performance

- The aviation Safety Performance Target (SPT) is "zero accidents" (times/every 1,000 flights). The SPT in 2024 was "0", goal was 100% achieved.
- We communicate with senior managers through the Safety Management Committee (SMC) meetings every quarter, and each operating unit reports on operational risks and safety management measures in the meetings to ensure that the Company has a full grasp of aircraft safety operations and implements the core spirit of the aviation industry's Safety Management System (SMS).
- Participated in the "2024 International Air Safety Summit (IASS)" organized by the civil aviation competent authority, in which we discussed the impact of leadership in corporate safety culture in details and exchanged views on the outlook for the global aviation market, fleet adjustment plans. By drawing on the industry's practical actions and experience in aviation safety management, we can further strengthen the Company's internal aviation safety quality.

## Stakeholder Participation

According to the "Regulations of Aircraft Flight Safety-related Events" of Taiwan's Civil Aviation Act, if an aircraft has a flight safety-related incident that meets the mandatory reporting conditions, it should be reported to the Civil Aviation Administration, MOTC, within the time limit, and an aviation safety investigation report should be provided if necessary. In case of a violation against the Civil Aviation Act, if a company is fined NT\$1 million or more for a single incident, the company must issue a major information announcement upon receiving the penalty notice.

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## Flight Safety

The safety of passengers and employees has always been Tigerair Taiwan's top priority and the fundamental cornerstone to achieve sustainable development. From the Chairperson to managers at all levels and even all employees, everyone at the Company shares the responsibility of ensuring the safety and quality of each operation, and we are all committed to achieving the highest standards of safety performance.

To fully implement safety management, Tigerair Taiwan adheres to the belief of "zero flight accidents" and builds a sound monitoring system through a comprehensive management system. From the start, Tigerair Taiwan has always adhered to the core value of maintaining flight operations and ensuring passenger safety.



**Safety First,  
We Deliver What We  
Promise**

## Safety Management System, SMS

The Company follows the requirements in Taiwan's Civil Aviation Act and references the guidelines in the International Civil Aviation Organization (ICAO) DOC. 9859 Safety Management Manual (SMM). Tigerair Taiwan has planned and implemented the Safety Management System (SMS) since 2014, and continues to comply with international standards and national regulations with excellent results.

### Safety Policy and Objectives

#### (1) Safety Responsibilities:

Safety management is the main responsibility of all managers and employees. We clearly define the responsibilities of all managers and employees in implementing the SMS and demonstrating operational safety performance.

#### (2) Building the Safety Management System (SMS):

Providing all relevant resources, creating an organizational culture of safety, promoting safe practices, encouraging safety reporting and communication, and actively paying attention to the management of safety matters as much as other organizational matters. The Company also promotes a "Just Culture" to ensure that employees who disclose problems through the safety reporting system will not be receive punishment or retribution unless the conduct involves obvious violations of laws, material negligence, or willful disregard of rules and procedures.

## Safety Risk Management

### (1) Safety Reporting System:

Tigerair Taiwan encourages all employees to submit safety reports and to build a high-quality safety culture. Any situation that may endanger operations discovered by employees will be investigated by each unit based on their professional knowledge to find the root cause and to make thorough improvements.

### (2) Risk management measures:

Risk identification and risk management processes have been established and implemented, and regular Flight Operations Risk Assessment System (FORAS) meetings are convened every month to assess safety reporting risks and root causes. At the FORAS meetings, the Company implements variable management actions such as new applicable statutory regulations, epidemic prevention, and operations. We also share actual cases from various countries as a reference for the Company to improve the efficiency of the SMS in practice.



## Safety Assurance

### (1) Developing and monitoring the annual safety performance:

With reference to Taiwan's National Civil Aviation Safety Plan and Article 19 of the International Civil Aviation Organization (ICAO), Safety Performance Target/Safety Performance Indicators (SPI/SPT) are set annually. The Safety Management Committee (SMC) oversees the safety review meetings of each Safety Action Group (SAG) in a digital manner. For each safety performance indicator that exceeds the warning value, management will be reinforced and relevant safety plans are proposed to ensure the effectiveness of safety management and operation of the safety management system. Through actual safety performance indicators (SPI) and safety performance targets (SPT), we ensure that relevant safety measures have been effectively implemented and managed, thereby continuously improving the Company's safety performance.

### (2) Flight Operations Quality Assurance (FOQA) system:

In accordance with the "Corporate Safety Management Manual" and "FOQA Operation Procedures", the Company strictly implements various flight operational quality assurance (FOQA) operations and continuously monitors the flight data statistics and analysis of the A320ceo and A320neo aircrafts. The operations include the training of FOQA specialists, quality assurance of original data, handling of high-risk events according to the principles of the Safety Management System (SMS), and procedures for data storage and acquisition. At the same time, flight crew members are provided with access to their personal flight operation data, and we strictly adhere to the principles of confidentiality and "non-punitive use" to promote the enhancement of the safety culture.

### (3) Safety assurance operations:

We continuously evaluate the implementation of operational safety management and the Safety Management System (SMS) at each operating site and unit through systematic assurance review to identify potential risks in advance. After the review, we provide guidance to relevant units to make improvements, reduce the probability of abnormal incidents, and achieve the pre-set safety standards.

### (4) Alcohol testing operation:

In order to maintain flight safety and quality, a comprehensive alcohol testing self-management mechanism has been established to ensure that flight crew members, cabin crew members, flight dispatchers and aircraft maintenance engineers and other relevant flight operation personnel are not affected by alcohol during the performance of their duties.

## Safety Promotion

### (1) Safety Training:

Provide ad hoc safety management system training to each new employee to improve employees' autonomous safety conduct. Ensure that all employees have access to adequate and appropriate aviation safety information and training, are competent in handling safety matters, and that the tasks assigned to them are on par with their skill levels. Number of employees receiving SMS training and training hours in 2024:

Employee Gender	Number of Employees	Total Hours
Male	57	114
Female	76	152

### (2) Safety Self-supervision:

Conduct initial or refresher training for internal auditors every year to analyze the Company's first-level self-supervision results and various major and frequently occurring deficiencies in order to enhance the problem identification ability of internal auditors. Audit reports, deficiencies, following up on improvements and case closure are recorded in the system.

### (3) Safety Rewards:

To promote the establishment of a proactive safety management culture, we encourage employees and operating sites to submit hazard reports in each quarter. Incentives are given based on the three indicators of "enhancing hazard identification", "implementing risk mitigation" and "improving internal procedures". In addition, to improve the overall safety quality, we conduct safety role model selection every year to commend employees who have made outstanding contributions to flight safety and aviation security. The commendation activities are personally attended by senior managers, and awards are presented in public to demonstrate the Company's emphasis on safety culture.



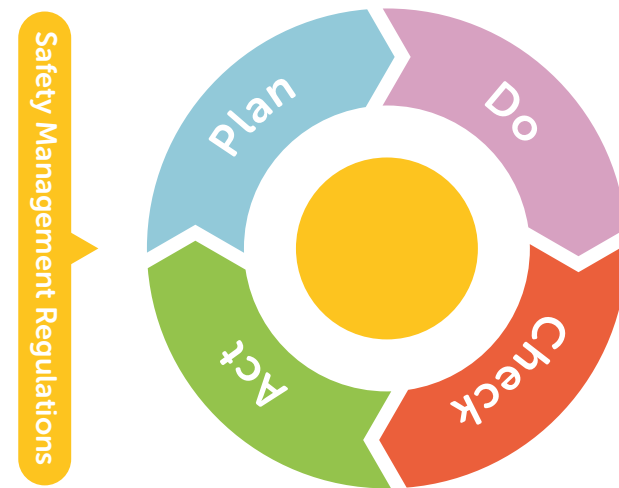
## Planning and Building the Safety Management System (SMS)

Tigerair Taiwan has established and continues to promote the Safety Management System (SMS). The SMS aims to improve safety by complying with relevant regulations, prioritizing safety in operations, and cultivating a safety culture. The Plan-Do-Check-Act (PDCA) tool is used as a quality management model. It uses on the normal operation of the PDCA cycle to check the abnormal procedures found in the operation, and systematic management methods are used to discover and eliminate potential hazards and reduce the operation risks to an acceptable level.

The Safety Management System (SMS) achieves risk mitigation and maintains risks at acceptable levels by encouraging employees to proactively report safety incidents, implementing risk identification, and by providing education and training. In addition, internal and external assurance review and risk assessments are performed regularly or on an ad hoc basis to ensure the effective operation and continuous improvement of the system.

SMS focuses on the construction and implementation of risk management processes, rather than simply taking remedial measures based on event results. It emphasizes a proactive method mindset and aims to properly handle potential risks before they occur. Based on the three major safety management concepts of "active", "passive" and "predictive", Tigerair Taiwan continuously identifies potential hazards and implements risk management mechanisms to ensure the safety of passengers' flights.

- Proactive Method: In accordance with the Safety Management System (SMS) and the Security Quality Control Plan, we conduct unannounced audits for abnormal events and risk trends during the annual safety assurance audit to ensure compliance with operating regulations and to maintain operational safety.
- Reactive Method: Regularly review the employee safety reporting system to conduct event assessment and trend analysis to identify potential hazards that may affect flight safety.
- Predictive Method: By compiling safety reports, proactively identifying potential hazards and issuing safety notices to remind all employees to pay attention and respond to particular hazards, we can effectively mitigate or reduce potential risks.



### Deploying the PDCA process

<b>Plan</b>	Safety policy, safety action plan and objectives
<b>Do</b>	Risk management, reporting programs, education and training
<b>Check</b>	Internal and external safety assurance
<b>Act</b>	Continuous improvement and process review

Based on past performance and Safety Reporting System, requirements of authorities in charge of civil aviation, and official safety reports provided by international organizations, Tigerair Taiwan sets annual SPIs/SPTs to implement the Company's flight safety management and to comply with domestic and international safety standards. Our main goal is to attain the highest safety standards. The 2024 Safety Performance Target (SPT) has reached our pre-set target value.

SPTs take into account factors such as applicable risk levels, cost and benefits, regulatory requirements, and public expectations. Once SPIs have been established, an action plan should be developed to achieve the SPTs.

Taking "zero flight safety accidents" as an example, the aviation SPT (times/every 1,000 flights) for 2024 is "0". After annual review, this target was 100% achieved. In the past five years (2020-2024), the Company has not had any fatalities due to aviation safety-related incidents.

Disclosure Item	2022	2023	2024
Flight Safety - Fatal & Hull-loss Accidents	0	0	0
Number of incidents where the Company has been subject to compulsory legal enforcement actions due to aviation safety regulations by the European Union Aviation Safety Agency (EASA), the U.S. Federal Aviation Administration (FAA), or other equivalent national agencies	0	0	0

Tigerair Taiwan had two violations in 2024, namely "failure to perform the pre-flight emergency equipment inspection in accordance with regulations" and "failure to follow the aircraft maintenance plan and experiencing a delay in performing the borescope inspection on the No. 1 engine". The preceding incidents were all discovered by the Company's operating personnel and immediately reported to Taiwan's Civil Aviation Administration. Corrective measures were proposed for each incident and approved by the competent authority to prevent the recurrence of similar incidents and to strengthen flight safety management. For detailed information on related penalties, please visit the website of Taiwan's Civil Aviation Administration (<https://www.caa.gov.tw/>).

The Company also uses the annual "Safety Management System Evaluation Tool (SMS Evaluation Tool)" of the Civil Aviation Administration, MOTC, to determine whether the Company's SMS complies with the 4 key requirements and 12 key elements of the SMS implementation framework of International Civil Aviation Organization (ICAO) Annex 19 and Civil Aviation Act 07-02A/06-02A. In terms of the Company's fatigue risk management, three high risks (Runway Safety, Controlled Flight Into Terrain (CFIT), and Loss of Control In-Flight (LOC-I)), aircraft maintenance management (including outsourcing), and the implementation of our safety management plan, we conduct relevant inspections, and have passed the Civil Aviation Administration's SMS effectiveness inspection in 2018.

Tigerair Taiwan will continue to improve our safety risk management and hope to provide passengers with better and more secure services.



## 2024 Tigerair Taiwan Safety Award Activity

In accordance with the safety enhancement regulations of the "Corporate Safety Management Manual" and the "Aviation Safety Reward Operating Procedures", in order to encourage employees who have made contributions to related operations such as aviation safety, ground safety and security, and have safety awareness or outstanding performance, the Corporate Safety, Security, Quality & Sustainability Office organizes an annual Tigerair Taiwan Safety Award Activity every year. We hope that this safety activity will enhance employees' awareness of aviation safety and security. All units actively recommended the list of nominees and encouraged all employees to participate in the safety awards activity to formulate a sound corporate safety culture.

The nominees for the Company's safety awards must meet one of the following criteria: Possesses good judgment or operating skills to effectively prevent accidents or major incidents; Able to complete tasks smoothly and safely under difficult circumstances; Ability to detect and correct aircraft system or equipment defects immediately; Or someone has made long-term significant contributions to aviation safety and security.

Winners of the Safety Award will be personally presented with a certificate, a commemorative model aircraft and a bonus by the senior management in public as an encouragement.



## Tigerair Taiwan Wins Reader's Digest Trusted Brand for Low-Cost Carrier for the 9th Consecutive Time

According to the results of the 26th "Reader's Digest Trusted Brands" survey, which is determined by consumer voting to determine the most trustworthy brands, since first winning the coveted Trusted Brand for Low-Cost Carrier award for the first time in 2016, Tigerair Taiwan is once again bestowed with this honor for the 9th consecutive time in 2024.

The "Reader's Digest Trusted Brands" survey is held in 30 countries across five continents around the world. It has been held in Asia for 26 consecutive years. Through annual research and surveys, it understands the most trustworthy and favorite brands in the minds of consumers and has garnered a long-term positive and worldwide reputation. In 2024, the most trusted brands in Taiwan included more than 50 product and service categories. Tigerair Taiwan has won the highest honor, the Platinum Award in Low-cost Carrier, in the travel category, for the 9th time this year.

Since our pilot flight in 2014, Tigerair Taiwan has been actively expanding our destinations with the goal of becoming the best in Taiwan and excelling across Asia. We did not sit back but continued to build our competencies during the strenuous and challenging three-year epidemic, thereby achieving a more resilient and stronger corporate philosophy and attitude, which enabled us to immediately align our practices with the market after the epidemic and to deliver sound performance. In addition to celebrating our 10th anniversary in 2024 and once again receiving positive recognition from consumers, Tigerair Taiwan will continue to soar across the Asia-Pacific region and embrace the next brilliant decade! We continue to strive toward the goal of becoming the best LCC in Asia.



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# Quality Service

## Flight Crew Management and Testing

Tigerair Taiwan manages flight crew members through technical, health, and emotional management, and implements risk control in a predictive, proactive and reactive systematic manner. To maintain and protect passenger flight safety, we provide complete, effective and rigorous training, objective and rigorous evaluations, and flight quality assurance (FOQA). To adapt to environmental needs such as new routes, new airports, and new systems, e-learning is also provided.

## Technical Standards

The Company has always adhered to the requirements and practices of flight safety. From the recruitment of new personnel to the annual training and assessment of flight crew members, we have adopted a strict and effective approach. We use A-320 simulators to simulate various adverse weather conditions and various sudden emergencies, and conduct training and evaluations based on the characteristics of different airports where Tigerair operates. The entire training and evaluation process can be recorded as a basis for reviewing and improving the training effectiveness.

At the same time, the Airbus Cockpit Experience (ACE) and the Mobile Airbus Training Experience Suite (MATES) were introduced in 2019 and 2022 respectively to enhance the convenience and effectiveness of flight crew members in learning ground courses, familiarizing themselves with the aircraft system, and learning various professional knowledge. Starting from 2022, Upset Prevention and Recovery Training (UPRT) was also implemented to simulate an aircraft in an extremely abnormal attitude, allowing flight crew members to understand the tolerable limits of aircraft design. At the same time, it also trains flight crew members' corrective capabilities and enhances their confidence in operating under such extreme conditions.

## Health and Emotional Management of Flight Crew Members

Although the Company operates as a low-cost carrier, we always manage the physical and psychological conditions of flight crew members in a high-standard manner to ensure that the

flight crew members can complete each flight smoothly and safely. Relevant management is focused on:

### Communicating with crew members and crew services

A monthly flight safety meeting is held every month. In addition to announcing the Company's safety policy and focusing on two-way communication among flight crew members, any questions raised by flight crew members are also responded to and resolved quickly. At the same time, flight crew members are encouraged to fill out reports and report problems within the instant messenger group immediately, thereby providing flight crew members with a safe and comfortable working environment.

### Health and stress management

Crew Resource Management (CRM) is arranged during the initial training and annual refresher training of flight crew members to provide them with the concepts of teamwork and workload management so that they can properly handle any pressure from the external environment while on duty. The Company also provides psychological counseling services and works with crew members to discuss feasible coping methods.

The Company uses Fatigue Risk Management System (FRMS) to monitor flight crew members' flight fatigue index. The fatigue index must be tested before announcing the monthly flight schedule. Moreover, the fatigue index must be reviewed once again after completing any monthly schedule. If the flight crew members experience an elevated index, they will be reviewed individually in the monthly flight safety meeting, which will serve as the basis for subsequent schedule adjustments and corrections. At the same time, flight crew members are encouraged to take the initiative to fill out fatigue reports as a direction for overall flight dispatch adjustments.

### Alcohol and drug management

Tigerair Taiwan explicitly prohibits and regulates the use of alcohol and drugs, and conducts alcohol testing on 100% of the flight crew members before each flight. In order to ensure that flight safety meets the highest standards, we also randomly test crew members' drug reactions during monthly physical examinations.

## Flight Monitoring and Operation/Flight Punctuality

Tigerair Taiwan's Operation Control Center is the core unit of the Company's 24-hour operation and flight monitoring, and it keeps abreast the real-time flight dynamics and flight safety status on a 24/7 basis. We can achieve real-time, synchronous communication with various stations on the operating status through various communication tools,

so as to grasp and respond to factors that may affect flight operations, such as weather changes and sudden disasters at airports in various places, and immediately report to aircrafts in flight and provide contingency plans to ensure safe flight operations.

The Operation Control Center has set up dedicated positions that monitor aircraft dynamics around the clock, provide flight crews with real-time hazardous weather information, and assist in changing air routes to avoid hazardous areas. In addition, to improve flight operation efficiency and safety, we can use the forecast information from authoritative meteorological units as a reference to pre-control the hazardous weather conditions that may occur at the airport and to make flight scheduling decisions.

In terms of airport surveillance, we continue to upgrade our ground monitoring software and hardware equipment, connect to domestic and international airport systems to capture flight dynamics, and connect to air traffic control radar and CCTV systems to accurately monitor aircraft status in real-time to maintain flight punctuality and service quality.

The main business is divided into the following two categories:



### Flight plan

All employees who produced this plan have received complete training and hold aircraft dispatcher certification issued by the Civil Aviation Administration, MOTC.

### Flight Watch

We provide the flight crew with the necessary assistance and smooth flight dispatching during the flight through the aircraft monitoring software CITRIX, FLIGHTRADAR 24, the ground-to-air communication systems ACARS, VHF, the aircraft communication system SATCOM, the weather monitoring website, the airport announcement and the close communication between the stations.

Tigerair Taiwan strives to achieve a monthly punctuality rate of 95%. We take into account relevant factors such as aircraft, crew, airport facilities, and weather conditions to effectively monitor flight dynamics and aircraft scheduling, and conduct weekly discussions and analysis on delay optimization processes, with flight punctuality as the criterion.



Thai-Style Basil Wild Mushroom Rice (ovo-lacto vegetarian)



HK-Style Mac & Cheese



## Cabin Crew Safety Training

In accordance with the "Aircraft Flight Operation Regulations", Tigerair Taiwan has established a Cabin Crew Training Manual and in 2024, we implemented 2 batches of new cabin crew member training, 1 batch of reinstatement training, 14 batches of refresher training, 1 batch of Cabin in Charge training, and 1 batch of instructor enhancement training.

After completing the preceding training, the number of flight attendants reached 278, which not only fully supported the manpower required for operations, but also strengthened the professional knowledge and adaptability of cabin crew members through a rigorous and solid teaching and training mechanism. This enables us to provide passengers with a safe and secure flying environment, and to continuously improve the Company's overall service and safety quality.

## Drug Testing

In accordance with the "Aircraft Flight Operation Regulations", Tigerair Taiwan has established the "Procedure for Narcotic Drug Testing of Flight Operations Personnel" to strengthen flight safety management. In order to ensure that the personnel's physical and mental conditions meet operational safety standards and to maintain flight safety quality, the Company regularly conducts urine tests on our flight operations personnel, including flight crew members, cabin crew members, and flight dispatchers and aircraft maintenance engineers, to screen for potential narcotics addiction or dependence. The total number of persons sampled in 2024 was 61, and all test results were negative.

## Food Safety and Healthy Diet

Tigerair Taiwan's in-flight catering is outsourced to agents, and all meals are prepared in accordance with contract specifications and service standards. In-flight catering manufacturers also comply with the inspection process and cooperate with the Civil Aviation Administration every year in checking relevant information such as the ISO (International Organization for Standardization) standard certification of in-flight catering, microbiological inspection records, vegetable and fruit cleaning inspection records, food surface temperature records, in-flight meal preparation inspection records, and drinking water sample inspection reports. The fresh food products provided are all in compliance with local food hygiene regulations and standards.

The Company is currently working with "Little Tree Food" to launch vegetarian in-flight meals to promote the habit of eating vegetables through practical actions. We wish to let passengers enjoy creative vegetarian cuisine in the air. Passengers can experience the visual pleasure and tasteful delight brought by various vegetarian foods, while enjoying the pleasure of the food not adding any burden to their well-being and naturally embracing a healthier diet in their lives. A meatless diet is good for the environment and can also reduce carbon emissions and help the planet.

## Aircraft Maintenance Management

Maintenance quality is the cornerstone of flight safety. In line with the specifications of the "Reliability Program Manual", we ask the maintenance management team and contracted service providers to jointly supervise and monitor the daily operations of our fleet and the base parameters of the aircraft system, in addition to conducting data collection and analysis.

Every month, Tigerair Taiwan holds reliability management meetings with our contracted service providers to review aspects such as aircraft suitability, aircraft status, system performance, and repair quality. Through adopting technical corrections, preventive measures, and effectiveness confirmation, the aircraft maintenance plan is adjusted in a timely manner. Through the Plan-Do-Check-Act (PDCA) cycle, the quality of fleet maintenance is continuously improved to maintain the reliability of aircraft systems, ensure flight safety and increase aircraft dispatch rates.

## Reliability Control Program

Tigerair Taiwan has developed a "Reliability Control Program" in accordance with regulatory requirements. Through the collection and analysis of daily aircraft operations, technical parameters and malfunction information, system engineers formulate technical corrections and preventive measures based on system information and find the root causes of abnormal events. With flight safety as the fundamental objective, we timely adjust aircraft technical management, monitoring, and prevention mechanisms to ensure the continued reliability of aircraft system and provide safe and punctual flight services.

## Employee Health Management

### (1) Health Examinations:

Tigerair Taiwan believes that our efforts to improve the "health and safety" of employees are not a cost, but rather, an investment. On top of regulatory compliance, we want to go beyond legal requirements to become a happy company that lives up to the society's expectations. The Company provides employees with a biannual health examination. Employees who are aged 45 years or older are provided with annual health examinations to monitor their health status. A total of 184 employees were eligible for health examinations in 2024, and the health examination completion rate reached 95.8%.

### (2) Care for Crew Members:

Based on the results of the 2024 health examinations, employees are classified and managed based on the number of physical abnormalities, musculoskeletal symptom questionnaire results, ten-year risk assessment of abnormal workload, and cardiac strength scale. Care for crew members is practiced at the same time as the classified management. In addition, labor health service physicians are invited every month to provide employees with medical advice.

### (3) Communicable disease prevention and advocacy:

Tigerair Taiwan continues to monitor the development of infectious diseases at home and abroad, including respiratory infectious diseases, viral gastroenteritis, influenza, measles and Mpox virus, and timely promotes relevant prevention and control knowledge and risk concepts to employees, and encourages colleagues to get vaccinated as needed. To provide basic protection, the Company also places facial masks at our Taoyuan Airport and Songshan Office for employees to use as needed.

At the same time, the Occupational Safety and Health Office also pays attention to the latest information released by the CDC in order to take necessary measures based on the actual situation. It also cooperates with the epidemic prevention requirements of Taoyuan Airport and relevant government agencies to protect the health and safety of employees and passengers as much as possible.

The image contains three health awareness posters from Tigerair Taiwan:

- 百日咳OUT 健康IN (Whooping Cough OUT, Health IN):** A poster with a blue and white theme. It features a stethoscope and a syringe. Text includes: "什麼是百日咳" (What is Whooping Cough), "預防措施-接種疫苗" (Prevention - Vaccination), "預防措施-早發現早治療" (Prevention - Early Detection and Early Treatment), and "預防措施-勤洗手戴口罩" (Prevention - Wash Hands and Wear Masks). It also lists symptoms like coughing, loss of appetite, and high fever.
- 麻疹 BYE BYE, 健康 GO GO! (Measles BYE BYE, Health GO GO!):** A poster with a yellow and orange theme. It features a blue virus particle. Text includes: "預防症狀" (Prevention Symptoms), "預防措施" (Prevention Measures), and "預防麻疹最有效的方式 接種MMR疫苗" (The most effective way to prevent measles is to get the MMR vaccine). It lists symptoms like coughing, pink eyes, red spots, and loss of appetite.
- 衛生習慣培養好 病毒不打擾 (Good Hygiene Habits, No Virus Disturbance):** A poster with a blue and white theme. It features a hand being washed with soap. Text includes: "病毒不打擾" (No Virus Disturbance), "勤洗手、落實手部衛生與咳嗽禮節" (Wash hands frequently, practice hand hygiene and cough etiquette), "有發燒、咳嗽等呼吸道症狀請戴口罩" (Wear a mask if you have fever, cough, or other respiratory symptoms), and "接種流感及新冠XBB疫苗" (Get vaccinated for flu and COVID-19 XBB).



## Highlights

## Passenger Service

Tigerair Taiwan upholds the brand spirit of "dedication, compassion, and sincerity". In 2024, staff from the Tigerair Taiwan's Traffic and Customer Services Team were honored with the Best Service Staff Award at the Aviation Counter in Terminal 1 of Taoyuan International Airport for 2023. Our Traffic and Customer Services Team provides passengers with a safe and comfortable flight experience with professionalism and enthusiasm. We will continue to provide sincere service to ensure that every passenger has a wonderful experience every time they board our aircraft.



..... Group photo of the 26 outstanding airport staff who were awarded for their excellent service. ....



..... The winners took photos at the awards ceremony. ....



## Taoyuan Airport Aviation Accident Prevention and Rescue Drill

Tigerair Taiwan has established a complete emergency response mechanism as the basis for dealing with crisis events, quasi-crisis events, other large-scale operational disruptions or natural disasters. It assists the Company's operating units and operating stations to quickly switch from daily operations to emergency response mode and ensures effective resource allocation, thereby reducing the impact of the event on crew members, passengers and their families, while mitigating the impact on the Company's image and operations.

In terms of annual emergency response drills, the Company conducted an internal voice notification drill on October 16, 2024, and cooperated with Taoyuan International Airport to hold a nighttime air crash disaster prevention and rescue drill. The Corporate Safety, Security, Quality & Sustainability Office is responsible for the overall coordination. In this role, it actively cooperated with the drill planning, and helped to familiarize each unit with the response process. To enhance the response coordination and operational efficiency between airport units and airlines, the drill covered key tasks such as emergency notification of major air crash disaster, passenger escape and rescue guidance, on-site handling operations, and passenger care and placement of uninjured passengers.



This is an emergency response drill for Tigerair Taiwan. Please reply to the message immediately after receiving this message.



..... Voice notification operation .....

..... Assist in guiding and rescuing passengers .....

..... Placement of uninjured passengers .....

# Customer Rights

## Management of Material Topics

### Impact on economy, environment and people

The Company holds many customers' personal and private information. If the personal data or other privacy information is leaked due to hacker attacks or other circumstances, the Company may be held legally responsible and the Company's image may be damaged.

### Policy or Commitment

1. The Company will fully understand the applicable laws and regulations on personal data protection and continue to improve our internal personal data protection policies.
2. We will build and maintain an effective information security management system (ISMS) and comply with personal data protection regulations to ensure that the Company's information security and personal data protection meet international standards and legal regulations.
3. Personal data-related education and training, inventory, and meetings are regularly carried out according to relevant internal operating procedures.

### Actions Taken to Manage Material Topics and Related Impacts

#### Information security:

- Comprehensively enhance employee information security awareness, including information security education and training, network security incidents, and regular information security drills, and social engineering drills are conducted to strengthen internal personnel's information security awareness.

#### Personal data:

- We continue to strengthen personal data protection operations, regularly conduct annual personal data education and training, personal data inventory and annual personal data management meetings, and proactively promote the audit requirements for outsourced personal data operations to various units. Each unit shall perform its own audit work in accordance with the Company's relevant operating procedures to fulfill its responsibility in protecting personal data.
- The Company will continue to promote compliance issues and regularly remind each unit to pay attention to changes in relevant regulations in accordance with the Personal Data Protection Act and related regulations. In addition, we provide monthly education and training courses on personal data to strengthen the legal compliance awareness of all employees. In terms of the personal data audit carried out by the Group, each unit continues to optimize and make improvements based on the audit recommendations to enhance the overall effectiveness of personal data protection.

### Monitoring the Performance of Relevant Actions

Internal control system, work performance evaluation system, and work plan and implementation review meetings from the Corporate Sustainability Task Force.

### Goals and Objectives

Promotion and training for enhancing employee information security awareness should be conducted at least once a year.

- Short-term goals: We continue to enhance employees' information security awareness and hold information security education training and social engineering drills.
- Mid-term goals: Periodically measure information security indicators to ensure information security.
- Long-term goals: Ensure the Company's business continuity and reduce the risk of personal data leakage by introducing ISO 27001 and ISO 27017 systems.

### Performance

Information communication: A total of three information and communications security education and training sessions were held in 2024, and all employees passed the training.

Personal data: In June 2024, personal data education training was implemented with a passing rate of 100%. In December of the same year, supplementary training and retraining were held. In the end, all employees of the Company passed the test and successfully completed the training.

### Stakeholder Participation

1. Improve incident response and business continuity management procedures, and regularly conduct drills to measure their applicability, supplemented by continuous improvement through the PDCA cycle.
2. Set up a reporting mailbox to encourage internal staff to provide feedback at any time if they find any violation of the guidelines or regulations or have relevant suggestions.
3. Disclose the information security and privacy protection policy on the Company's official website to enable the parties involved in personal data to understand the various protection measures during the life cycle of personal data and ways to exercise their rights, demonstrating our commitment to maintaining information security and personal data protection.

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## Customer Relationship Maintenance and Communications

In order to maintain customer relationships, Tigerair Taiwan has established diversified communication channels to enhance the convenience for passengers in contacting the Company. In addition to contacting the Company directly through dedicated telephone lines and text-based customer service, Tigerair Taiwan also collects and listens to passengers' voices through questionnaires and passenger feedback. Whether positive or negative, Tigerair Taiwan will review and evaluate all opinions as a reference for improving services. At the same time, to better understand customer needs, the Customer Service Center has established an event management system to uniformly file and control passenger feedback. The Customer Service Center is committed to providing accurate information to ensure that passengers can travel safely on our flights.

In addition to a series of call optimization measures, the Customer Service Center also implemented the following measures in 2024: We have strengthened staff education and training, simplified employees' work processes and introduced additional self-service tools for passengers. We have also optimized the self-service platform for passengers to upload files, utilized smart systems to reduce the probability of passengers calling in, and activated and optimized the voice system so that passengers can receive the responses they needed while waiting to hear the recorded voice messages. Through the optimization and improvement of service processes, we hope to continue to provide services to more passengers.

In 2024, Tigerair Taiwan did not receive customer complaints regarding violation of customer privacy or loss of customer information.

## Information and Communication Security Management

Tigerair Taiwan has established an information security policy as the highest guiding principle for information security management. Its purpose is to ensure information security, protect the personal data of customers and employees, and provide safe and reliable information services. Relevant personnel, aircraft information hardware and software, information system hardware and software, data, information, services, infrastructure and environment, cloud services, etc. shall comply with confidentiality, integrity, and availability in addition to complying with applicable laws and regulations from the competent authorities. To achieve the Company's continuous operating requirements, we also identify the internal and external issues to our Information Security Management System (ISMS) in line with international standards, as well as the information security requirements and expectations of stakeholders for the Company.



# Information Security and Privacy Protections

The Company evaluates information and communications security risks and identifies potential factors that may cause damage to the Company's business. The main aspects include external attacks, internal threats, and third-party risks. In the face of these risks and challenges, the Company has taken a series of measures:

## 1. Information Security Framework

In order to comply with regulatory requirements and strengthen information security management, the Company has set up an Information Security Department under the Information Management Division to handle information security related matters. The development, implementation and effectiveness evaluation of information and communications security policies, plans and technical specifications are coordinated and implemented by the Information Management Division. Alternatively, in order to ensure comprehensive system security protection, the security needs of the information system are evaluated and implemented jointly by the Information Management Division and various business units. Moreover, the Legal Office is in charge of the formulation and revision of personal data management policies, while the Information Management Division implements relevant information security protection and management operations in line with the Information and Communication Security Management Procedures.

## 2. Information Security Management Practices

In order to strengthen the Company's information security protection and personal data management, and reduce the risks of information theft, improper use, leakage, tampering or destruction caused by human negligence, intentional acts, external intrusion or natural disasters, we have established an information security policy to "ensure the confidentiality, integrity and availability of information assets, thereby building a proper information environment". All employees of the Company, third-party suppliers with business relations with the Company, and visitors, are required to abide by the regulations and procedures of this policy and the related management standards and procedures.

## 3. Information and Communication Security Operation & Maintenance

To protect the Company's assets from external attacks, we strengthen defenses, including investing in the latest security technologies and systems, and through enhancing internal monitoring and regularly reviewing system logs and activities.

Aspect of Security	Protection Mechanism
Internet security	<ul style="list-style-type: none"> <li>● Building firewalls to set up segmented protection and strengthen intrusion detection and defense mechanisms to prevent network attacks</li> <li>● Enhance cybersecurity protection capabilities by joining TWCERT and other cybersecurity alliances to obtain various cybersecurity information</li> <li>● Security log detection and analysis to strengthen internal and external threat intelligence</li> </ul>
Endpoint security	<ul style="list-style-type: none"> <li>● Deploy endpoint device protection software to improve device security</li> <li>● Regular software updates</li> <li>● Regularly change passwords and set complexity requirements to enhance password security</li> </ul>
Application system security	<ul style="list-style-type: none"> <li>● Formulate software development processes and design specifications, and manage version changes</li> <li>● Perform vulnerability scanning to prevent vulnerability threats</li> </ul>
Human resources security	<ul style="list-style-type: none"> <li>● Perform social engineering attack drills and information security education to strengthen employees' awareness of information security threats and enhance their awareness of information security</li> </ul>

#### 4. Invest resources in information security management

Aspect of Investment	Description
Information security simulation drill	<ul style="list-style-type: none"> <li>● Social engineering drill</li> <li>● Security incident drill</li> </ul>
Audit operations	<ul style="list-style-type: none"> <li>● Internal and external audits</li> <li>● Inspection from supervisory units</li> </ul>
Training/advocacy	<ul style="list-style-type: none"> <li>● Information security promotion for all employees</li> <li>● External training for IT personnel</li> </ul>
Information security risks and evaluations	<ul style="list-style-type: none"> <li>● Perform internal and external information security risk evaluation and management</li> </ul>
Information security reporting management	<ul style="list-style-type: none"> <li>● Formulate and improve the information security reporting process according to requirements from the external environment</li> </ul>

#### 5. Improving employees' information security awareness

Regular and ad hoc information security-related training, drills and announcements that emphasize the importance of protecting the Company's assets while enhancing the information security awareness of our employees.

#### 6. Information security assurance and audit

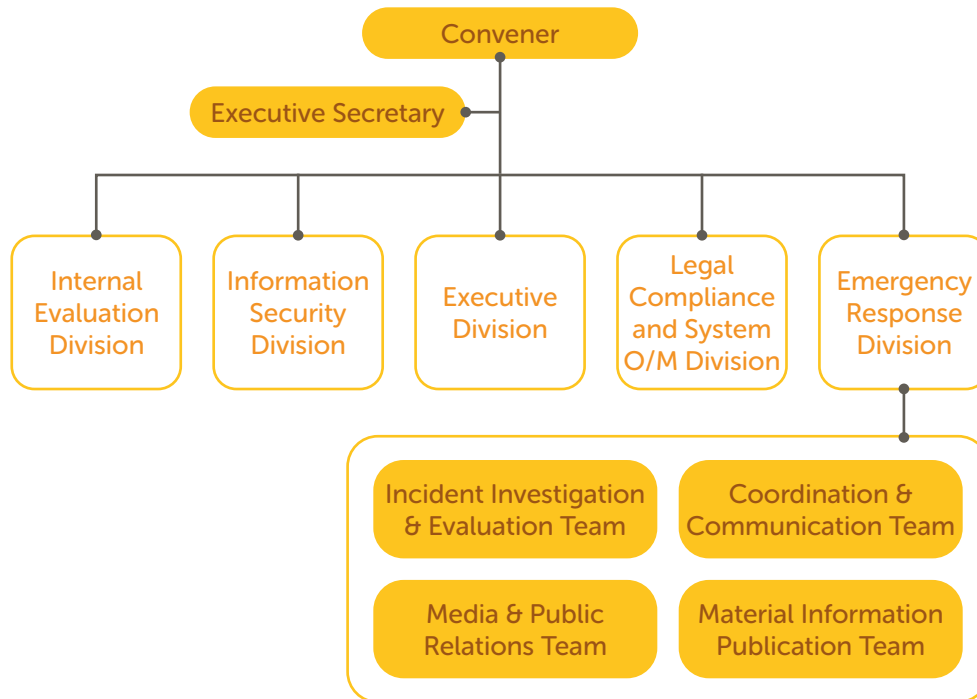
The Civil Aviation Administration, MOTC, has conducted the Company's annual aviation network security audit in October 2024. The audit results showed no major deficiencies and the Company has continued to strengthen security measures and procedures in accordance with the recommendations of the CAA. In addition, the Company has obtained ISO certification in information security in March 2024 to ensure that the Company's information security system meets international standards, thereby enhancing the Company's competitiveness and reputation.



## Personal Data and Privacy Management

### Personal Data Protection Management System and Framework

Tigerair Taiwan has formulated the internal operating procedures, "Personal Data Security Management Committee Charter" in accordance with Article 3 of the "Regulations Governing Personal Data File Security Maintenance Plan and Processing Method for the Civil Aviation Enterprise" and established the Personal Data Security Management Committee (hereinafter, "Personal Data Committee"), an organization to be in charge of personal data management within the Company. Its members and responsibilities are as follows:



The convener of the Personal Data Committee is served by the President, while the Executive Secretary is served by the Head of the Legal Office. They shall be responsible for planning the Company's personal data management system, requiring each team member of the Personal Data Committee to implement personal data inventory, risk assessment and various security maintenance measures. They will also be reporting major resolutions related to personal data management system to the convener, handling the matters related to personal data protection management review meetings, observing the operation of the personal data management system, and regularly collecting and compiling relevant complaints and consultation cases, which will also be reported to the convener. Finally, they will also be planning statistical measures for measuring the effectiveness of implementing personal data protection in each unit.

The Internal Evaluation Division is served by the Quality Assurance Division, and is responsible for formulating the audit plan for the personal data protection management, executing the internal audit of the personal data management system, reviewing the improvement plans provided by each unit based on the audit results, and participating in the personal data protection management review meetings.

The Information Security Division is headed by the Information Technology Department and is responsible for formulating information security policies related to the personal data management system, supporting various departments in implementing information security operations in the personal data management system, participating in personal data protection management review meetings, implementing personal data protection measures for information equipment and systems, and planning appropriate security maintenance measures for information technology, data security management measures, and information security measures. The Executive Division is jointly served by all units, and is responsible for executing the personal data-related matters in each unit in accordance with laws and regulations and relevant operating procedures.

The Legal Office serves as the Legal Compliance and System O/M Division, which is responsible for updating and maintaining the "Personal Data File Security Maintenance Plan Management Guidelines", managing personal data management system documents, planning the destruction, transfer, or other forms of removal of personal data after business termination or expiration of the personal data file retention period, and stopping the processing or use of personal data. It assists in confirming legal compliance when the parties involved in the personal data request to exercise their personal data rights, regularly publicize laws related to the Personal Data Protection Act, and provide consultation on laws related to personal data protection. Finally, it also regularly holds education and training on personal data protection, measure the effectiveness of measures, and participate in personal data protection management review meetings.

The Emergency Response Division is composed of the Human Resources Office, Public Relations Department, Management Analysis & Stock Affairs Department and other related units. When a personal data incident occurs, they will be in charge of relevant tasks according to their respective duties and expertise.

### Internal Audit of Personal Data

The Company conducts regular internal audits of personal data in accordance with the internal operating procedures of the "Personal Data Audit Procedures" and "Corrective and Preventive Measures Procedures", including subsequent audits of items included in the management process during the annual personal data inventory.

### Personal Data Education and Training

1. The Company regularly conducts education and training on personal data in accordance with Item 7, Paragraph 2, Article 12 of the "Enforcement Rules of the Personal Data Protection Act" and the internal operating procedures of the "Personal Data Management Training Operating Procedures". In response to the increasing awareness of the public on the protection of personal data, we are now providing additional training sessions for those who have not passed the test, new employees, and reinstated employees to reinforce their knowledge. In addition to covering the concept of personal data protection management, the training is also expanded to include practical implementation to strengthen the personal data protection knowledge required by all employees of the Company, and to achieve the necessary understanding and awareness of compliance with personal data regulations.
2. In June 2024, the Company organized the annual personal data education training and achieved a passing rate of 100%. In December of the same year, supplementary training and retraining were held. In the end, all employees of the Company passed the test and successfully completed the training.
3. Moreover, the Company began to provide personal data-related education and training to each unit on a regular monthly basis since October 2023.

### Personal Data Inventory

1. The Company regularly conducts and compiles our personal data inventory operations in accordance with the internal operating procedures of the "Personal Data Inventory and Risk Evaluation Management Procedures", and reviews and inventories the various operating processes involving personal data in the business of each unit.
2. In September 2024, after an inventory of each unit, the Company included the specific operating procedures in the risk management plan, and the Internal Evaluation Division has conducted the subsequent follow-up improvement and management.

### Personal Data Annual Meeting

1. In accordance with the internal operating procedures of the "Personal Data File Security Maintenance Plan Management Guidelines", the Company regularly discusses and reviews the opportunities for continuous adjustment of the following items: The personal data management system, the records of the management system document review, the risk evaluation results and the confirmation of the risk improvement plan and system follow-up, the results of internal/external audits of personal data management, the implementation status of corrective and preventive measures, the performance and trends of the management system implementation, personal data complaints or violations and their subsequent improvement plans or measures, changes brought about by information technology upgrades/changes, and the implementation status of the items tracked in the past personal data protection management review meetings.
2. An annual personal data protection management review meeting was held in December 2024 to discuss the preceding matters one by one, and as a result, we have also increased the frequency of internal personal data audits.

### Personal Data Incidents

No new incidents of personal data leakage or personal data-related events were discovered in 2024.

### Other Personal Data-related Services

1. We continue to advocate to all units about the compliance with the relevant laws and regulations of the Personal Data Protection Act every month, and remind all units to pay attention.
2. In 2024, we commissioned an external professional personal data consultant to give personal data education and training lectures, and continued to make improvements based on the advice provided by the professional personal data consultant.



## VI Developing Green Operations/Implementing Resource Management

### Climate Change Mitigation and Adaptation

#### Management of Material Topics

**Impact on economy, environment and people**

Evaluate the risks and opportunities brought forth by climate change, evaluate the potential positive and negative financial impacts on the Company, and propose response strategies to promote various mitigation programs to prevent greenhouse gas emissions and slow down the rate of increase in the global average temperature.

**Policy or Commitment**

Tigerair Taiwan is acutely aware of the scarcity of the Earth's resources, and of the responsibility we bear for protecting the environment and conserving natural resources, while at the same time pursuing corporate growth. With this understanding, we have established four principles for environmental and energy management to ensure that the company moves towards the ESG sustainability for biodiversity and environmentally friendly operation, and achieves the target of net-zero carbon emissions by 2050.

These principles are:

1. Complying with environmental laws and regulations.
2. Conserving the Earth's resources.

## Policy or Commitment

3. Improving eco-efficiency.
4. Fulfilling social responsibility. We are committed to:
  - (1). Enforcing compliance obligations to fulfill the Company's responsibilities in environmental protection and energy conservation.
  - (2). Establishing environmental and energy management systems, including performance indicators, to verify compliance with established policies.
  - (3). Promoting environmental and energy conservation education to foster employees' eco-awareness.
  - (4). Supporting green design and procurement to raise overall eco-efficiency.
  - (5). Fostering a low-carbon operating environment to establish continual improvement of environmental protection and energy efficiency.
  - (6). Practicing circular economy to minimize resource consumption and negative environmental impacts.
  - (7). Strengthening suppliers and partners engagement to optimize green supply chain management.



Environmental Governance

## Policy or Commitment

### In terms of flight operations

- Continuously optimizing aviation fuel efficiency: By replacing our old fleet with new low-pollution Airbus A320neo aircraft, which uses the PW1127G engine developed by Pratt & Whitney and adopts a shark fin wing design, we can conserve up to 18% of fuel. At the same time, we engage in meticulous fuel volume calculations before each flight to ensure optimal fuel use, thereby improving operational efficiency and reducing carbon emissions.
- Promoting the digitization of flight-related documents: The introduction of Electronic Flight Bag (EFB) reduces paper usage, improves the efficiency in information update, and achieves the goal of paperless in-flight operations.
- Cooperating with international carbon emission reduction policies: In accordance with regulations from the Civil Aviation Act, we actively participate in the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA). Moreover, to align our practices with international practices and jointly promote sustainable development, we also participate in relevant working groups, reviews and training activities related to the global carbon market mechanisms.
- Focusing on the development trend of Sustainable Aviation Fuel (SAF): We continue to monitor the development of Sustainable Aviation Fuel (SAF) policies at home and abroad to plan ahead.

### In terms of ground operations

- Improving flight planning benefits: We optimize route selection and alternate airport planning based on the flight operation plan, and adjust flights to the most economical speed through the cost index to minimize the total operating costs, thereby achieving both efficiency and sustainability.
- Promoting the use of Ground Power Unit to save fuel: During ground operations, priority is given to using the Ground Power Unit (GPU) provided by the airport in place of the Auxiliary Power Unit (APU) to reduce fuel consumption and emissions when the aircraft is parked.
- Promoting corporate greenhouse gas inventory: We are gradually launching greenhouse gas (GHG) inventory and verification operations in accordance with government regulations, thereby helping us to build a complete information basis on our carbon emissions.
- Advocating daily energy conservation and carbon reduction actions: To enhance the environmental awareness and action of all employees, we regularly notify all employees via email to join energy-saving measures, including water and electricity conservation, paper reuse, meat-free meals and Earth Hour.
- Promoting digitized services: We provide electronic itinerary services to encourage passengers to choose environmentally friendly journeys through taking practical actions to reduce paper usage and protect the planet's resources.

**Monitoring the Performance of Relevant Actions**

The Company's "Environmental Management Committee (EMC)" is the highest decision-making and supervisory unit for environmental and energy management policies. It is responsible for formulating policy guidelines and short-, medium- and long-term management goals. We are actively promoting various energy-saving and carbon-reduction measures, covering aspects such as optimizing aviation fuel efficiency, fuel-saving flight operations, saving water, electricity and paper resources, using environmentally friendly products, green procurement, and being committed to environmental and ecological protection.

**Goals and Objectives**

With the goal of developing green operations and implementing resource management, we understand the current domestic environmental laws and regulations and information through the annual China Airlines Group Value Chain Questionnaire and Environmental Risk Analysis Seminar, from which we set energy resource management goals, and develop internal short-, medium- and long-term environmental and Sustainable Development Goals (SDGs).

Goals	Short-term Goals (2024)	Medium-term Goals (2025)	Long-term Goals (2030)
Water use reduction (Compared to 2023)	Reduce by 3%	Reduce by 4%	Reduce by 6%
Electricity consumption reduction	Cooperate with the operations of China Airlines' Songshan Office operations to promote electricity conservation, in addition to turning off the lights in offices for one hour during lunch break		
Paper use reduction	Encourage double-sided printing and paper recycling and reuse, as well as using digitized operation of in-flight manuals and flight plans		
Increase aviation fuel efficiency	Improve annual aviation fuel efficiency by an average of 1.5%		
Embargo transport of endangered species and prohibiting use of illegal species as food ingredients	Continue to embargo transport of endangered species and prohibit the use of illegal species as food ingredients		
Introduce energy-saving aircraft	Replace all aircraft types with Airbus A320neo aircraft		

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## Performance

- Green Procurement: In 2024, the Company has purchased at least five items with green and environmental labels, including: file folders, dishwashing liquid, liquid soap, energy-saving circulation fans, refrigerators, and leased a hybrid vehicle to support low-carbon transportation and products.
- Greenhouse Gas (GHG) Emission Management: In 2024, we continued to participate in the Monitoring, Reporting, and Verification (MRV) operations of the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), completed the organizational greenhouse gas inventory and verification, and continued to implement the carbon emissions monitoring and measurement mechanisms.
- Enhanced Energy Efficiency: In 2024, aviation fuel efficiency has increased by 1.5% compared to the previous year, and in order to reduce carbon emissions, we continued to enhance the aircraft operations and fuel management strategies.
- Biodiversity Protection: In 2024, no endangered wild animals were transported and no illegal species were used as food ingredients, demonstrating the Company's strong commitment to biodiversity and animal protection.

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## Stakeholder Participation

- Formulate environmental and energy policies, annual energy resource targets, and greenhouse gas inventory operations. The relevant operational results are submitted to the Corporate Sustainability Task Force and the Environmental Management Committee (EMC), and a summary of which is submitted to the Board of Directors for supervision and management to ensure that management policies and implementation mechanisms are closely aligned.
- Jointly signed a Memorandum of Understanding (MOU) for the "Airport Partnership Carbon Reduction Plan" with Taoyuan International Airport, and actively participated in relevant environmental protection courses and airport greenhouse gas inventory operations to jointly respond to international carbon reduction initiatives and to co-create a green aviation environment.
- Joined the "Earth Hour" event with Group enterprises to raise public awareness and engagement for issue of climate change through practical actions and advocacy.

## Climate-related Governance

Tigerair Taiwan initially deployed the Task Force on Climate-related Financial Disclosures (TCFD) in 2022. This framework was initiated by the Financial Stability Board (FSB) and aims to strengthen companies' identification, management, and information disclosure of risks and opportunities associated with climate change. Tigerair Taiwan follows its recommended framework to identify climate risks and opportunities that have a significant impact on the Company, assess their potential impact on our operations and finances, in order to plan relevant response actions to enhance the Company's resilience to the challenges presented by climate change.

Looking ahead, Tigerair Taiwan will continue to pay attention to the development trend of international sustainable finance, evaluate the potential risks and opportunities revealed by the Taskforce on Nature-related Financial Disclosures (TNFD), and, depending on our actual operating conditions, gradually inventory the natural capital that the Company is highly dependent on or affected by, and to use such information as a reference for future natural risk management strategies to strengthen the foundation of sustainable governance.

## Climate Governance Framework and Mechanisms

Tigerair Taiwan has deployed the TCFD operating process into our corporate governance framework and established sound internal operating mechanisms. We have formulated specific implementation plans based on its four major aspects, namely, Governance, Strategy, Risk Management, and Metrics and Targets, in order to strengthen our ability to identify, manage, and respond to risks and opportunities related to climate change.



## Task Force on Climate-related Financial Disclosures (TCFD)

### Governance

- The Board of Directors is the highest supervisory body for risk management. The Board of Directors is responsible for supervising and managing the climate-related risks and opportunities.
- The Environmental Management Committee (EMC) and the Corporate Sustainability Task Force review risk and opportunity management, achievement status of management objectives, and implementation of environmental performance programs every six months.
- The Corporate Sustainability Task Force is chaired by the President and the Corporate Safety, Security, Quality & Sustainability Office acts as its Executive Secretary. The Executive Secretary of the Task Force reports to the Board of Directors annually on the implementation status of the corporate sustainability development strategies and objectives. In addition, issues related to the Company's energy conservation and carbon reduction, environmental protection, and GHG emissions and reductions are submitted annually to the Board of Directors through resolutions of the Corporate Sustainability Task Force.

### Strategy

- To strengthen the management of climate-related risks and opportunities, the EMC will stay on top of the latest regulations and trends, formulate policies and short-, medium- and long-term management goals, and promote energy conservation and carbon reduction programs.
    1. Aviation fuel efficiency - aiming to improve by 1.5% per year;
    2. Energy and resource management - conserve water, electricity and paper usage, use environmentally friendly products, green procurement, environmental and ecological protection.
    3. Introducing energy-efficient aircraft - replacing A320ceo aircraft with A320neo low-pollution aircraft.
  - To ensure the effectiveness of the Company's environmental and energy management policies and operations, the EMC holds regular review meetings every six months to discuss the implementation status and performance of environmental performance projects from each business management unit.
- For the Company's major short-, medium- and long-term risks and opportunities, please refer to the following sections, "Climate-related Risks and Financial Impacts" and "Climate-related Opportunities and Financial Impacts", which are shown in tables.

### Risk Management

- The EMC and the Corporate Sustainability Task Force regularly review the management strategies and performance progress of climate-related risk management operations and propose improvement measures.
- The Company has been formulating forms and documents for identifying climate change risks and opportunities since 2022, and plans to conduct regular risk evaluations every year. In addition to the likelihood of occurrence, the Company also evaluates the materiality of risks or opportunities based on the level of their impact, among which we pay particular attention to risks or opportunities with potential financial (or non-financial) impacts that may lead to increased production costs due to changes in input costs and output requirements.
- In response to various climate-related physical risks and transition risks in Tigerair Taiwan's operations, the EMC and the Corporate Sustainability Task Force will re-evaluate the impact and influence of climate-related risks every year, identify potential positive and negative financial impacts, review business opportunities, consider corresponding countermeasures and responses, and execute such operations by including them in our annual plans using a systematic approach.
- The Company pays attention to laws and regulations related to our business, and we plan to gradually introduce and evaluate climate change risks and opportunities and manage relevant responses in accordance with the laws and regulations.
- In accordance with the requirements of the China Airlines Group, the Company conducts energy and resource risk and management performance surveys every year and submits the results to the Group, which then provides feedback and recommendations.
- The EMC and the Corporate Sustainability Task Force regularly report the environmental management strategy and performance to the President every six months to ensure consistency with the Company's overall risk management system and sustainability strategies.

### Metrics and Targets

- Key indicators used to manage climate-related risks and opportunities:
    1. Improving aviation fuel efficiency;
    2. Understanding the development of Sustainable Aviation Fuel (SAF) at home and abroad, and implementing it in accordance with legal regulations;
    3. Corporate greenhouse gas inventory and third-party verifications;
    4. Preparing Sustainability Reports and introducing the GRI Standards and SASB Accounting Metrics to improve the consistency and transparency of information disclosure since 2023.
  - Setting key climate goals:
    1. Implementing the Company's carbon reduction goals, and the Corporate Sustainability Task Force, headed by the President, will review the implementation results every six months;
    2. Continue to enhancing aviation fuel efficiency by 1.5% per year and introduce fuel-efficient A320neo aircraft through aircraft replacement;
    3. Paying attention to Sustainable Aviation Fuel (SAF) policies and the Company will promote corporate greenhouse gas inventories in accordance with GHG regulations to accurately grasp GHG emission information.
    4. In order to reduce the amount of paper documents generated during operations, we are promoting the digitization of various operating processes, and encouraging double-sided printing and paper recycling and reuse.
    5. Encouraging all employees to join the carbon reduction actions of Meat-free Days and Earth Hour.
- The Company's greenhouse gas emissions have been disclosed in the "Energy Management" section. Going forward, we will regularly monitor and manage Scope 1 and Scope 2 GHG emissions and gradually expand the identification of Scope 3 GHG emissions in order to gradually establish and plan energy-saving strategies and actions, and advocate for international GHG and global warming issues.

## Climate-related Risks and Financial Impacts

Risk Type	Risk Aspect	Risk Contents	Impact Time (Note)	Scope and Extent of Impact			Likelihood of Occurrence of Impact	Impact of Risk on Corporate Strategy, Operations and Finances	Response Strategy Plan	Financial Impact of the Response Plan	2024 Results and Performance
				Suppliers	Company Operations	Customers					
Transition Risks	Government and Regulations	Regulations related to the development of renewable energy	Long-term	High	High	Low	High	Leading to increased operating costs.	<ol style="list-style-type: none"> <li>1. Gradually introduce Sustainable Aviation Fuel (SAF) in line with international and domestic policy directions to meet the aviation industry's carbon reduction requirements.</li> <li>2. Introduce energy-efficient aircraft and promoting aircraft weight-reduction measures to improve fuel efficiency.</li> <li>3. Actively promote energy conservation and carbon reduction actions in the offices, and regularly promote green operating conduct such as water, paper, and electricity-saving measures.</li> <li>4. Promote voluntary carbon offsetting program "ECO Travel" together with the Group to practice green consumption.</li> </ol>	Continue to replace aircraft and introduce the fuel-efficient Airbus A320neo, which can still save 15% to 18% fuel depending on the duration of the flight (compared with the A320ceo).	<ul style="list-style-type: none"> <li>● The aviation fuel efficiency target has been reached in 2024; compared with 2023, fuel efficiency has shown an increase of 6.68%.</li> <li>● GHG inventory was carried out in 2024, and a verification statement was obtained in June of the same year.</li> </ul>
		Carbon offset and trading		High	High	Low	High				
		Collection of domestic carbon fees		High	High	Low	Medium				
		Impact of carbon tax on the cost of aviation materials		High	High	Low	Medium	In response to the gradual implementation of the carbon tariff system and suppliers' active involvement in the research and development of next-generation aircraft, the cost of aviation materials has increased, thereby increasing the Company's operating expenses.			

Note: Definition of time period - short-term (1-3 years), medium-term (3-5 years), long-term (5-10 years).

Risk Type	Risk Aspect	Risk Contents	Impact Time (Note)	Scope and Extent of Impact			Likelihood of Occurrence of Impact	Impact of Risk on Corporate Strategy, Operations and Finances	Response Strategy Plan	Financial Impact of the Response Plan	2024 Results and Performance
				Suppliers	Company Operations	Customers					
Transition Risks	Technology	Cost of Sustainable Aviation Fuel (SAF)	Long-term	High	High	Medium	Medium	<ol style="list-style-type: none"> <li>Airports in certain countries plan to increase the proportion of SAF in the aviation fuel they supply. If the Company fails to switch to SAF in a timely manner, the Company's routes may be affected, causing a negative impact on our operations and revenue.</li> <li>The use of SAF may significantly increase costs. Consumers' purchasing willingness may decrease if most of the costs are passed on to consumers, thereby reducing the Company's revenue.</li> </ol>	<ol style="list-style-type: none"> <li>We will continue to pay attention to the market price of SAF and will gradually increase the proportion of SAF usage in the future with the premise of achieving cost-effectiveness. As SAF production increases, its price is expected to drop if economies of scale can be achieved, and price may even approach the current price level of traditional aviation fuel.</li> <li>We will closely monitor the government's possible measures to promote SAF production and use in the future, and plan relevant response strategies to respond to policy changes and market trends in advance.</li> </ol>	We continued to pay attention to Taiwan's Sustainable Aviation Fuel (SAF) policy and market prices in 2024.	<ul style="list-style-type: none"> <li>Closely communicated with the Group on information related to environmental protection and carbon reduction in the domestic and international aviation industry in 2024.</li> </ul>
		Increased cost of raw materials	Medium-term	High	High	Medium	High	Changes in input costs and output demand are leading to higher production costs.	<ol style="list-style-type: none"> <li>Promote low-carbon services and products.</li> <li>Continue to evaluate suppliers' energy transitions to build an environmentally sustainable supply chain.</li> </ol>	The total amount of green procurement in 2024 reached NT\$283,653.	<ul style="list-style-type: none"> <li>In 2024, the Company purchased items with green environmental labels, including file folders, dishwashing liquid, liquid soap, energy-saving circulation fans, refrigerators, and leased a hybrid vehicle to support low-carbon transportation and products. In addition, the green procurement filing and submission to the Taoyuan City Government for the previous year (2024) was completed in January 2025.</li> </ul>
	Market	Increased awareness of sustainability or carbon issues in consumers.	Medium-term	Medium	Medium	Medium	Medium				

Note: Definition of time period - short-term (1-3 years), medium-term (3-5 years), long-term (5-10 years).

Risk Type	Risk Aspect	Risk Contents	Impact Time (Note)	Scope and Extent of Impact			Likelihood of Occurrence of Impact	Impact of Risk on Corporate Strategy, Operations and Finances	Response Strategy Plan	Financial Impact of the Response Plan	2024 Results and Performance
				Suppliers	Company Operations	Customers					
Transition Risks	Reputation	Industry stigmatization	Medium-term	High	Medium	Low	Low	Violation of relevant laws and regulations may result in penalties from the competent authorities, affecting the Company's brand reputation, and may also lead to a decrease in revenue and an adverse impact on operations.	<ol style="list-style-type: none"> <li>1. Strengthen stakeholder communication and engagement.</li> <li>2. Enhance climate change response and relevant measures.</li> <li>3. Timely disclosure of information in Sustainability Report.</li> </ol>	<p>In 2024, we dispatched some personnel to participate in greenhouse gas inventory and sustainability-related training to establish and strengthen the Company's greenhouse gas inventory and inspection operation and mechanism.</p>	<ul style="list-style-type: none"> <li>● In 2024, we implemented the 2023 GHG inventory and received verification from a third-party assurance agency, in addition to improving the overall environmental management efficiency.</li> <li>● The "2023 Sustainability Report" was released in 2024. We continued to understand the material topics of concern from the Company's stakeholders through questionnaires, and prepared and disclosed annual Sustainability Report for stakeholders' reference.</li> </ul>
		Shifting consumer preferences	Medium-term	Medium	Medium	Low	Low				

Note: Definition of time period - short-term (1-3 years), medium-term (3-5 years), long-term (5-10 years).

## Climate-related Risks and Financial Impacts

Risk Type	Risk Aspect	Risk Contents	Impact Time (Note)	Scope and Extent of Impact			Likelihood of Occurrence of Impact	Impact of Risk on Corporate Strategy, Operations and Finances	Response Strategy Plan	Financial Impact of the Response Plan	2024 Results and Performance
				Suppliers	Company Operations	Customers					
Physical Risks	Immediate	Impact of extreme weather on aircrafts - typhoons (exceeding the wind speed limit)	Short-term	Medium	High	High	Medium	May result in flight diversions, suspensions or delays, which in turn may lead to reduced production capacity, resulting in an adverse impact on the Company's operations and financial performance.	<ol style="list-style-type: none"> <li>1. Enhance weather forecasting alertness and emergency response capabilities, and dispatch flights in compliance with regulatory requirements.</li> <li>2. Activate the typhoon emergency response team to respond to the possible impact of the typhoon, while at the same time, monitor flight dynamics, improve dispatch capabilities, and enhance operational efficiency.</li> </ol>	Reduce additional operating costs caused by flight diversions and flight suspensions, as well as financial expenses incurred as a result of delays.	<ul style="list-style-type: none"> <li>● Strengthened operating procedures, initiated aircraft dispatch operations early, and properly handled passenger needs.</li> <li>● Incorporated risk management mechanisms into each unit's emergency response measures.</li> </ul>
		Impact of extreme weather on aircrafts - floods (waterlogged runway)	Short-term	Medium	High	High	Medium				
	Long-term	Rising average temperature	Long-term	Medium	Medium	Medium	Low	Rising fuel costs will lead to increased operating costs. In addition, the increased safety risk factors arising from aging airport facilities or improper operation of airport equipment may also have a potential impact on the Company's operations.	Calculate the aircraft's fuel consumption before takeoff to provide the optimum amount of fuel for the flight.	Based on data provided by aircraft manufacturer Airbus, the A320neo model has an approximately 15% to 18% improvement in fuel efficiency compared to the A320ceo. To further optimize operational efficiency, the Company implements an economical fuel loading strategy on specific routes. After comprehensively considering payload restrictions and fuel efficiency, we will opt to load the fuel required for the return trip in Taiwan, where fuel prices are relatively low, thereby effectively reducing overall fuel expenses and financial costs.	<ul style="list-style-type: none"> <li>● Continued to improve aviation fuel efficiency and to increase loading capacity.</li> </ul>
		Disappearance of low-ground routes	Long-term	Low	Medium	Medium	Low				

Note: Definition of time period - short-term (1-3 years), medium-term (3-5 years), long-term (5-10 years).

## Climate-related Opportunities and Financial Impacts

Opportunity Type	Opportunity Contents	Impact Time (Note)	Impact of Opportunity on Corporate Strategy, Operations and Finances	2024 Results and Performance
Products and Services	Provision of low carbon-emitting services	Long-term	<ul style="list-style-type: none"> <li>Continue to introduce fuel-efficient aircraft to provide transportation services that pose less impact on the environment.</li> <li>Optimize routes, reduce fuel consumption, and reduce operating costs.</li> </ul>	Continued to improve aviation fuel efficiency, increased loading capacity, and used fuel-efficient aircraft.
Market	Develop low-carbon products or services	Long-term	<ul style="list-style-type: none"> <li>Engage in cross-industry collaborations and align marketing with environmental awareness while remaining committed to the Company's operations and supply chain.</li> <li>The Company began to provide and promote vegetarian meals during flight since 2023, thereby providing more diverse green products to meet the needs of different customers.</li> </ul>	Regularly reviewed the Company's Statement on Environmental and Energy Policy and disclosed the commitment to "achieve the goal of net zero emissions by 2050" on the Company's corporate website.
	Increase the willingness to invest from stakeholders	Long-term	<ul style="list-style-type: none"> <li>Strengthen risk management and supervision mechanisms, reduce risks of operational violations, and enhance corporate reputation.</li> <li>Publish Sustainability Reports and regularly update the Company's corporate website to improve disclosure quality and promote stakeholder communication.</li> </ul>	The "2023 Sustainability Report" was released in 2024 and disclosed on the Company's corporate website and the Market Observation Post System (MOPS).
Energy Efficiency	Proposals to enhance aircraft energy efficiency	Long-term	<ul style="list-style-type: none"> <li>Improve aircraft fuel efficiency through fleet replacement and the introduction of the low-polluting Airbus A320neo passenger aircraft.</li> <li>Optimized routes and improved passenger load capacity can effectively reduce fuel consumption, reduce carbon emissions, and thus reduce operating costs.</li> </ul>	We continued to participate in the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), as well as relevant working groups, carbon offset and reduction plan reviews and training activities related to the global carbon market mechanisms.
	Reduce paper and water consumption in offices	Long-term	<ul style="list-style-type: none"> <li>Continue to advocate to our employees to use double-sided printing and to recycle and reuse paper, and to save water.</li> <li>Improve office energy efficiency to reduce operating costs.</li> </ul>	Participated in the Group's greenhouse gas inventory education and training on an ad hoc basis. We began to conduct organizational greenhouse gas inventory since 2024, and obtained third-party verification as a basis for future carbon reduction.

Note: Definition of time period - short-term (1-3 years), medium-term (3-5 years), long-term (5-10 years).

# Energy Management

## GRI 302-1, 302-3

The energy used by Tigerair Taiwan includes aviation fuel, automotive gasoline, and purchased electricity. The energy usage in the past three years is shown in the table below. No renewable energy was used in 2024.

Energy Consumption		Unit	2022	2023	2024
Non-renewable Energy	Gasoline (inclusive of Type 92 and 95)	Liter	6,237.7	8,930.9	9,515.5
	Aviation fuel		12,368,541	120,527,919	157,899,903
Purchased	Electricity	kWh	663	452.2	507.3
Total Energy Consumption	GJ	GJ	414,205.8	4,037,496.47	5,571,011.52
Aviation Fuel Efficiency	All aircrafts (non-renewable energy)	GJ	413,999.8	4,037,203.17	5,570,708.58
Aviation Fuel Efficiency	All aircrafts	Tons / thousand RTK	0.365	0.241	0.195

Note:

1. This statistical scope covers the aviation fuel usage in the Tigerair Taiwan office area located in China Airlines Group's Songshan Office, as well as the Taoyuan International Airport and our operating areas.
2. Non-renewable energy includes aviation fuel (Jet A1) and gasoline for corporate vehicles.
3. The aviation fuel usage in this table includes passenger and cargo flights, as well as ferry flights and test flights.
4. The conversion coefficients of various energy heat values are based on the "Abbreviation & Equivalents of Energy Units" from the Energy Administration, Ministry of Economic Affairs: 1 liter of gas = 7,800 kcal; 1 liter of aviation fuel = 8,000 kcal; 1 kWh of electricity = 860 kcal; 1 kcal = 4.187 kilojoules (KJ); 1 kilojoule (KJ) =  $1 \times 10^{-6}$  GJ.

### Total Fuel Consumption (Unit: PJ)

Disclosure Item	2022	2023	2024
Total fuel consumption (A)	0.41	4.04	5.55

### Ratio of Alternative Fuels (Unit: GJ)

Disclosure Item	2022	2023	2024
Alternative fuel consumption (B)	0	0	0
Consumption of alternative fuels as a percentage of total fuel consumption (B/A) x100%	N/A	N/A	N/A

### Percentage of Sustainable Aviation Fuel (SAF) (Unit: GJ)

Disclosure Item	2022	2023	2024
SAF consumption (C)	0	0	0
Consumption of SAF as a percentage of total fuel consumption (C/A) x100%	N/A	N/A	N/A

## Green Operations: Setting Emission Reduction Strategies and Targets

The Company has established the "Environmental Management Committee (EMC)" in 2018 to be the highest decision-making and supervisory unit for environmental and energy management policies. It is responsible for formulating policy guidelines and short-, medium- and long-term management goals. We are actively promoting various energy-saving and carbon-reduction measures, covering aspects such as optimizing aviation fuel efficiency, fuel-saving flight operations, saving water, electricity and paper resources, using environmentally friendly products, green procurement, and being committed to environmental and ecological protection.

To ensure the effectiveness of policy implementation, the Environmental Management Committee (EMC) holds a performance review meeting every six months to discuss and review the implementation progress and target achievement of the environmental performance projects of each business unit. This helps us to strengthen the effectiveness and sustainability of the Company's environmental and energy management policies and operating mechanisms.

Category	Greenhouse Gas Reduction	Resource Conservation	Environmental Protection	Ecological Protection	Education and Training
Target Project	<p><b>Promoting aircraft fuel saving operations -</b> Advocate at least once a year</p> <p><b>Enhancing aviation fuel efficiency -</b> Increase by 1.5% each year</p>	<p><b>Saving electricity consumption -</b> Promote the policy at least 3 times a year and regularly turn off lights for one hour during lunch break</p> <p><b>Saving water usage -</b> Reduce water consumption by 4% (Compared to 2023)</p> <p><b>Saving paper usage -</b> Promote the policy at least 3 times a year</p>	<p><b>Reduce waste -</b> Promote the policy at least 3 times a year</p> <p><b>Promoting Green Procurement -</b> At least 5 items purchased annually should be products with environmental/green labels</p>	<p><b>Embargo transport of endangered species -</b> Reach 100% achievement rate</p> <p><b>Prohibiting the use of illegal species as food ingredients -</b> Reach 100% achievement rate</p>	<p><b>Enhancing environmental protection and energy conservation awareness -</b> Regularly implement meat-free day activities at least three times a year</p> <p><b>Implementing greenhouse gas inventory and verification operations -</b> Reach 100% execution rate</p>



## Internal Meeting Agenda and Tasks of the Environmental Management Committee (EMC):

- (1) Set annual environmental performance targets, and have relevant units proactively initiate environmental advocacy and lecture activities to convey the concept of sustainability to all employees and foster their environmental awareness.
- (2) Continue to strengthen our performance target management mechanisms and set at least two energy and resource conservation targets each year to correspond with the Group's vision of "achieving net zero emissions by 2050" and align with government policies.
- (3) Monitor key environmental protection and carbon reduction information and trends in the domestic and international aviation industry as a reference for promoting related measures in the future.

2018

Participated in the environmental risk evaluation and greenhouse gas inventory and management of the China Airlines Group's value chain.

2020

Signed a Memorandum of Understanding (MOU) for the Airport Partnership Carbon Reduction Plan with Taoyuan International Airport to carry out greenhouse gas inventory operations to jointly respond to international carbon reduction initiatives and to co-create a future of net-zero emissions. Participated in the "Earth Hour" event with the Group.

2021

Promoted the "ECO Travel" carbon offset program.

2022

Established an "Environmental Sustainability" section on the corporate website to disclose the Company's environmental policies, annual operational targets and performance, and implemented external communications so that contractors, suppliers, and outsourced contractors can all clearly understand and cooperate in complying with the Company's environmental policies and regulations.

2023

Revised the existing "Environmental Sustainability" section of the corporate website to the "Corporate Sustainability" section, and "Sustainability Report" and "Energy and Carbon Management" disclosures have been added to strengthen communication with stakeholders.

2024

Completely updated the layout and framework of the corporate website to enhance the user interface and browsing convenience, making it easier for stakeholders to access various sustainable information. At the same time, the third-party verified statement on ISO 14064-1 greenhouse gas inventory has been published to enhance the transparency of information disclosure (<https://www.tigerairtw.com/zh-TW/about-tigerair/ESG>).





## Greenhouse Gas (GHG) Emission Management GRI 302-4, 305-1, 305-2, 305-3, 305-4, 305-5, 305-7

### Total Scope 1, Scope 2, and Scope 3 Emissions in the Past Three Years

Unit: Metric tons of CO<sub>2</sub> equivalents (tCO<sub>2</sub>e)

Greenhouse gas	2022	2023	2024
Direct emissions (Scope 1)	31,306	305,107	399,706
Indirect emissions (Scope 2)	265	223	240
Other indirect emissions (Scope 3)	16	43	50

Note:

1. Direct emissions (Scope 1) include aviation fuel and gasoline for corporate vehicles.
2. Indirect emissions (Scope 2) are purchased electricity.
3. Other indirect emissions (Scope 3) include employee business travels and public tap water.
4. Greenhouse gas emissions are aggregated using the operational control approach.
5. Data are rounded to the nearest integers.

## Total Emissions of Seven Major Greenhouse Gases in the Past Three Years

Unit: Metric tons of CO<sub>2</sub> equivalents (tCO<sub>2</sub>e)

Greenhouse Gas	2022	2023	2024
Carbon dioxide (CO <sub>2</sub> )	31,496	304,054	398,326
Methane (CH <sub>4</sub> )	37	356	466
Nitrous oxide (N <sub>2</sub> O)	69	697	913
Hydrofluorocarbons (HFCs)	0	0	0
Perfluorinated compound (PFCs)	0	0	0
Sulfur hexafluoride (SF <sub>6</sub> )	0	0	0
Nitrogen trifluoride (NF <sub>3</sub> )	0	0	0
<b>Total Emissions</b>	<b>31,602</b>	<b>305,331</b>	<b>399,947</b>

Note:

- Total greenhouse gas emissions include Scope 1 (direct emissions) and Scope 2 (indirect energy emissions).
- In 2023, we completed a total of 14,300 flights; however, the number of flights completed in 2024 has grown to 18,716. Hence, Scope 1 carbon emissions have increased accordingly.

## GHG Emissions Intensity in the Past Three Years

Item	2022	2023	2024
Aviation fuel efficiency (tons/PJ)	9,895/0.41	91,738/4.04	125,882/5.55
CO <sub>2</sub> emissions (tCO <sub>2</sub> e)	31,268	289,892	397,787
Transport volume (thousand RTK)	27,129	380,879	560,068
Fuel efficiency (Tons / thousand RTK)	0.3647	0.2409	0.2248
Carbon emission intensity (ton CO <sub>2</sub> e / thousand RTK)	1.1526	0.7611	0.7102

Note:

- The lower the fuel efficiency and the carbon emission intensity, the better the performance.
- The aviation fuel usage in this table includes passenger and cargo flights but does not include the purposes of ferry flights and test flights.
- The above data are internal statistics of the Company and have not been verified by a third party.
- Carbon emission intensity (ton CO<sub>2</sub>e / thousand RTK) = GHG emissions / Total RTK.

## Emissions of Nitrogen Oxides (NOx) and Sulfur Oxides (SOx) in the Past Three Years

Air Pollutant Emissions		2022	2023	2024
Emission categories	Nitrogen oxides NOx	12.95	120.77	158.41
	Sulfur oxides SOx	1.24	11.56	15.17

Note:

- NOx: is calculated based on the methodology of the American Environmental Protection Agency: Total annual emissions = Number of flights x 0.008428, where 0.008428 is the emission factor (Tons / LTO).
- SOx: is calculated based on the methodology of the American Environmental Protection Agency: Total annual emissions = Number of flights x 0.000807, where 0.000807 is the emission factor (Tons / LTO).

## Effectiveness of GHG Reduction/Energy Conservation Plans or Policies

Item	Energy Conservation Performance			
	Data Unit	Data at Base Year (2019)	Data at Reporting Year (2024)	Actual Increase/Decrease
Fuel consumption	Petajoule, PJ	5.06	5.55	+0.49
CO <sub>2</sub> emissions	tCO <sub>2</sub> e	289,227	397,787	+37.53%

Note: Reductions occurred for direct emissions (Scope 1), and the greenhouse gas reduced is mainly carbon dioxide.

## Low-carbon Flight

Tigerair Taiwan's main source of energy and greenhouse gas emissions comes from aviation fuel. Therefore, Tigerair Taiwan is committed to carrying out aircraft fuel conservation and carbon reduction operations. We manage various fuel conservation performance indicators, targeting operation planning, flight operations, aircraft maintenance, process control, among other aspects, and we continuously promote flight fuel conservation operations while being committed to flight network planning and aircraft dispatching optimization.

Tigerair Taiwan has adopted the following fuel-efficient measures:



### Introducing Low-pollution Aircrafts

According to statistics on fuel efficiency using the A320neo fuel-efficient aircraft, fuel savings can increase as much as 18% compared to same routes flown using the A320ceo aircraft. As of 2024, six A320neo aircraft have been introduced, and we will continue to introduce nine more A320neo. We expect to replace a total of 15 aircrafts by 2028.

### Fleet Rejuvenation

We have been continuously updating our fleet in recent years. It is expected that by 2028, a new fleet of 15 A320neo aircraft will be formed, and the average age of the aircraft will be reduced to 3.5 years.

Note:

- (1) The plan to introduce the A320neo fuel-efficient aircraft will be flexibly adjusted depending on the delivery schedule and supply chain conditions.
- (2) Of the fifteen A320neo aircraft, eight are leased and seven are purchased by the Company.

## Aircraft Fuel-saving and Flight Efficiency Improvements

Tigerair Taiwan is actively implementing fuel-saving operations without compromising any flight safety considerations. We have internalized various performance indicators into our operations, including:

### Execute flight operations plan

Select the most suitable routes and alternate landing stations, and engage in the most economical flight speed adjustments by using cost index (Note) to minimize the total operating costs.

### Aircraft weight reduction

The Electronic Flight Bag (EFB) was introduced to digitize the existing paper flight manuals, thereby reducing paper usage and improving the efficiency in information update.

### Auxiliary Power Unit (APU)

Reduce the time of using one engine during taxiing to conserve fuel and cost, and to reduce the impact on ground air quality.

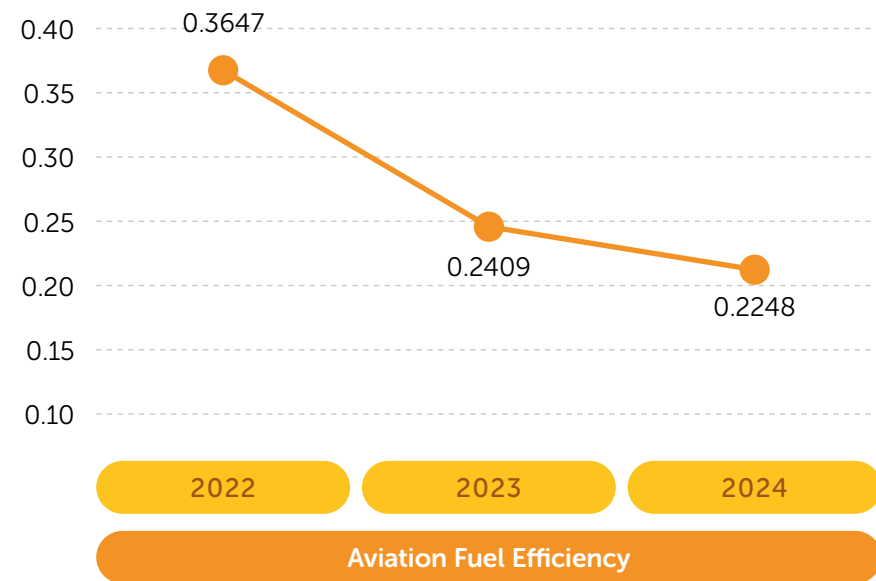


Note: The cost index (CI) is the ratio of the time-related cost of aircraft operation to the fuel cost. The CI value reflects the relative impact of fuel costs on the overall flight cost (compared to time-related direct operating costs).



## Aviation Fuel Efficiency Performance

The Company's aviation fuel efficiency performance in 2024 was 0.2248 tons/thousand RTK, exceeding the annual target and showing an increase of 6.68% over 2023, thereby achieving significant fuel-saving results.



Note: The target for fuel efficiency is to increase by 1.5% per year, and the lower the carbon intensity, the better the performance (calculation method: tons of fuel used/thousand RTK).

# Environmental Actions

## Promoting Green Travel and Biodiversity Conservation

### Eco-friendly travel services

We provide digitized itineraries and e-tickets, and invite passengers to take more actions and experience more sustainable air travel services.

### Eco Travel carbon offset program

We promote voluntary carbon offset mechanisms through our corporate website and e-tickets to encourage passengers to participate in carbon neutrality actions and practice green consumption in action.

### Disclosure & communication of sustainable concepts

A "Corporate Sustainability" section has been set up on our corporate website to disclose four major environmental and energy management concepts: Compliance with environmental laws and regulations, conserving energy and resources, improving eco-efficiency, and fulfilling social responsibility, thereby demonstrating our commitment to sustainable development.

### Biodiversity

In order to promote sustainable land use and to conserve the diversity of different species, we actively educate our partners on the embargo on the transportation of endangered species and their products in accordance with the Company's relevant manuals and freight forwarding operating specifications. We also regularly conduct flight inspections to ensure policy implementation.

### Incorporating ecological conservation into supply chain management

We have incorporated regulations prohibiting the use of illegal species as food ingredients into the vendor recruitment and contract terms for in-flight meals, and explicitly require partner vendors to fulfill their ecological protection responsibilities.

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## Measures to Promote Energy Conservation, Carbon Reduction and Energy Resource Management

### Carbon reduction initiatives from employees

We regularly disseminate information related to energy conservation and carbon reduction via email, and these messages cover topics such as water, paper, and electricity consumption and encourage employees to bring their own environmentally friendly tableware to work. In 2024, a total of three Company-wide promotions were carried out to encourage awareness of environmental protection actions.

Promoted the "Meat-free Day" events and invited employees to join us in carbon reduction diet. A total of 7 sessions were held in 2024 to encourage a culture of low-carbon diet.

### Digitized operations and paper reduction

In order to reduce the use of paper resources during operations, we promoted the digitization of official documents and various administrative processes, and advocated for measures such as double-sided printing and paper reuse, etc. A total of three paper reduction promotions were held in 2024.

### Green procurement practices

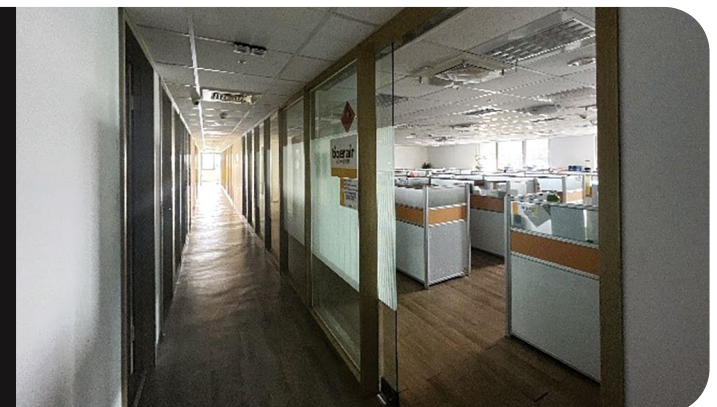
We actively promote green procurement and implement at least five green procurement projects each year. A total of 6 such projects were completed in 2024. At the same time, we plan to revise the "Supplier Management Operating Procedures" in 2025, and to assign bonus points to green companies listed in the "Taipei Exchange - ECO-Fin Platform" during supplier selection, so as to guide the supply chain to jointly practice sustainability.



## Actions for Restoring the Environment

"Earth Hour" takes place on the last Saturday of March every year. On top of joining in this energy-saving and carbon-reduction event, Tigerair Taiwan also implemented a total of 9 electricity-saving measures in 2024. To help employees understand how everyone can change their habits during the global climate change to care for the environment and the Earth, we switch off the lights in the area used by Tigerair Taiwan in China Airlines' Songshan Office for one hour during lunch break. Tigerair Taiwan takes the lead in corporate actions to exert our influence. We encourage employees to turn off the lights for one hour during Earth Hour when they go home, and encourage them to adopt low-carbon lifestyles and turn away from habits that deplete the Earth's resources.

In addition, in response to International Meatless Day (also known as International Vegetarian Day) on November 25, Tigerair Taiwan also held seven "Meat-free Lunch Day" events in 2024. We hope that by going meatless, we can reduce some of the burden on the planet from carbon emissions. According to statistics compiled by the Discovery Channel, one meat-free meal reduces carbon emissions for the Earth by 1.92kg. Tigerair Taiwan hopes that the example we set can influence employees' daily life. If the campaign can be continuously implemented for 21 days, it can reduce the burden of a forest (approximately 5,000 trees) for absorbing carbon emissions. We hope that by urging more people to join our actions, we will be better equipped to preserving the wonders and life on Earth.





## VII Ensuring a Safe Workplace Environment/ Improving Talent Cultivation

### Occupational Health and Safety

#### Management of Material Topics

**Impact on economy, environment and people**

Maintaining the safety and health of all personnel (aircraft, airport service locations and offices) is an important component of the Company's continued business operation. On top of employee injuries and fatalities, improper safety and health management could also lead to penalties under relevant regulations. In addition, the formulation of a safe and friendly workplace environment also reflects the Company's commitment to human rights issues and responsible corporate management.

**Policy or Commitment**

1. Taking preventive measures: Implementing hazard preventions to avoid injuries and diseases.
2. Complying with regulations: Complying with laws and regulations and fulfilling social responsibilities.
3. Optimizing system: Involving all employees in consultation and participation through education and training.
4. Continuous Improvement: Reducing the risk of occupational hazards and ensuring personnel safety.

### Actions for Managing Impacts

1. Formulating annual targets and plans:
  - Ensuring a safe workplace environment for employees
  - Promoting health and safety activities
  - Strengthening the concept and awareness of illegal infringement
2. Implementing regulatory identification and complying with legal requirements.
3. Conducting operational risk assessment and materiality identification.
4. Carrying out internal inspections to verify the effectiveness of implementation.
5. Implementing improvement plans to correct non-conforming items and continuing to monitor the progress.
6. Regulations on emergency response measures have been formulated and fire safety education and training are in place.
7. Conducting health examinations and employee care.
8. The Occupational Safety and Health Office is the responsible unit, and the Company has invested a total budget of NT\$2,348,430 in relevant expenses in 2024 (including four major health and safety protection plans, health examinations, health promotions, and on-site physician activities). The unit is staffed with four full-time occupational safety and health personnel and one nursing staff.

### Monitoring the Performance of Relevant Actions

The Company has formulated an "Occupational Safety and Health Committee" that holds meetings in each quarter to review and internally publicize the occupational safety accidents that occurred in the previous quarter in order to enhance employees' risk awareness and prevention capabilities. Relevant information on accidents is regularly compiled and reported to the management as a basis for subsequent management decision-making and improvements. In addition, an internal management review procedure has been established to regularly evaluate the effectiveness of the occupational safety and health system to ensure its continued applicability, relevance, and effectiveness.

### Goals and Objectives

1. Complying with regulations and raising awareness: The Company strictly abides by the relevant laws and regulations on occupational safety and health. We are committed to building a healthy, safe, and friendly workplace environment, and in order to achieve sustainable development goals (SDGs), we strive to enhance the safety and health awareness of all employees.

### Goals and Objectives

2. Promoting education and training: We regularly conduct at least one hour of occupational safety and health education and training each year to strengthen our employees' risk identification and prevention capabilities, and to internalize the safety culture into daily work.
3. Optimizing the environment and preventing risks: We continue to optimize workplace hardware facility standards, and safety and health operating procedures, actively build a work environment that complies with safety regulations, reduce the risk of occupational injuries and diseases, and ensure the health and safety of workers.
4. Working toward accident-free environment and EAP: The Company's long-term goal is to achieve an environment with "zero occupational accidents" and to establish an Employee Assistance Program (EAP) system. Our ultimate goal is for all employees to not compromise their safety, health, and social integrity due to their jobs.

### Performance

1. The Company has not found any occurrence of occupational disease in employees in 2024.
2. No major occupational accidents or work-related deaths have occurred in 2024.
3. No related safety accidents have occurred in 2024.
4. All operating environment monitoring in 2024 was carried out as planned, and the test results have all met their respective standards.
5. In 2024, 163 people received health services and 108 people participated in health promotion activities.
6. In 2024, various occupational safety and health training was conducted to 1,904 persons, cumulatively reaching 1,634.5 hours.
7. The 2024 Frequency-severity indicator (FSI) was 0.77.

$$\text{Frequency-severity indicator (FSI)} = \sqrt{\frac{\text{Disabling Injury Frequency Rate (FR)} \times \text{Disabling Injury Severity Rate (SR)}}{1000}}$$

### Stakeholder Participation

1. Regularly convene Occupational Safety and Health Committee meetings to allow for direct participation and input from employee representatives, ensuring that workers' voices are heard and included in the decision-making process.
2. Publish reports and results of relevant decisions and implementation measures to all employees to ensure transparency and fairness, so that employee representatives know that their opinions have been included in the decision-making process.

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## Occupational Safety and Health Objectives

- **Ensuring a safe workplace environment for employees**

- (1) Continue to enhance employees' workplace safety awareness through advocacy, education, and training.
- (2) Frontline operations and sites are inspected by occupational safety personnel to assess potential work environment risks.

- **Promoting health and safety activities**

Promoting and strengthening employees' emergency response awareness and response capabilities through education and training, and hold at least one emergency response disaster drill or training seminar.

- **Strengthening the concept and awareness of illegal infringement**

Implement environmental safety and health education and training, and continue to promote environmental safety and health related information. Occupational safety related education and training courses are organized and 100% completion rate of these courses is confirmed.

### Results Expected from Implementations of Occupational Safety and Health Programs and Future Plans

#### Reducing occupational accidents and infections

Reducing occurrence of occupational accidents in the workplace and protect the safety and health of employees through education and training as well as relevant preventive measures and regulations.

#### Improving work efficiency and productivity

A safe and healthy working environment helps employees to focus more on their work, thus improving efficiency and productivity.

#### Enhancing corporate image

Continue to improve occupational safety and health management, aiming to obtain ISO 45001 Occupational Safety and Health Management and Taiwan Occupational Safety and Health Management System (TOSHMS) certifications, and gradually improve various safety measures. Not only will these actions enhance the Company's image and reputation, but also attract more customers and employees.

#### Preventing infectious diseases

To reduce the risk of infection, employees are encouraged to get vaccinated against measles, influenza, etc., and to cooperate with the implementation of government's epidemic prevention policies.

#### Occupational health

In terms of occupational safety and health, more attention should be paid to occupational health. As people live longer, staying healthy also becomes an important goal in life. Therefore, our occupational safety and health implementations will pay more attention to the physical and mental health of employees. Future plans include raising employees' health awareness, strengthening occupational health monitoring, and developing health promotion programs.

# A Safe and Healthy Workplace

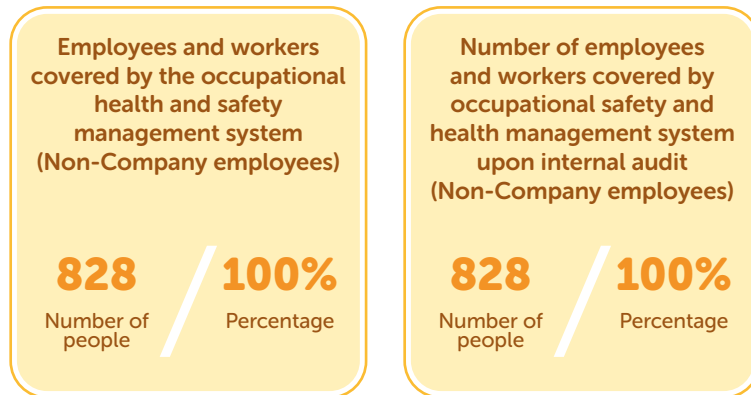
GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10

## Occupational Health and Safety Management System

The Company has established an occupational safety and health management system in accordance with the Occupational Safety and Health Act and Regulations of Occupational Safety and Health Management. The scope of the system covers China Airlines Group's Songshan Office, Taoyuan International Airport, and Kaohsiung Office, etc., and encompasses all employees of the Company in the aforementioned operational sites. As of the end of 2024, the number of workers covered by the system is 828, and no worker is excluded. The Company's occupational safety and health management system has not yet received verification. However, various safety measures have been gradually implemented to improve workplace safety and health management.

## Statistics on Occupational Safety and Health Management System Coverage in 2024

The Company has 828 employees



Note:

1. The number of employees of the Company is based on the statistics of the number of employees on December 31, 2024 by the Human Resources Office. The statistical scope includes all Company employees at China Airlines Group's Songshan Office, Taoyuan International Airport, and Kaohsiung Office. Furthermore, this system also covers a total of 6 employees of the contractor responsible for decorating the exhibition venue at our booth for the tourism exhibition. These six persons are not non-employee workers as defined by the GRI Standards.
2. 100% of the covered targets have been audited or certified by internal organizations, and no external organization certification has been arranged yet.

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## Worker Participation, Consultation, and Communication on Occupational Health and Safety

The Company has organized an "Occupational Safety and Health Committee" in accordance with the regulations, and it is jointly participated by representatives from various departments and units. In 2024, it consisted of a total of 15 members, and the Chief Operating Officer (COO) served as its convener and was responsible for leading and implementing relevant decisions. Among the members, five of whom were worker representatives, accounting for nearly 34% of the total number of committee members, fully demonstrating the Company's emphasis on employee participation and opinions. The committee meets at least once every three months, and has completed regular meetings in January, April, July and November in 2024. It is the highest-ranked supervisory organization for the Company's safety and health management.

Review, coordinate and make recommendations on the proposed safety and health policies to prevent occupational injuries and diseases and improve work safety. Worker representatives reflect on occupational safety and health related issues at the committee meetings to ensure that employee rights are being valued. To encourage employees to raise suggestions and concerns related to occupational safety and health, the Occupational Safety and Health Office has set up an occupational safety and health email and hotline, and a dedicated unit will properly handle and respond to queries received. In addition, the Company's management system has also published documents and forms on the operating procedures, which are open to all employees for browse and review. If there are any questions about the information, employees can take the initiative to ask and discuss with their respective departments.

## Hazard Identification, Risk Assessment, and Incident Investigation

In the Company's operating environment, the main occupational risks faced by employees are carbon dioxide concentration and noise. In order to effectively control and continuously monitor risks, the Company commissions an external professional testing agency to conduct regular monitoring every six months in accordance with the "Regulations for Workplace Environmental Monitoring". The tests cover two major aspects, namely carbon dioxide concentration and noise. The testing locations include our operations at China Airlines Group's Songshan Office, Taoyuan International Airport, and Kaohsiung Office. All test results must be submitted to the Occupational Safety and Health Committee as an important basis for environmental safety management and risk evaluation. The test results in 2024 were all

below the regulatory thresholds, and the test results were reported at the Occupational Safety and Health Committee meetings held in January and July. Going forward, the Company will continue to maintain a good workplace environment and conduct regular monitoring in accordance with regulations to ensure the occupational safety as well as physical and mental health of workers, and fulfill our commitment to the healthy rights of workers.

In order to reduce the occurrence of occupational accidents, a set of "Accident Identification and Risk Evaluation Procedures" has been established. These procedures include accident identification, review of existing protective measures, risk evaluation, and formulation of corresponding management measures. The purpose is to minimize the possibility and severity of occupational accidents and through the implementation of hierarchical management, eliminate accidents from their root causes and ensure that risks are controlled at the lowest levels. The Company has established a "Prevention of Illegal Infringement at Work Plan". Employees can follow the standardized procedures in the plan to handle and report dangerous situations, or use the "talk to me" reporting channel to fill in the information of the dangers they face. The information will be directly transmitted to the senior management, and the process complies with the principle of confidentiality and protects employee privacy.

In accordance with Article 18 of the Occupational Safety and Health Act, when workers discover there is a concern of a threat of imminent danger while executing their duties, under conditions in which the safety of other workers is not jeopardized, they may terminate work of their own accord and withdraw to safe locations, and immediately report to their direct supervisors. The Company shall not dismiss, reassign, not pay wages for the period of work on halt, or otherwise impose unfavorably treatment on workers taking actions prescribed in the preceding paragraph.

The Company has established the "Occupational Accident Identification and Assistance Procedures" to clearly regulate the response and handling procedures when occupational accidents occur. When an occupational accident occurs, on-site staff will respond according to the conditions of the accident on-site and simultaneously inform the Occupational Safety and Health Office. After the accident is handled, an accident investigation report will be written and relevant supporting documents will be attached. After receiving the information, the Occupational Safety and Health Office will analyze the cause of the accident and identify the occupational accident, including follow-up assistance such as identification of work-related injury and sick leave, employee care, employee's reinstatement or work adjustment, and compensations for the occupational accident. If the incident is a major occupational accident, an appropriate person will be assigned to conduct an in-depth investigation together with worker representatives and representatives from the Occupational Safety and Health Office. If the evaluation results show that the accident is not caused by systemic risks, the relevant units must propose specific improvement measures, and the Occupational Safety and Health Office will continue to monitor their implementations and effectiveness to ensure effective risk management in order to enhance workplace safety and employee health protection.

## Occupational Health Service

The Company conducts regular health examinations every year, and the frequency of which is higher than the statutory regulations. In addition, we also provide health education and training.

Frequency of health examination:

### aged 45 and above

Health examination is provided once a year for those aged 45 and above and have been employed by the Company for one year.

### less than 45 years of age

Health examination is provided once every two years for those less than 45 years of age and have been employed by the Company for two years.

### supervisory positions

Health examination is provided once a year for those in supervisory positions.

The Company's health examination service is performed by full-time nursing staff. Every year, we coordinate with the Human Resources Office to set a list of employees to undergo health examinations. Based on the health examination results, we will plan interviews between employees and physicians who provide employee health services. The physicians will provide health improvement suggestions and subsequent health monitoring will be undertaken based on the interview results.

In addition, the Company also regularly plans occupational health services such as on-site physician services and health inspections. The Company's nursing staff review health examination reports, and further interviews and health management are arranged to continuously implement employee health monitoring and care mechanisms based on the report results and recommendations.



## Health Promotion

The Company regularly plans health promotion courses, taking into account the risks that front-line personnel and office staff may face, such as illegal infringements in the workplace and human-related hazards, and invites physicians or related professionals to come on site to promote health concepts and enhance employees' knowledge. Employees' awareness is also cultivated through case sharing or on-site interactions. We aim to continuously spread the culture of health to each department, and will plan to organize courses such as "Prevention of Human-factor Hazards", "Maternal Health Protection" and "Illegal Infringements in the Workplace" in 2025.

## Health Promotion Activities in 2024

Activity	Details
<b>Prevention of human-related hazards</b> Training core muscles to prevent aging & Rhythmic Slow-jogging	<ul style="list-style-type: none"><li>Promoted human factors prevention and enhanced muscular endurance and cardiopulmonary functions.</li><li>In 2024, there were 14 participants and the participation rate was 100%.</li></ul>
<b>Course on handling illegal infringement incidents at the workplace and identifying hazards</b>	<ul style="list-style-type: none"><li>By recognizing different types of physical and mental workplace infringements and improving skills in identifying potential infringements, we can ensure workers' safety and physical and mental health at work.</li><li>In 2024, there were 56 participants and the participation rate was 100%.</li></ul>
<b>Abnormal workload</b> Nutritional issues	<ul style="list-style-type: none"><li>People who often eat out can control their caloric intake through making smart food choices, achieve weight loss goals, and reduce their abnormal physical load.</li><li>In 2024, there were 24 participants and the participation rate was 100%.</li></ul>
<b>Maternal health seminar</b> Self-protection lesson on understanding physical boundaries	<ul style="list-style-type: none"><li>Help children understand themselves, identify potential risks, learn to respect others, and build friendly interpersonal relationships.</li><li>In 2024, there were 11 participants and the participation rate was 100%.</li></ul>

## Occupational Safety and Health Training

The Company has planned new employee training and on-the-job education and training. The new employee training includes work environment, job-related training and occupational safety and health, and training cumulatively reached 1,634.5 hours. The Occupational Safety and Health Office uniformly plans the curriculum and assessment of on-the-job training to ensure that employees are not only familiar with their responsibilities, but also able to demonstrate professionalism in emergency situations and effectively handle problems.

## Prevent and Mitigate Occupational Safety and Health Impact Directly Related to Business Operations

The Company has established a "Contractor Management Procedures" to inform contractors of hazards and require contractors to provide contractor safety and health specifications, a list of on-site personnel, and completed and approved work permits. They must also complete a toolbox meeting and submit relevant information before they may begin operation, thereby ensuring that personnel are aware of the scope and content of the work.

## Statistics on Occupational Safety Performance

No serious occupational injuries or occupational diseases occurred in 2024. We will continue to maintain zero serious occupational injuries through education and training, case sharing, and mutual supervision among employees. Statistics and analysis of the 2024 occupational injuries are as follows.

Occupational Injury Analysis and Statistics in 2024	Male	Female	Total
Number of occupational accidents	1	8	9
Total working hours	691,856	1,017,456	1,709,312
Total work days lost due to occupational accidents	2	195	197
Number of work-related fatalities	0	0	0
Ratio of occupational fatalities	0	0	0
Number of severe occupational injuries (Excluding number of deaths)	0	0	0
Ratio of severe occupational injuries	0	0	0
Number of recordable occupational injuries	0	0	0
Ratio of recordable occupational injuries	0	0	0
Disabling Injury Frequency Rate (FR)	1.44	7.86	5.26
Disabling Severity Rate (SR)	2	191	115
Total days of absence	888.5	1,961.7	2,850.2
Absenteeism Rate (AR)	0.01	0.01	0.01

Note:

1. The statistical scope of "employees" includes employees of Tigerair Taiwan at the China Airlines Group's Songshan Office, Taoyuan International Airport, and Kaohsiung Office in Taiwan.
2. In 2024, the Company did not have non-employee workers such as dispatched personnel or outsourced projects.
3. The statistical data period is from January 1, 2024 to December 31, 2024. In 2024, 7 occupational accidents were caused by collisions and falls.
4. Occupational accidents refer to illness, injury, disability or death of workers caused by workplace buildings, machinery, equipment, raw materials, materials, chemicals, gases, steam, dust, etc., or work activities and other occupational reasons.
5. Number of recordable occupational injuries: Refers to the number of recordable occupational injuries (including commuter traffic accidents as defined in the GRI Standards), including the number of deaths and the number of severe occupational injuries.
6. Ratio of recordable occupational injuries: Refers to the number of recordable occupational injuries that occur per million working hours (excluding commuting traffic accidents), and the formula is: (Number of recordable occupational injuries/total working hours) x 106. The calculation is rounded to two decimal places.
7. Disabling injury frequency rate (FR) = (number of occupational accidents x 106) / total working hours. The calculation is rounded to two decimal places.
8. Disability severity rate (SR) (excluding deaths) = (total number of days lost due to occupational accidents x 106) / total working hours. The calculation is rounded to the nearest integer.
9. Absenteeism rate AR = total number of absence days/total number of working days\*100% (absenteeism days include sick leave, menstrual leave, prenatal leave, and work-related injury leave).

# Labor-management Relations

GRI 2-7, 2-30, 401-1

## Human Resources Overview and Management

### Employee Composition

As of the end of the reporting period (as of December 31, 2024), all of Tigerair Taiwan's employees are full-time employees, and includes 828 persons, showing a slight increase from last year's 810 employees. Tigerair Taiwan's overseas branches and operating unit give priority to hiring local employees, with the local employment ratio exceeding 100%.

Tigerair Taiwan complies with labor-related laws and regulations of government authorities in practice and has never employed child labor. If foreigners are employed, employment is handled in line with local laws and regulations. In terms of work location distribution, more than 99.8% of employees are located in Taiwan, and the remaining 0.2% are located in South Korea and Thailand. Tigerair Taiwan attaches great importance to diversity and workplace inclusion. Employee recruitment, compensation, and benefits do not differ based on gender, age, nationality, race, religion, job position, etc. The ratio of male to female employees is approximately 39.6:60.4.

### Global Employee Structure (By Gender and Work Area)

Work Area		Taiwan				Other countries			
Category	Group	Male		Female		Male		Female	
		Number of people	Percentage	Number of people	Percentage	Number of people	Percentage	Number of people	Percentage
Employment Type	Full-time employee	327	39.5%	499	60.3%	1	0.1%	1	0.1%
Total		828							

Note:

1. The statistical unit is the actual number of employees.
2. Taiwan includes Taipei HQ and Taoyuan Airport office.
3. Other countries include South Korea and Thailand.
4. Full-time employee: Refers to those whose contracted work hours are normal work hours.
5. Except for the above-mentioned employees, the Company did not have dispatched workers in 2024.

## New Employee Hires and Employee Turnover

All new employees and employees turnover in 2024 were from Taiwan.

Statistics of New Employees and Employee Turnover in 2024		New employees				Resigned employees			
		Male	Percentage	Female	Percentage	Male	Percentage	Female	Percentage
Taiwan	Under 30	15	13.04%	60	52.17%	7	7.22%	38	39.18%
	30–50	9	7.83%	21	18.26%	27	27.84%	17	17.53%
	Above 50	8	6.96%	2	1.74%	7	7.22%	1	1.03%
Total number of employees		828							
Total number of new employees		115							
New recruits rate (%)		13.89%							
Total number of turnover		97							
Total turnover rate (%)		11.71%							

Note:

1. The data statistics mainly cover Taiwan, which includes China Airlines Group's Songshan Office and Taoyuan International Airport.
2. Total new recruits rate (%) = total number of new employees in the year / total number of employees in the year
3. Total turnover rate (%) = total number of employees who resigned in the year / total number of employees in the year

## Collective Bargaining Agreements

Tigerair Taiwan values every employee. In addition to establishing a variety of communication channels to interact with employees, we also convene at least four labor-management meeting each year. We strive to maintain good communication and abide by local labor laws to create a harmonious employment environment with synergistic growth.

The Tigerair Taiwan Co., Ltd. Corporate Union was established on October 9, 2023. The Company adheres to the principle of equal treatment of employees and safeguards the labor rights and interests of all employees. We value and respond to the opinions and suggestions raised by employees through various channels. We maintain official correspondence with the corporate union and listen to their demands and suggestions during interactions of collective labor-management relations, thus allowing us to place equal emphasis on workers' rights and interests and normal business operations and create synergistic growth. Union-related demands are mostly discussed and responded to through labor-management meetings, and labor-management relations currently remain stable. Going forward, collective bargaining agreements will be signed based on the actual conditions and operations. Looking ahead, both workers and the management will continue to negotiate on the basis of good faith regarding labor conditions and matters permitted by laws and regulations. We aim to build a reasonable consensus and sign collective agreements that both parties can abide by, so as to promote harmonious and stable labor-management relations.

## Percentage of Employees Covered by Collective Bargaining Agreements

Disclosure Item	2022	2023	2024
Number of current employees covered by collective bargaining agreements at any point during the reporting period (A)	0	0	0
Total number of current employees (B)	No need to fill in	No need to fill in	No need to fill in
Percentage of workers covered by collective bargaining agreements (A/B) x 100%	N/A	N/A	N/A

Disclosure Item	2022	2023	2024
Number of work stoppages	0	0	0
Total days idle due to work stoppages	0	0	0

Note: No major labor disputes or work stoppages have occurred from 2022 to 2024.





## Employee Care and Labor Protection

GRI 401-2, 401-3, 402-1, 405-2

### Comprehensive Employee Care Mechanisms

Tigerair Taiwan adheres to the principle that "employees are our most important asset". The Company appreciates the collective effort from all employees in 2023, which has driven operational performance to a record high. In order to recognize the contributions of employees and continue to motivate morale, after comprehensively factoring in financial indicators such as the 2023 operating results, accumulated losses over the years and shareholders' equity, and upon review and approval by the Board of Directors, the principles for the 2024 salary adjustment have been set as "an average salary increase of 4%" and "a fixed salary increase of NT\$3,000" for employees. The salary adjustment method for flight crews and personnel on hourly pay will be handled separately in accordance with relevant regulations.

In addition, the Company has clearly defined the standards for working hours and overtime, and a dedicated person is responsible for managing the attendance and working hours of employees using the attendance system reminder function, so as to ensure the labor rights of employees and comply with relevant laws and regulations. Overtime work requires the mutual consent of the employees themselves and their supervisors, and employees will never be coerced against their will. At the same time, employees who work overtime due to business needs can apply for compensatory leave or receive overtime pay in accordance with Company's regulations to provide flexibility, protect employee rights and interests, and implement the principles of integrity and fairness.

### Benefits Provided to Full-time Employees that are Not Provided to Temporary or Part-time Employees

Benefits	Description
Employee Welfare Committee	Birthday bonuses, club subsidies, exquisite gift preparations and store vouchers
Employee discount tickets	Tigerair Taiwan's discount tickets, discount tickets from airline alliance (Zonal Employee Discount) (eligible for the applicant/parents/spouse/children)
Employee activities	Spring banquet event is held every year
Employee health examinations	Employees are provided with free regular physical examinations, with superior frequencies and scope of examinations that exceed those specified in the law
Employee insurance	In addition to labor insurance and National Health Insurance, we also provide employee group insurance as benefits (including preferential insurance for spouse and children) Insurance is handled in accordance with local regulations in the area where the employee is located
Others	Eight days of special leave for employees who have been employed by the Company for one year, five days of fully paid sick leave per year (the number of days of leave is included in the calculation of general sick leave), parental leave is given in accordance with the provisions of the Labor Standards Act, and cash capital increase through employee stock subscription

Note: The various benefit measures apply to all major operating locations of the Company, including Taiwan.

## Parental Leave

Statistics of Parental Leave	2022		2023		2024	
	Male	Female	Male	Female	Male	Female
Employees eligible for parental leave in the current year (A)	14	47	13	46	9	16
The actual number of employees who applied for parental leave in the current year (B)	3	30	1	13	0	13
Application rate (B/A)	21%	64%	7%	28%	0%	81%
Number of employees on parental leave and should be reinstated in the current year (C)	2	16	0	5	1	4
Actual number of employees who applied to be reinstated in the year (D)	1	10	0	4	1	4
Return Rate (D/C)	50%	63%	N/A	80%	100%	100%
Number of employees reinstated in the previous year (E)	1	14	1	10	0	4
Number of employees reinstated in the previous year and have stayed with the Company for one year (F)	1	14	1	10	0	4
Retention Rate (F/E)	100%	100%	100%	100%	N/A	100%

## Minimum Notice Periods Regarding Operational Changes

If there are major changes in operations that may affect workers' rights, Tigerair Taiwan will provide notice in advance in accordance with the Labor Standards Act and other relevant laws to protect employees' work rights.

## Tigerair Taiwan's Compensation Ratio by Gender in 2024 (Where Female Salary is 1)

Job Type	Base Salary	Bonus	Remuneration
Operations	1.11	1.15	1.13
Air Service	3.33	2.94	3.05
Maintenance	1.50	2.01	1.79
Others	1.42	1.47	1.45

Note:

1. Remuneration = base salary + bonus. Base salary: basic pay; bonus: pay outside base pay.
2. Flight and cabin crews include pilots and flight attendants. Pilots were mostly male, while cabin crew members were mostly female. Pilots' salaries are higher than flight attendants', resulting in a large difference in the male / female salary ratios. Others: including executives higher than the rank of vice president, auditors, accountants, information technology personnel, and other employees that are not within the aforesaid categories.

# Career Development and Training —

GRI 404-1, 404-2, 404-3, 405-1

## Cultivating and Developing Diverse Talents

### Percentage of Employees Receiving Regular Performance and Career Development Reviews

All employees of the Company receive regular performance evaluations, except for those who have not yet completed a certain term of employment with the Company. In order to ensure that performance evaluation can provide positive feedback and assistance to employees, the performance evaluation system also includes a performance interview mechanism to promote communication and connection between supervisors and employees.

### Average Hours of Training Per Employee Per Year - Calculated by Job Function and Gender

Total number of training courses given in 2024 was 879, with a completion rate of 99%.

Company	Category	2024			
		Training hours	Number of trainees	Average hours	
Tigerair Taiwan	Work Function	Operations	9,733.0	5,643	1.72
		Air Service	57,510.5	5,191	11.08
		Maintenance	998.5	718	1.39
		Others (Note)	1,387.5	610	2.27
	Gender	Male	41,323.0	5,259	7.86
		Female	28,306.5	6,903	4.10

Note:

1. Job Function - Others: Including the Chairperson, President, COO, CFO, CCO, Audit Office, Finance Department, Accounting Department, Management Analysis & Stock Affairs Department, Information Technology Department, and Information Security Department.
2. Average hours = training hours/number of trainees

## Enhancing Employee Competencies and Courses

The Company has always attached great importance to cultivating employees' professional knowledge and skills. We assist employees to perform their functions, improve efficiency and ensure work quality through providing diversified training courses and professional on-the-job education, thereby achieving our goal of sustainable operation and development. Relevant training covers new employee training, on-the-job training, labor safety and health education, professional courses and external training. We planned even more diversified courses in 2024, covering topics such as gender equality and human rights, general workplace functions, financial management knowledge, professional competencies, legal awareness, and management leadership. Both physical and online e-learning are adopted to enhance the professional capabilities and core competitiveness of employees, while striving to strengthen the complete training and training channels for employees.

### Training Courses Open for All Employees in 2024

Category	Course name
<b>General Training</b>	Cyber Security Education and Training
	Personal Data Education and Training for All Employees
	Heat Stress Prevention Education and Training
	Sexual Harassment Prevention Training
	Occupational Safety and Health Education and Training for Current Employees
	Ethical Corporate Management, Anti-corruption and Employee Code of Conduct
	Analysis and Response Measures for the Amendment of the Gender Equality in Employment Act and the Sexual Harassment Prevention Act (for managers)
	Healthy and Harmonious Workplace Environment_Gender Equality in Employment and Prevention of Sexual Harassment in the Workplace

Category	Course name
<b>Financial Knowledge</b>	Employee Benefits & Financial Seminars
	Financial Management Seminar - Using Wealth to Change the Future and Embracing Wealth Management in 2025
<b>General Skills</b>	Team Building and Leadership (for managers)
	Effective Communication Skills and Impact
	Employee Care and Communication (for managers)
	Executive Ability
	I Understand You - Empathetic Communication in the Workplace - Workplace Interpersonal Relationships and Emotional Stress Management



## Tigerair Taiwan Spring Banquet

To show compassion and appreciation for the hard work of frontline workers, the Company has bid farewell to the traditional Company-wide spring banquet starting from 2024, and instead, took a warmer and more flexible approach! Each unit is now allowed to plan its own spring banquets, resulting in four major spring banquets from the cockpit crew, cabin crew, ground-handling staff, and office staff, respectively. These activities are organized according to the preferences of employees in each unit, so that every employee can enjoy their ideal version of spring banquet. In addition to sumptuous food and exciting raffles, some of the spring banquets also invite professional bands to perform, and employees are free to go on stage to sing songs, creating an exciting and uplifting atmosphere! Employees also showed off their hidden talents at these events. The lion dance performances were vivid and won rounds of applause from the audience. Everyone had a great time and savored these precious moments! Through the spring banquet planning, the Company also encourages communication and interactions between supervisors and staff, thereby building team cohesion.

- **Improving employee satisfaction:**

Spring banquets help enhance employees' sense of belonging and identity with the Company.

- **Strengthening corporate image:**

By holding these events, we can showcase our corporate culture, corporate image, and social responsibility to the outside world, and enhance our public image and brand value.





## Highlights

## Exquisite Gifts for Staff

To celebrate Tigerair Taiwan's 10th anniversary and to thank our employees for being with the Company for a decade, Tigerair Taiwan and Eminent Luggage Corporation jointly launched the 10th anniversary employee commemorative carry-on luggage "tigercarry+". This gift was given to all of our employees. The luggage comes with the Tigerair Taiwan logo and has a simple and elegant design, which is deeply loved by our staff. It is not only a practical travel tool, but also a symbol of the Company's gratitude and care for employees' long-term support. We hope that on top of their busy work life, employees can always remember to take breaks, and to treat their work and life with as much hope and joy as traveling.

In addition, the Employee Welfare Committee has specially prepared environmentally friendly tableware sets for all employees. These sets come with eco-friendly utensils, lunch boxes, and to-go cups, hoping to encourage employees to reduce the use of disposable plastics and do their part in conserving the Earth's environment. This benefit has been widely praised by employees. It is not only practical and convenient, but also helps to gradually cultivate environmentally friendly habits in their daily lives, thus further implementing the concept of sustainability in practice.





## VIII Promoting Social Welfare

### Social Engagement and Participation

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In recent years, Tigerair Taiwan has actively participated in various social welfare activities through the strategy of combining our corporate core capabilities with social welfare. Because our office is located in Songshan District, Taipei City, in addition to community development in Taipei City, we also actively enhance employees' social care awareness and corporate identity through activities such as caring for disadvantaged communities and restoring the environment, and give back to the local communities in Taiwan and the wider society we serve.

Item	Partners	Content / Reach	Converted Value (NTD)
Flight ticket sponsorship	Genesis Social Welfare Foundation, Taipei Zoo, and Dadaocheng Creative District Development Association in Taipei	Flight tickets/transportation fee sponsored at a discount	\$780,000 (Note 2)
Product donations	Taipei Zoo, Dadaocheng Creative District Development Association	Approximately 5,000 beneficiaries (Note 1)	\$100,000 (Note 3)
Cash donations	Taipei Zoo	Corporate adoption of tigers, leopard cats and Formosan clouded leopards, benefited approximately 2,620,000 people	\$200,000

Note 1: The average daily attendance of the Genesis Social Welfare Foundation carnival and events at Dadaocheng Creative District was 1,000 people/day, and the two events lasted a total of 5 days each.

Note 2: Discounted air tickets, checked baggage discounts, etc., totaled approximately NT\$780,000.

Note 3: The aforementioned social engagement benefits are difficult to quantify, so the donation conversion value is taken as the cost expenditure amount of the donations.

## Caring for the Disadvantaged and Striving for Social Equality

Founded in 1986, the Genesis Social Welfare Foundation is the only social welfare organization in Taiwan that specializes in caring for underprivileged vegetative patients, and its service scope covers all parts of Taiwan. During this event, Tigerair Taiwan has offered a set of round-trip tickets as a prize for the Genesis Social Welfare Foundation's Fengshan Hospital Love Return Family Charity Fair" charity event to support its community activities held in Fengshan, Kaohsiung. The proceeds from the event were used to build the Genesis Nursing Home for Underprivileged Patients in Vegetative State, thereby expanding the care to underprivileged patients in vegetative state throughout Taiwan, in addition to building its 18th branch in Hualien to serve the underprivileged groups in that area.



## Animal Conservation with Aviation

Tigerair Taiwan is deeply aware of the importance of animal conservation in maintaining the global ecosystem. We have continued to support the Taipei Zoo's corporate animal adoption and conservation program since 2015. As the most iconic zoo in Taiwan, Taipei Zoo shoulders the important responsibility of animal conservation, education, and research. Since 2017, in addition to tigers, we have also adopted clouded Formosan leopards and leopard cats, which are all nearly-extinct species in desperate need of conservation in Taiwan and Asia. We support animal conservation efforts in Taiwan and internationally through practical and long-term actions.

In 2024, in coordination of the Taipei Zoo's joining of the global Malayan tiger conservation program for the first time, we welcomed two Malayan tigers from France to jointly protect the global Malayan tiger population. Tigerair Taiwan also presented a Malayan tiger conservation stand and attended the unveiling ceremony. In addition, we also jointly held a promotional event, "International Tiger Day", with the Taipei Zoo on July 29 to convey to all visitors the importance of caring for the planet and conserving animals, and to safeguard the wild habitats so that our environment can move towards a safe and natural one that is suitable for the coexistence of humans and wild animals.



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## Promoting Community Co-prosperity in Taiwan and Japan



Tigerair Taiwan not only cares about the local community in Taiwan, but also actively promotes exchanges and development in the international community. We assisted in the exchange activities between Dadaocheng Creative District Development Association in Taipei and Koenji Junjo Shopping Street in Tokyo to promote co-prosperity and well-being of communities with different cultural backgrounds in Taiwan and Japan, as well as to support balanced development between communities. The Dadaocheng area has been developed since the end of the Qing Dynasty and is one of the oldest communities in Taipei City. Taiwan's new culture, art, drama, folk songs and sports all stemmed from Dadaocheng. On the other hand, the Koenji Junjo Shopping Street, just over 10 minutes' drive from Shinjuku, Tokyo, is well-known to local residents for its various stylish and unique coffee shops and vintage stores. In addition to promoting the common prosperity and well-being of the Taiwanese and Japanese communities through these exchange activities, we also hoped to protect the world's cultural heritage and achieve balanced development among communities.



# Appendix

## GRI Standards Index

<b>Usage Statement</b>	Tigerair Taiwan Co., Ltd. discloses information from January 1, 2024 to December 31, 2024 in accordance with the GRI Standards.
<b>GRI 1 in use</b>	GRI 1: Foundation 2021
<b>Applicable GRI Sector Standards</b>	Not applicable GRI Sector Standards

Disclosure Item	Page
<b>GRI 2: General Disclosures 2021</b>	
<b>The Organization and its Reporting Practices</b>	
2-1 Organizational details	6
2-2 Entities included in the organization's sustainability reporting	2
2-3 Reporting period, frequency and contact point	3-4
2-4 Restatements of information	3
2-5 External assurance	3
<b>Activities and Workers</b>	
2-6 Activities, value chain and other business relationships	10-11
2-7 Employees	116
2-8 Workers who are not employees	116

<b>Governance</b>	
2-9 Governance structure and composition	40
2-10 Nomination and selection of the highest governance body	41
2-11 Chair of the highest governance body	41
2-12 Role of the highest governance body in overseeing the management of impacts	41
2-13 Delegation of responsibility for managing impacts	41
2-14 Role of the highest governance body in sustainability reporting	42
2-15 Conflicts of interest	42
2-16 Communication of critical concerns	42
2-17 Collective knowledge of the highest governance body	43-44
2-18 Evaluation of the performance of the highest governance body	45
2-19 Remuneration policies	45
2-20 Process to determine remuneration	46
2-21 Annual total compensation ratio	46
<b>Strategy, Policies, and Practices</b>	
2-22 Statement on sustainable development strategy	5, 14
2-23 Policy commitments	17, 21-23
2-24 Embedding policy commitments	21-23
2-25 Processes to remediate negative impacts	23-25
2-26 Mechanisms for seeking advice and raising concerns	26
2-27 Regulatory Compliance	64-65
2-28 Membership associations	12-13

Stakeholder Engagement		
2-29	Approach to stakeholder engagement	33-37
2-30	Collective bargaining agreements	118
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	27
3-2	List of material topics	27-32
3-3	Management of material topics	27-32

Material Topics			
GRI 200 Economic			
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	60
	201-2	Financial implications and other risks and opportunities due to climate change	62
	201-3	Defined benefit plan obligations and other retirement plans	61
	201-4	Financial assistance received from government	61
GRI 205: Anti- corruption 2016	205-2	Communication and training about anti-corruption policies and procedures	57
	205-3	Confirmed incidents of corruption and actions taken	57
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	57
GRI 207: Tax 2019	207-1	Approach to Tax	63
	207-2	Tax governance, control, and risk management	63
	207-3	Stakeholder engagement and management of concerns related to tax	63

Material Topics			
GRI 300 Environmental			
GRI 302: Energy 2016	302-1	Energy consumption within the organization	97
	302-2	Energy consumption outside of the organization	Unable to obtain relevant information
	302-3	Energy intensity	97
	302-4	Reduction of energy consumption	101-106
	302-5	Reductions in the energy requirements of products and services	No subsequent energy demand
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	100
	305-2	Energy indirect (Scope 2) GHG emissions	100
	305-3	Other indirect (Scope 3) GHG emissions	100
	305-4	GHG emissions intensity	101
	305-5	Reduction of GHG emissions	101
	305-6	Emissions of ozone-depleting substances (ODS)	Unable to obtain relevant information
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	101

**Material Topics**

**GRI 400 Social**

GRI 401: Employment 2016	401-1 New employee hires and employee turnover	116
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	119
	401-3 Parental leave	120
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	120
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	111
	403-2 Hazard identification, risk assessment, and incident investigation	112
	403-3 Occupational health service	113
	403-4 Worker participation, consultation, and communication on occupational health and safety	112
	403-5 Worker training on occupational health and safety	114
	403-6 Promotion of workers' health	114
	403-7 Prevent and mitigate occupational safety and health impact directly related to business operations	114
	403-8 Workers covered by an occupational health and safety management system	111
	403-9 Work-related injuries	109, 115
	403-10 Work-related ill health	109, 115

GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	121
	404-2 Programs for upgrading employee skills and transition assistance programs	121-122
	404-3 Percentage of employees receiving regular performance and career development reviews	121
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	122
	405-2 Ratio of basic salary and remuneration of women to men	120
	411-1 Incidents of violations involving rights of indigenous peoples	64
GRI 415: Public Policy 2016	415-1 Political contributions	58
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	65
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	65
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	65
	417-2 Incidents of non-compliance concerning product and service information and labeling	65
	417-3 Incidents of non-compliance concerning marketing communications	65
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	64

## SASB Standards Index

Disclosure Item	Disclosure Indicator	Unit	Category	Code	Value/Indicator Description	Corresponding Chapter and Section	Page
GHG Emissions	Total GHG Scope 1 emissions	Tons of CO <sub>2</sub> e	Quantitative	TR-AL-110a.1	399,706	Developing Green Operations/ Implementing Resource Management	100
	Discussion of long- and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance	N/A	Quantitative	TR-AL-110a.2	N/A	Developing Green Operations/ Implementing Resource Management	102-104
	(1) Total fuel consumed; (2) Percentage of alternative fuel; (3) Percentage of sustainable fuels	Gigajoule (GJ) Percentage (%)	Quantitative	TR-AL-110a.3	(1) 5.55 (2) 0% (3) 0%	Developing Green Operations/ Implementing Resource Management	97
Labor Practices	Percentage of Employees Covered by Collective Bargaining Agreements	Percentage (%)	Quantitative	TR-AL-310a.1	0%	Ensuring a Safe Environment/ Improving Talent Cultivation	118
	(1) Number of work stoppages; (2) Total days idle due to work stoppages	Number of work stoppages Number of days	Quantitative	TR-AL-310a.2	(1) 0 (2) 0	Ensuring a Safe Environment/ Improving Talent Cultivation	118
Competitive Behavior	Total monetary losses from legal proceedings associated with anti-competitive behavior regulations	Amount (NTD)	Quantitative	TR-AL-520a.1	NT\$0	Committing to Ethical Operations	58
Incident and Safety Management	Description of implementation and outcomes of a Safety Management System	N/A	Quantitative	TR-AL-540a.1	N/A	Value Creation/ Enhancing Brand Trust	66-67
	Number of aviation accidents	Number of accidents	Quantitative	TR-AL-540a.2	0	Value Creation/ Enhancing Brand Trust	72
	Number of governmental enforcement actions of aviation safety regulations	Number of accidents	Quantitative	TR-AL-540a.3	0	Value Creation/ Enhancing Brand Trust	72
Activity Indicator	Available Seat Kilometers (ASK)	ASK	Quantitative	TR-AL-000.A	6,430,274,190	About Tigerair Taiwan	8
	Passenger load factor	Ratio	Quantitative	TR-AL-000.B	86.5%	About Tigerair Taiwan	8
	Revenue Passenger Kilometers (RPK)	RPK	Quantitative	TR-AL-000.C	5,563,418,339	About Tigerair Taiwan	8
	Revenue ton kilometers (RTK)	RTK	Quantitative	TR-AL-000.D	560,067,774	About Tigerair Taiwan	9
	Number of flights	Number	Quantitative	TR-AL-000.E	18,716	About Tigerair Taiwan	9
	Average fleet age	Year	Quantitative	TR-AL-000.F	6.35 years (As of December 31, 2024) 6.68 years (As of April 30, 2025)	About Tigerair Taiwan	9

## TCFD Index

Aspects	Disclosures	Page
Governance	<ul style="list-style-type: none"> <li>● Board of Directors' oversight of climate-related risks and opportunities</li> <li>● Management's role in assessing and managing climate-related risks and opportunities</li> </ul>	91
Strategy	<ul style="list-style-type: none"> <li>● Short, medium and long-term climate related risks and opportunities identified by the organization</li> <li>● The impact of climate-related risks and opportunities on the organization's business, strategy, and financial planning</li> <li>● The organization's strategic resilience, taking into account varying climate-related scenarios (including 2°C or harsher scenarios)</li> </ul>	91
Risk Management	<ul style="list-style-type: none"> <li>● The organization's process in identifying and assessing climate related risks</li> <li>● The organization's processes for managing climate-related risks</li> <li>● How processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management</li> </ul>	91
Metrics and Targets	<ul style="list-style-type: none"> <li>● Metrics used by the organization to assess climate related risks and opportunities in compliance with its strategy and risk management processes</li> <li>● Disclosure of Scope 1, 2, and 3 of GHG emissions and related risks</li> <li>● The targets used by the organization to manage climate-related risks and opportunities and its performance against targets</li> </ul>	91

## Table of Comparison of the Implementation Status of Climate-related information

	Item	Page
1	Description of the Board's and management's oversight and governance of climate-related risks and opportunities.	91
2	Description of how the identified climate risks and opportunities will affect the Company's business, strategy and finances (short-, medium-, and long-term).	88, 91, 98
3	Description of financial impacts from extreme climate events and transitional actions.	92-96
4	Description of how the climate risk identification, evaluation, and management process is integrated into the overall risk management system.	56
5	If scenario analysis is used to assess resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors, and main financial impacts used should be explained.	N/A
6	If there is a transition plan to manage climate-related risks, describe the content of the plan and the metrics and targets used to identify and manage physical and transition risks.	92-96
7	If internal carbon pricing is used as a planning tool, the basis for formulating the carbon price should be explained.	N/A
8	If climate-related targets are set, the activities covered, the scope of greenhouse gas emissions, the planned schedule, and the annual progress made should be described. If carbon offsets or renewable energy certificates (RECs) are used to achieve relevant targets, the source and quantity of the carbon reduction credits offset or the number of renewable energy certificates (RECs) used should be stated.	N/A
9	Greenhouse gas inventory and assurance status and reduction targets, strategies, and specific action plans.	86-89
	1. Greenhouse gas inventory and assurance status of the Company within the past two years	3, 100-101
	1-1-1 Information on greenhouse gas inventory: Describe the greenhouse gas emissions (tons CO <sub>2</sub> e), intensity (tons CO <sub>2</sub> e / million NTD) and scope of data coverage for the most recent two years.	
	1-1-2 Information on greenhouse gas assurance: A statement of the assurance status for the most recent two years as of the date of publication of the Annual Report, including the scope, institution, principle and standards, and opinion of the assurance.	
	1-2 Greenhouse gas reduction targets, strategies, and specific action plans: Describe the greenhouse gas reduction base year and its data, reduction targets, strategies, and specific action plans, and the progress status of the reduction targets.	99, 102-107

Note: Based on the Company's operating characteristics, carbon intensity (tons CO<sub>2</sub>e / thousand RTK) is calculated as GHG emissions / Total Revenue Ton Kilometers (RTK).

# Independent Limited Assurance Report



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## Independent Limited Assurance Report

To Tigerair Taiwan Co., Ltd.:

We were engaged by Tigerair Taiwan Co., Ltd ("Tigerair Taiwan") to provide limited assurance over the selected information ("the Subject Matter Information") on the 2024 Sustainability Report of Tigerair Taiwan ("the Report") for the year ended December 31, 2024.

### Applicable Criteria of the Subject Matter Information

Tigerair Taiwan shall prepare the Subject Matter Information in accordance with applicable criteria required by Global Reporting Initiative Standards ("GRI Standards") issued by Global Sustainability Standards Board and the Sustainability Accounting Standards for Transportation Industry issued by Sustainability Accounting Standards Board ("SASB") as set forth in Appendix I.

### Management's Responsibilities

Tigerair Taiwan is responsible for determining its objectives with respect to sustainable development performance and reporting, including the identification of stakeholders and material aspects, and using the applicable criteria to fairly prepare and present the Subject Matter Information. Tigerair Taiwan is also responsible for establishing and maintaining internal controls relevant to the preparation and presentation of the Subject Matter Information that is free from material misstatement, whether due to fraud or error.

### Our Responsibilities

We performed our work in accordance with the Standard on Assurance Engagements TWSAE3000 "Assurance Engagements Other than Audits or Reviews of Historical Financial Information" issued by the Accounting Research and Development Foundation in Taiwan and to issue a limited assurance conclusion on whether the Subject Matter Information is free from material misstatement. Also, we have considered appropriate limited assurance procedures according to the understanding of relevant internal controls in the circumstances, but not for the purposes of expressing a conclusion as to the effectiveness of the internal control over the design or implementation of the Report.

### Independence and Standards on Quality Management

We have complied with the independence and other ethical requirements of the Code of Professional Ethics for Certified Public Accountant in the Republic of China, which is founded on the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality, and professional behavior. In addition, we applied Standards on Quality Management. Accordingly, we maintained a comprehensive system of quality management, including documented policies and procedures regarding compliance with ethical requirements and professional standards as well as applicable legal and regulatory requirements.

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KPMG, a Taiwan partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG Network Limited, a private English limited liability partnership.



### Summary of Work Performed

As stated in applicable criteria of the Subject Matter Information paragraph, our main work on the selected information included:

- Reading the Report of Tigerair Taiwan;
- Inquiries with responsible management level and non-management level personnel to understand the operational processes and information systems used to collect and process the Subject Matter Information.
- On the basis of the understanding obtained mentioned above, perform analytical procedures on the Subject Matter Information and if necessary, inspect related documents to gather sufficient and appropriate evidence in a limited assurance engagement.

The work described above is based on professional judgment and consideration of the level of assurance and our assessment of the risk of material misstatement of the Subject Matter Information, whether due to fraud or error. We believe that the work performed and evidence we have obtained are sufficient and appropriate to provide a basis of our conclusion. However, the work performed in a limited assurance engagement varies in nature and timing from, and is less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

### Inherent limitations

The Report for the year ended December 31, 2024 includes the disclosures of non-financial information that involved significant judgments, assumptions and interpretations by the management of Tigerair Taiwan. Therefore, the different stakeholders may have different interpretations of such information.

### Conclusion

Based on the work we have performed and the evidence we have obtained, as described above, nothing has come to our attention that causes us to believe that the Subject Matter Information has not been properly prepared, in all material aspects, in accordance with the applicable criteria.

### Other Matters

We shall not be responsible for conducting any further assurance work for any change of the subject matter information or the criteria applied after the issuance date of this report.

The engagement partners on the assurance resulting in this independent auditors' report are Huang, Yu-Ting and Yang, Shu-Chih.

KPMG

Taipei, Taiwan (Republic of China)  
August 6, 2025

### Notes to readers

The limited assurance report and the accompanying selected information are the English translation of the Chinese version prepared and used in the Republic of China. If there is any conflict between, or any difference in the interpretation of, the English and Chinese language limited assurance report and the selected information, the Chinese version shall prevail.

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### Appendix I : Summary of the Subject Matter Information

No.	Corresponding Section	Subject Matter Information	Applicable Criteria																				
1	IV Committing to Ethical Operations	<p>■ In order to ensure that directors comply with anti-corruption related ethical conduct, the Company has formulated the "Code of Conduct and Ethics" and "Ethical Code of Conduct", which have been approved by the Board of Directors. In addition, the Company communicates with those who may be involved in ethical corporate management or corruption incidents in operations (including all directors), such as through continuing education courses, employee handbooks, contract terms and verbal communication, to ensure that the Company's anti-corruption policies and fraud prevention procedures can be effectively conveyed to relevant personnel, thereby enhancing the effectiveness of the Company's ethical corporate management.</p> <p>■ To ensure that employees comply with anti-corruption related ethical conduct, the Company has formulated the "Employee Code of Conduct" for compliance and announced it by mail to all employees. Relevant training resources are also sent to new employees in electronic form. In case of corruption, employees can report the incident to their supervisor or the Audit Office via auditor@tigerairtw.com. The Company has an obligation to protect the identity of whistleblowers or those who participate in investigations and strictly prohibits retaliation. No reports of violations of ethical corporate management were received in 2024.</p> <p>• The 2024 new employee training included a theme of "Corporate Integrity and Risks", with a total of 123 employees participate in the training. In addition, the Company also provided education and training on ethical corporate management, anti-corruption and workplace behavior norms to all employees through online courses, with a total of 780 participants and a completion rate of 100%.</p> <p>• In 2024, we conducted four anti-insider trading promotional activities with directors, with an execution rate of 100%.</p> <p>• In terms of business partners, a "Supplier Code of Conduct" has been established and implemented for the selection and tender from suppliers for various procurement operations, and relevant manufacturers are required to sign and submit the "Supplier Code of Conduct". Implementation rate in 2024 has been 100%.</p> <p>■ 2024 Employee Ethical Corporate Management or Anti-corruption Education and Training</p> <table border="1"> <thead> <tr> <th rowspan="2">Region</th> <th colspan="4">Type of Employee</th> </tr> <tr> <th>Business Operations</th> <th>Flight and Cabin Crews</th> <th>Maintenance Personnel</th> <th>Other</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Taiwan</td> <td>Total training hours</td> <td>332</td> <td>390</td> <td>26</td> <td>32</td> </tr> <tr> <td>Number of employees that completed training</td> <td>332</td> <td>390</td> <td>26</td> <td>32</td> </tr> </tbody> </table>	Region	Type of Employee				Business Operations	Flight and Cabin Crews	Maintenance Personnel	Other	Taiwan	Total training hours	332	390	26	32	Number of employees that completed training	332	390	26	32	GRI Standards 205-2  Communication and training about anti-corruption policies and procedures
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VII 2	Ensuring a Safe Workplace Environment/Improving Talent Cultivation	<p>■ Statistics on Occupational Safety Performance</p> <table border="1"> <thead> <tr> <th>Occupational Injury Analysis and Statistics in 2024</th> <th>Male</th> <th>Female</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Number of occupational accidents</td> <td>1</td> <td>8</td> <td>9</td> </tr> <tr> <td>Total working hours</td> <td>691,856</td> <td>1,017,456</td> <td>1,709,312</td> </tr> <tr> <td>Total work days lost due to occupational accidents</td> <td>2</td> <td>195</td> <td>197</td> </tr> <tr> <td>Number of work-related fatalities</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Ratio of occupational fatalities</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Number of severe occupational injuries (Excluding number of deaths)</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Ratio of severe occupational injuries</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Number of recordable occupational injuries</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Ratio of recordable occupational injuries</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Disabling Injury Frequency Rate (FR)</td> <td>1.44</td> <td>7.86</td> <td>5.26</td> </tr> <tr> <td>Disabling Severity Rate (SR)</td> <td>2</td> <td>191</td> <td>115</td> </tr> <tr> <td>Total days of absence</td> <td>888.5</td> <td>1,961.7</td> <td>2,850.2</td> </tr> <tr> <td>Absenteeism Rate (AR)</td> <td>0.01</td> <td>0.01</td> <td>0.01</td> </tr> </tbody> </table> <p>■ Note: 1. The statistical scope of "employees" includes employees of Tigerair Taiwan at the China Airlines Group's Songshan Office, Taoyuan International Airport, and Kaohsiung Office in Taiwan. 2. In 2024, the Company did not have non-employee workers such as dispatched personnel or outsourced projects. 3. The statistical data period is from January 1, 2024 to December 31, 2024. In 2024, 7 occupational accidents were caused by collisions and falls. 4. Occupational accidents refer to illness, injury, disability or death of workers caused by workplace buildings, machinery, equipment, raw materials, materials, chemicals, gases, steam, dust, etc., or work activities and other occupational reasons. 5. Number of recordable occupational injuries: Refers to the number of recordable occupational injuries (including commuter traffic accidents as defined in the GRI Standards), including the number of deaths and the number of severe occupational injuries. 6. Ratio of recordable occupational injuries: Refers to the number of recordable occupational injuries that occur per million working hours (excluding commuting traffic accidents), and the formula is: (Number of recordable occupational injuries/total working hours) x 10<sup>6</sup>. The calculation is rounded to two decimal places. 7. Disabling injury frequency rate (FR) = (number of occupational accidents x 10<sup>6</sup>) /</p>	Occupational Injury Analysis and Statistics in 2024	Male	Female	Total	Number of occupational accidents	1	8	9	Total working hours	691,856	1,017,456	1,709,312	Total work days lost due to occupational accidents	2	195	197	Number of work-related fatalities	0	0	0	Ratio of occupational fatalities	0	0	0	Number of severe occupational injuries (Excluding number of deaths)	0	0	0	Ratio of severe occupational injuries	0	0	0	Number of recordable occupational injuries	0	0	0	Ratio of recordable occupational injuries	0	0	0	Disabling Injury Frequency Rate (FR)	1.44	7.86	5.26	Disabling Severity Rate (SR)	2	191	115	Total days of absence	888.5	1,961.7	2,850.2	Absenteeism Rate (AR)	0.01	0.01	0.01	GRI Standards 403-9 Work-related injuries
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No.	Corresponding Section	Subject Matter Information	Applicable Criteria				
		<p>total working hours. The calculation is rounded to two decimal places.</p> <p>8. Disability severity rate (SR) (excluding deaths) = (total number of days lost due to occupational accidents x 10<sup>6</sup>) / total working hours. The calculation is rounded to the nearest integer.</p> <p>9. Absenteeism rate AR = total number of absence days/total number of working days*100% (absenteeism days include sick leave, menstrual leave, prenatal leave, and work-related injury leave).</p>					
3	IV Committing to Ethical Operations	<p>■ The Company strictly complies with relevant laws and regulations and was not involved in any anti-competitive behavior, lawsuits or concluded legal actions related to anti-trust and monopoly regulations in 2024, nor has the Company received any relevant judgment or sentences</p> <table border="1"> <thead> <tr> <th>Disclosure Item</th> <th>2024</th> </tr> </thead> <tbody> <tr> <td>Total monetary losses from legal proceedings associated with anti-competitive behavior regulations</td> <td>0</td> </tr> </tbody> </table>	Disclosure Item	2024	Total monetary losses from legal proceedings associated with anti-competitive behavior regulations	0	TR-AL-520a.1 Total monetary losses from legal proceedings associated with anti-competitive behavior regulations
Disclosure Item	2024						
Total monetary losses from legal proceedings associated with anti-competitive behavior regulations	0						
4	V Value Creation/ Enhancing Brand Trust	<p>■ Tigerair Taiwan has established and continues to promote the Safety Management System (SMS). The SMS aims to improve safety by complying with relevant regulations, prioritizing safety in operations, and cultivating a safety culture. The Plan-Do-Check-Act (PDCA) tool is used as a quality management model. It uses on the normal operation of the PDCA cycle to check the abnormal procedures found in the operation, and systematic management methods are used to discover and eliminate potential hazards and reduce the operation risks to an acceptable level.</p> <p>■ Based on past performance and Safety Reporting System, requirements of authorities in charge of civil aviation, and official safety reports provided by international organizations, Tigerair Taiwan sets annual SPTs/SPTs to implement the Company's flight safety management and to comply with domestic and international safety standards. Our main goal is to attain the highest safety standards. The 2024 Safety Performance Target (SPT) has reached our pre-set target value.</p>	TR-AL-540a.1 Description of implementation and outcomes of a Safety Management System				
5	V Value Creation/ Enhancing Brand Trust	<p>■ Number of aviation accidents</p> <table border="1"> <thead> <tr> <th>Disclosure Item</th> <th>2024</th> </tr> </thead> <tbody> <tr> <td>Flight Safety - Fatal &amp; Hull-loss Accidents</td> <td>0</td> </tr> </tbody> </table>	Disclosure Item	2024	Flight Safety - Fatal & Hull-loss Accidents	0	TR-AL-540a.2 Number of aviation
Disclosure Item	2024						
Flight Safety - Fatal & Hull-loss Accidents	0						

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No.	Corresponding Section	Subject Matter Information	Applicable Criteria						
			accidents						
6	II About Tigerair Taiwan	<p>■ TR-AL-000.A Available seat kilometers (ASK)</p> <table border="1"> <thead> <tr> <th>Available passenger seats</th> <th>3,368,880</th> </tr> </thead> <tbody> <tr> <td>Total kilometers flown</td> <td>1,909</td> </tr> <tr> <td>ASK</td> <td>6,430,274,190</td> </tr> </tbody> </table> <p>Note: Available seat kilometers (ASK) refer to the total cumulative kilometers flown by all available seats, whether sold or unsold, representing the maximum possible flight kilometers for passengers. Calculation formula: Available passenger seats multiplied by total kilometers flown. The kilometers flown are calculated using an average and rounded.</p>	Available passenger seats	3,368,880	Total kilometers flown	1,909	ASK	6,430,274,190	TR-AL-000.A Available Seat Kilometers (ASK)
Available passenger seats	3,368,880								
Total kilometers flown	1,909								
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7	II About Tigerair Taiwan	<p>■ TR-AL-000.B Passenger load factor (%)</p> <table border="1"> <thead> <tr> <th>RPK</th> <th>5,563,418,339</th> </tr> </thead> <tbody> <tr> <td>ASK</td> <td>6,430,274,190</td> </tr> <tr> <td>Passenger load factor</td> <td>86.5%</td> </tr> </tbody> </table> <p>Note: Calculation formula: Revenue passenger kilometers (RPK) divided by available seat kilometers (ASK), rounded to one decimal place.</p>	RPK	5,563,418,339	ASK	6,430,274,190	Passenger load factor	86.5%	TR-AL-000.B Passenger load factor
RPK	5,563,418,339								
ASK	6,430,274,190								
Passenger load factor	86.5%								
8	II About Tigerair Taiwan	<p>■ TR-AL-000.C Revenue passenger kilometers (RPK)</p> <table border="1"> <thead> <tr> <th>Number of paying passengers</th> <th>2,903,383</th> </tr> </thead> <tbody> <tr> <td>Total kilometers flown</td> <td>1,916</td> </tr> <tr> <td>RPK</td> <td>5,563,418,339</td> </tr> </tbody> </table> <p>Note: Revenue passenger kilometers (RPK) refer to the total cumulative kilometers flown by paying passengers, who are defined as those who have paid for their tickets or redeemed them using miles. Calculation formula: Number of paying passengers multiplied by total kilometers flown. The kilometers flown are calculated using an average and rounded.</p>	Number of paying passengers	2,903,383	Total kilometers flown	1,916	RPK	5,563,418,339	TR-AL-000.C Revenue Passenger Kilometers (RPK)
Number of paying passengers	2,903,383								
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