

2014 CORPORATE[■]
SOCIAL
RESPONSIBILITY
REPORT

Safety & Services

the Start of Sustainability

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Mr. Kuo-Wei Chang
Chairman, EVA Air

Message from Management

In 2014, the airline industry was hit by global unrest, including the new economic measures in Europe and the US, changes in the political and economic environment in China, tensions in the Middle East, sharp depreciation of the Japanese yen, as well as major local and foreign flight safety incidents and local food safety scandals. The operation of the airline industry was also highly influenced by the plunge in international crude oil prices in the second half of the year, and congestion at the US West Coast.

Despite the unstable external environment, in 2015, EVA Air continues to uphold its enterprise spirit of “challenge, innovation, teamwork” in facing all challenges, with optimistic expectations in outperforming last year. In terms of air passenger transport, the stable growth of exchange between people across the strait once again resulted in all-time highs of China passengers coming to Taiwan. Also, Japan continues to be a popular travel destination among Taiwanese people, and joining the Star Alliance has created synergies in terms of source of passengers. The number of passengers is expected to continue to grow. In addition, in line with the expansion of the scale of the B777-300ER fleet, EVA Air plans to open up direct flights to Houston, and further increase the number of flights to North America, providing passengers with better quality services. In terms of freight transport, in line with the optimization strategies of freighter fleet, and the yearly increase of belly space for cargo in the passenger fleet, we shall fully utilize the space of passenger flight and freighter to maintain a high load factor, achieving better operating synergies.

Message from the Management

In view of the operational risk faced by enterprises, the social responsibilities that they should bear, and to further support the relevant policies promoted by the government in recent years with regard to corporate governance and corporate social responsibility, EVA Air set up the “Corporate Social Responsibility Committee” at the end of 2014, a unit dedicated to promoting the work of corporate social responsibility. At the same time, the “Corporate Social Responsibility Policies” was drawn up, integrating EVA Air’s business philosophies, core values and corporate culture, as guiding principles for the Company in fulfilling its corporate social responsibilities. We have our self-expectations, and besides focusing on the operation of our main business, we actively respond to the expectations stakeholders have towards EVA Air. Hence, “Sustainable Environment Promotion Sub-Committee” was established in February 2015, with the objective of implementing ISO 14001 Environmental Management System and ISO 50001 Energy Management System. We hope to fully support the philosophies and practice of environmental protection in every business process; together, we will actively guard the green earth.

“Safety and Service: the start for sustainable flight”, is the theme of the Company’s 2014 Corporate Social Responsibility Report. The “Safety Promotion Committee” and the “Service Quality Management Committee” are the highest guiding units for EVA Air’s safety and service domains respectively. Over the years, they have built comprehensive organizational security architecture, strengthened various flight safety measures, and supervised and managed service quality. In view of the continuous commitment to ensure passengers’ health and safety, the Company requires global airline catering suppliers to abide by the “World Food Safety Guidelines for Airline Catering” formulated by the international airline industry, so as to provide safe inflight meals. In addition, our affiliate company, Evergreen Sky Catering Corporation, in February 2014, completed the establishment of the QTRAP 6500 Liquid Chromatograph Tandem Mass Spectrometer, with the world’s highest detection sensitivity and dynamic detection range, providing strict food safety regulations for the passengers. This is also the first of its kind in Taiwan airline industry.

Looking forward, we shall continue to pursue and reach higher levels in safety and service, with the goal of achieving the highest standards in the industry. At the same time, we also look forward to cooperating with the entire airline industry, working with all stakeholders, and together, fulfilling our corporate social responsibilities so that we may fly towards a more sustainable future.

K.W. Chang
Chairman, EVA Air

張國煒

Austin Cheng
President, EVA Air

鄭隆義



Deputy County Governor of Taitung County, Chin-Hu Chen (second from right), Chairman of EVA Air, Kuo-Wei Chang (center) and President Chuan-Yi Cheng (second from left), co-hosted the “One tree, one heart, together we safeguard the future of Chishang” event.

About this Report

Fulfilling corporate social responsibility (CSR) to promote sustainable operation of the enterprise is the operations focus and mission of enterprises today, and EVA Air has been dedicated to doing so. Through relevant internal guidelines, we set moral and behavioral regulations that exceed standard rules and codes, in the hope of fulfilling the expectations of the public. To allow stakeholders from all walks of life to better understand EVA Air's internal operations and social responsibility actions, at the end of 2014, the Company published its first Corporate Social Responsibility Report (CSR Report) disclosing 2013's performance outcomes and outlook. It is hoped that with the publication of the Report, an open and transparent disclosure of information will prevail, allowing stakeholders and the public to better see EVA Air's results and efforts in regard to corporate social responsibility, thereby receiving greater interaction and feedback.

■ Scope and basis of calculation

This year's report covers the information disclosure of EVA Air's specific implementation program, respective performance data and related programs in 2014 (from the 1st of Jan to the 31st of Dec, 2014), in regard to corporate governance, economy, environment and society. Financial information is mainly obtained from the latest annual report; indicators that involve other areas shall be stated in the Report. As the types and nature of the affiliates consolidated by EVA Air are different, the content and performance data disclosed in the Report shall mainly be those of EVA Air (not including affiliates), and the scope of disclosure of this Report shall be based on our main operation base, the Taiwan region.

In terms of the measurement method of the scope and quantitative data, there is no significant difference as compared to the previous report. Should there be any difference from the previous version in terms of scope or data measurement, it shall be separately noted in the respective sections. The statistical data disclosed in the Report are compiled and provided by EVA Air's various business departments, with financial information obtained from the audited annual report, while the basis of calculation and estimation of environmental performance are obtained from government public information.

■ Report writing principles and guidelines

EVA Air gathers important issues in regard to the economy, environment and society, from around the world, and uses substantive analysis to identify stakeholders' concerns related to the airline industry. By referencing the Company's business strategies, major issues are then selected in 2015 Q1 and disclosed in this year's Report.

The writing principles of this Report referred to the G4 Guidelines of the Global Reporting Initiative (GRI). With respect to the results from the identification of major issues, we disclose their relevant strategies, objectives, response measures and the outcome of actual implementation, with the aim of meeting the needs of external stakeholders regarding the Company's business information. This Report has been verified by SGS Taiwan Ltd., and is in compliance with GRI G4's Core and AA1000AS TYPE I moderate-level assurance. The Independent Assurance Opinion Statement from third party verification mechanism is found in the Appendix of this Report.

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Publication

EVA Air publishes Corporate Social Responsibility Report every year, and provides a downloadable electronic version from EVA Air CSR website.
 Website: http://csr.evaair.com/pages/en-us/index.aspx
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 Previous version (2013): Published in December 2014
 Next version (2015): To be published in June 2016

About CSR

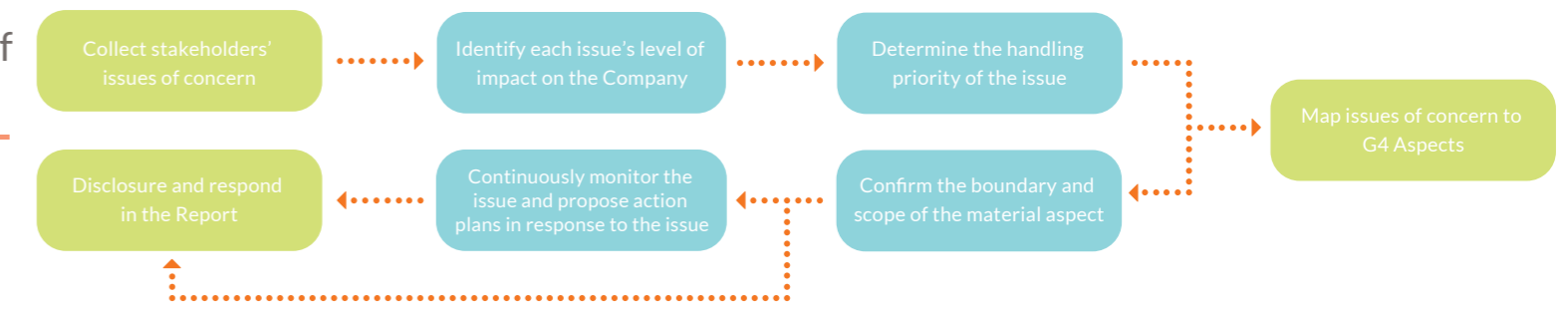
■ Identification of material aspects

In the process of identifying material aspects, EVA Air has included related research on sustainable development issues from around the world in the list of issues of concern. The reference topics are:

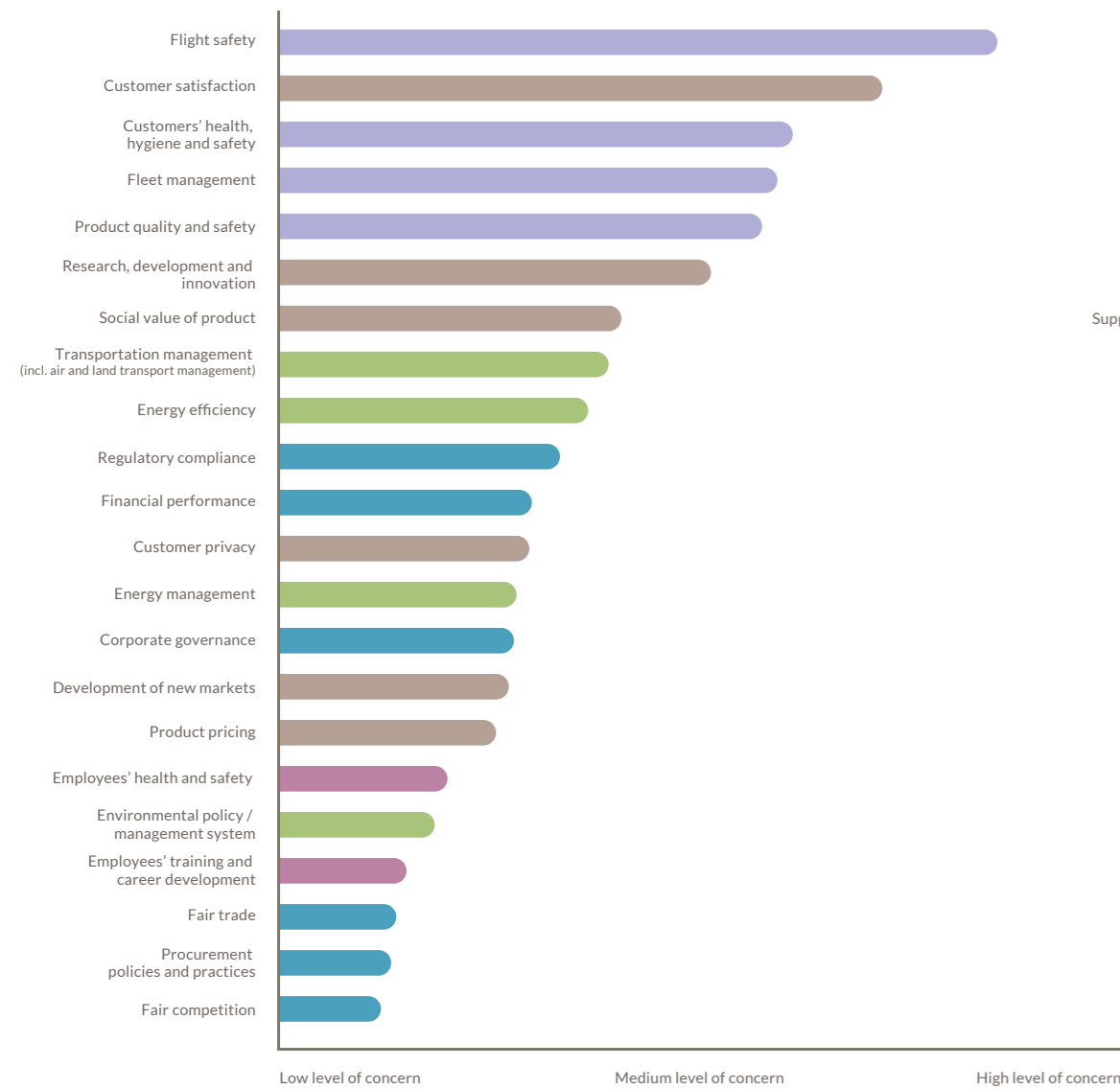
- Sustainability Topics for Sectors: What do stakeholders want to know?, The Global Reporting Initiative (GRI)
- SUSTAINABILITY ACCOUNTING STANDARD, Sustainability Accounting Standards Board(SASB)
- Sustainability – what matters?, Governance & Accountability Institute, Inc.
- The Sustainability Yearbook(2014,2013,2012), RobecoSAM
- From Transparency to Performance - Industry-Based Sustainability Reporting on Key Issues,
- The Initiative for Responsible Investment (IRI)

Besides issues of concern on the part of stakeholders around the world, the issues recommended by various departments of specialized domains were also included and compiled into a list of issues of concern. Every issue is given an importance score based on its "impact level (current situation)" and "probability of impact (future)", and then prioritized. Comments from the stakeholders will be continually gathered through active communication with the stakeholders. The comments will be compiled and will serve as important reference for the action plans of the various departments and offices. In addition, CSR experts' consultative meetings will be held to collect issues and recommendations to which the airline industry should pay attention, thereby enhancing the inclusiveness and diversity of the Report.

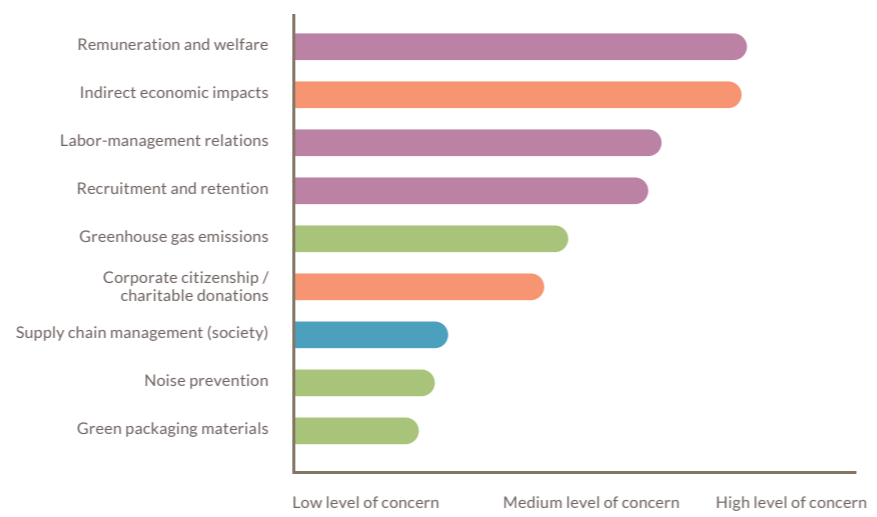
Identification Process of Issues of Concern



Determination of the Priority Order of Major Issues



Additional Issues



- Corporate governance
- Flight safety
- Quality service
- Environmental protection
- Friendly workplace
- Community engagement

Degree of concern stakeholders have towards the issues

This year's CSR Report follows GRI's G4 guidelines in identifying EVA Air's major issues. Cross-analysis was performed with regard to the "impact level" and "probability of impact", and the major issues of higher priority to be disclosed in this Report were then selected and then added or deleted with reference to the identification results of the Company's various departments, as well as the important issues of concern by airline industry all over the world, in order to provide a more comprehensive disclosure of sustainable information.

Identification methods for material aspects :

- 38 CSR committee representatives participated in the identification process.
- Every issue is identified and given a score for its level of impact to the organization, based on the significance and probability of impact on the economy, environment and society.

Basis of significant threshold :




- If the score of the issue puts it at the top 50%, it is identified as a major issue.
- Even if the score does not put the issue at the top 50%, if the program identifies it as an important issue of concern, it would be classified as a major issue.




Main corresponding key issues	G4 Material Aspects	Within the organization	Outside the organization				
		Employees	Investors	Government and authorities	Customers	Suppliers	Community and non-government organizations
Financial performance; corporate citizen / charitable donations; remuneration and welfare	Economic performance	●	●				
Remuneration and welfare; indirect economic impacts	Corporate image; indirect economic impacts	●					●
Procurement policies and practices	Procurement practices	●				●	
Environmental policy / management system; energy efficiency; energy management; fleet management	Energy	●				●	
Fleet management; greenhouse gas emissions	Emissions	●				●	
Research, development and innovation; noise prevention; green packaging materials	Products and services	●		●	●		



Main corresponding key issues	G4 Material Aspects	Within the organization	Outside the organization				
		Employees	Investors	Government and authorities	Customers	Suppliers	Community and non-government organizations
Regulatory compliance; noise prevention	Compliance	●	●	●			●
Transportation management (incl. air and land transport network)	Transport	●	●			●	
Environmental policy / management system	Overall	●	●			●	
Remuneration and welfare; fair employment opportunities	Labor-management relations; equal remuneration for women and men	●					
Labor-management relations	Labor/management relations	●					
Employees' health and safety	Occupational health and safety	●					
Training and career development	Training and education; investment	●					
Recruitment and retention	Diversity and equal opportunity	●					
Fair competition	Anti-competitive behavior	●		●		●	
Fair trade; supply chain management (society)	Assessment of suppliers' impacts on society	●				●	
Fight safety; product's social value; customers' health, hygiene and safety	Customer health and safety	●			●	●	
Product quality and safety; product's social value; product pricing; regulatory compliance; customer satisfaction	Product and service labeling; marketing communications	●	●			●	
Customer privacy	Customer privacy	●			●		

■ Communication and exchange with stakeholders

Based on the parties in contact with the various departments due to their business areas, EVA Air has categorized the stakeholders into 6 major categories: (1) investors, (2) government and authorities, (3) employees, (4) customers, (5) suppliers and (6) community and non-government organizations. Comments and recommendations are gathered from various perspectives and types of stakeholders to enhance the interaction between the Company and stakeholders.

Categories of stakeholders	Communication channels	Frequency	Content	Main issues of concern
 Investors	Shareholders' meeting	Once per year	Shareholders' meeting is held before the end of June every year	Financial performance Corporate governance Development of new markets Product pricing
	Investment, investor seminars	Once every three years	Organize at least one seminar within the Republic of China's territory or participate in one every three years	
 Government and authorities	Monthly flight operations meeting	Monthly	Communicate with CAA inspectors on the various flight operations	Flight safety Fleet management Transportation management (incl. air and land transport network) Regulatory compliance
	Interaction with civil aviation authorities of other countries	Irregularly	Apply for flight permits	
	Cooperate with civil aviation authorities of other countries in verification	Irregularly	Provide relevant regulations and documents of flight operations	
 Customers	General customer satisfaction survey	Daily	Understand customer's level of satisfaction towards service	Flight safety Customers' health, hygiene and safety Product quality and safety Research, development and innovation Customer satisfaction Product's social value Customer privacy
	Freight customer satisfaction survey	Once per year	Freight customer satisfaction survey is directed at stations all around world; its main objective is to understand customers' satisfaction regarding various aspects of freight services, and at the same time provide a channel for customer feedback, to be used as the basis for the improvement of products and services.	
	Customer service hotline	Irregularly	Customer feedback channel	
	Company website's customer feedback	Irregularly	Customer feedback channel	

Categories of stakeholders	Communication channels	Frequency	Content	Main issues of concern
 Employees (ground staff)	Performance appraisal and interview	Twice per year	Interviews based on the results of performance appraisal, and clearly make known the work requirements and expectations, in order to improve performance.	Flight safety Customers' health, hygiene and safety Product quality and safety Research, development and innovation Employees' health and safety Environmental management policy / management system Training and career development Procurement policies and practices Remuneration and welfare Labor-management relations Recruitment and retention Greenhouse gas emissions
	Staff Welfare Committee (incl. pilots and cabin crew)	Three to four times per year	Planning and utilization of the employee welfare fund	
	Department meeting	Monthly	Convey top management's directives and important business messages	
	Labor-management meeting	Quarterly	Discussion of labor-management issues	
	Employee care interview	Irregularly	Express care and encouragement to staff through interviews, as needed	
 Employees (pilots)	Assessment	Yearly	Arrange two simulator trainings and assessments of each, and one route check per year on a regular basis to flight safety.	
	Assessment Pilot seminar	Quarterly	Safeguard employees' rights and interests; convey the Company's internal and external messages.	
 Employees (cabin crew)	Showing care from time to time	Irregularly	Show care, understand the crew's condition, and provide assistance as required.	
	Assessment	Irregularly	Understand the condition of cabin crew's flight duties, and provide counselling and assistance as required.	
	Regular refresher and interactive meeting	Weekly	<ul style="list-style-type: none"> Convey the Company's internal and external messages, and carry out two-way communication with Company's relevant departments. Make known job duties and exchange of views. Enhance solidarity with the aim of achieving win-win communication and leadership, and form a high quality and effective team. 	
	Crew monthly meeting	Monthly		
	Purser management training camp	Once to twice per month		

Categories of stakeholders	Communication channels	Frequency	Content	Main issues of concern
 Suppliers	Telephone, email	Whenever necessary	Communication of procurement information	Research, development and innovation Energy efficiency Energy management Environmental management policy / management system Fair competition Procurement policies and practices Fair competition Greenhouse gas emissions Green packaging materials Supply chain management (society)
	Meeting	Irregularly	Communication of procurement information	
	Business visit	Irregularly	Maintain good interactive relationship	
	Plant visit	Irregularly	Understand products/services workflow	
	Order, contract	According to plan	Procurement documents	
	Supplier's product briefing	Irregularly	Understand new product trend	
 Community and non-government organizations	Organize charity and arts/cultural events	One to four times per year	Increase channels for customers' (members) interaction and reward loyal customers (members)	Indirect economic impacts Corporate citizens /charitable donations Noise prevention



Key Performance

■ Business Operation

- 3rd in "2014 Top Ten Safest Airlines" as published by AERO International.
- Officially joined the Star Alliance on June 18, 2013, providing convenient services to passengers with flights to 193 countries, 1,321 destinations, and more than 18,521 flights per day.
- Accepted Taiwan's Securities & Futures Institute's 12th Information Disclosure Evaluation of Listed Companies, and was rated A++.
- World's first airline company to be certified by Boeing, to have GCS (Global Communication Suite) and eX3 (In-flight Entertainment System) implemented on 777-300ER aircraft.

■ Customer Service

- Number of passengers increased from 8.01 million in 2013, to 8.9 million in 2014, a growth rate of 11.1%.
- Participated in SKYTRAX's annual "World Airline Awards", and came in second place in "The World's Best Airport Service" in 2014.
- Came in first among 27 Star Alliance member airlines, in customer satisfaction of "Priority Baggage Delivery Award" (PBD) for four consecutive quarters since 2014.
- Awarded Gold in "2014 Air Cargo Excellence Awards" in 2014 Air Cargo Excellence survey.

■ Green Earth

- Calculated based on an aircraft's average hourly fuel consumption, there was a fuel saving of 5,336 metric tons in 2014 compared to 2013.
- The first airline company in the country to introduce honeycomb structured, frameless and lightweight containers. The maintenance man-hours are 1/12 that of other containers, saving 3,270 maintenance hours per year.
- Nankang headquarters implemented an efficient air-conditioning system in June 2014 and reduced the power consumption by 859,600 kWh compared to the same period last year.
- When procuring washroom equipment for office buildings, water efficiency label products were chosen first, saving 9,068 tons of water compared to last year.

■ Community Engagement

- Actively engaged in charitable activities, bringing love to resource deficient places through diversified channels, and donated more than NTD 10 million worth of second-hand goods to the disadvantaged.
- Long-term sponsorship for arts and cultural activities to promote arts and cultural exchanges between Taiwan and the world. Amount of air tickets, cargo transport and funds sponsored exceed NTD 20 million.



> Glory and Recognition

■ Local

- Came in at the top in the "2014 Influential Brand" of Manager Today's airline category.
- Awarded Business Today's "Best Brand Award – 1st in Airline Category". Since the launch of the award in 2008, EVA Air has come in first in the airline category for seven consecutive years.
- Came in first in Dream Service Job Survey by the 1111 Job Bank
- EVA Air repeatedly received the "Golden Wing Awards" by Civil Aeronautics Administration in recognition of its outstanding performance in flight safety management and passenger service.

■ International

Flight Safety

- Ranked among "World's Top Ten Safest Airline" by US renowned website, AirlineRatings.com, and received two awards, "Long Haul Asia/Pacific" and "World's Top Ten Airlines" (7th position). The organization selects airline companies that will lead the industry in 2015, based on their performance in flight safety and innovation for passenger comfort in 2014.
- Appraised by Harvard Management Services Inc. as "First in 2015 consumers' ideal brand in airline industry."
- 2014 top 10 "The world's best long-haul airlines" chosen by readers, organized by the UK's leading media organization, The Telegraph.
- Ranked as "Best Airline in Asia" by US's renowned magazine, Premier Traveler.

In-flight Service

- Ranked 12th in the 2014 world's airline service by Skytrax, with awards including: 6th in Asia's Best Airline, 5th in World's Cleanest Aircraft Cabins, 6th in Business Class Lounge, 7th in World's Best Airline Cabin Staff, 7th in Best Economy Class Cabin and 8th in Best Business Class Lounge Dining and Seat.
- Came in at the top in two 2013 in-flight wine service awards by the UK's renowned travel magazine, Business Traveller:

- Best Business Class Sparkling Wine (Gold), Best Business Class Sparkling Wine: Dom Pérignon Vintage 2004.
- Best Business Class White Wine (Gold), Best Business Class White Wine: Chassagne Montrachet Vieilles Vignes, 2010.

EVA Overview

To extend Evergreen's world-renowned international marine experience to the sky, the Chairman of Evergreen Group, Dr. Yung-Fa Chang, established EVA Air in March 1989, and signed purchase agreements with Boeing and McDonnell-Douglas Corporation on October 6th the same year to purchase 26 aircraft at a total amount of USD 3.6 billion, arousing the attention of the global airline industry.

On July 1, 1991, shouldering numerous expectations, EVA Air officially made its maiden flight. Today, it has served destinations of 60 cities over four continents (Asia, Australia, Europe and America). Through strategic joint ventures with major airlines in the world, a complete global passenger and cargo network has been formed. It also cooperates with UNI Airways to fly to China's major cities. On September 17, 2001, EVA Air was listed in Taiwan Stock Exchange; and on June 18, 2013, it joined the Star Alliance, providing more convenient flight services through the close-knit global service of Star Alliance's member airlines.

With a perfect flight safety record, EVA Air is ranked among the top few by local and overseas civil aviation authorities and external certification companies in flight safety inspection. It is named among the "World's Top 10 Safest Airlines" by German civil aviation magazine, AERO International, for consecutive years, and even climbed to the third position in 2014. In addition, EVA Air is once again listed as among the "World's Top Ten Safest Airline", together with world renowned airlines, by professional airline evaluation website, AirlineRatings.com, in its 2014 flight safety evaluation.

Global route distribution



EVA Airways Corporation and Affiliates



Since its operation in 1991, EVA Air's passenger and cargo routes span across the four continents, Europe, Asia, America and Australia.

20 countries 64 destinations

Region	Country	Destinations
America	Canada	Vancouver
		Toronto
	U.S.A.	Anchorage ♦
		Atlanta ♦
		Chicago ♦
		Dallas ♦
		Guam
		Los Angeles
		New York
		San Francisco
Asia	China	Beijing
		Shanghai: Pudong & Hongqiao Airports
		Guangzhou
		Hangzhou

Destinations	Country	Destinations Vancouver
		Tianjin
		Ningbo
		Chengdu
		Jinan
		Zhengzhou
		Chongqing ♦
		Harbin
		Guilin
		Huangshan
		Hohhot
		Shijiazhuang
		Taiyuan
	Hong Kong Special Administrative Region	Hong Kong
	Macau Special Administrative Region	Macau
	India	New Deli ♦

Region	Country	Destinations
	Indonesia	Jakarta
		Bali
		Surabaya
	Japan	Fukuoka
		Osaka
		Sendai
		Tokyo : Narita & Haneda Airports
		Sapporo
		Hakodate
		Asahikawa
		Komatsu
		Okinawa
	Korea	Seoul: Incheon & Gimpo Airports
	Malaysia	Kuala Lumpur
		Penang ♦

• Source: as of April 2015

• ♦ Indicates destination for cargo service only

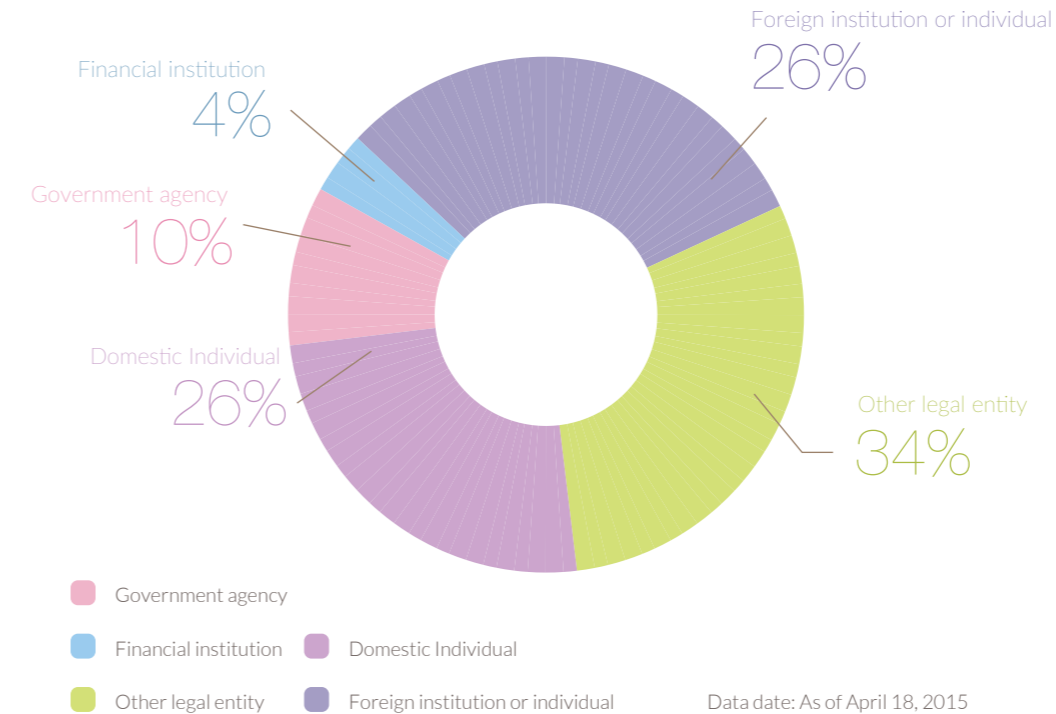
• Hong Kong and Macau are special administrative regions

Region	Country	Destinations
	Philippines	Manila
	R.O.C.	Taipei: Taoyuan & Songshan Airports
		Taichung
		Kaohsiung
	Singapore	Singapore
	Thailand	Bangkok
	Vietnam	Ho chi minh city
		Hanoi
	Cambodia	Phnom Penh
Europe	Austria	Vienna
	France	Paris
	Germany	Frankfurt ♦
	Netherlands	Amsterdam
	U.K.	London
Oceania	Australia	Brisbane

Financial status and operating performance

EVA Air's shareholder opinions are handled through its Stock Department, and its major shareholders are structured as shown below:

Structure of Major Shareholders



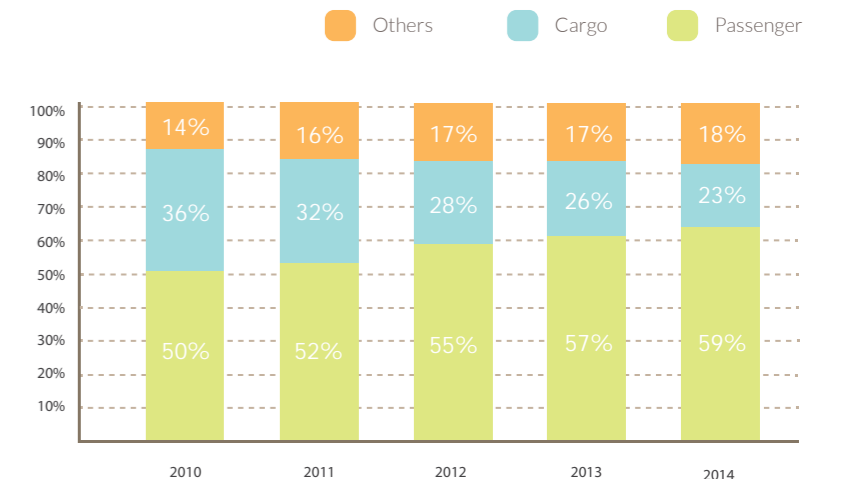
Periodic assessment of certified public accountants' independence status

The Company's Board of Directors evaluates certified public accountants' professional and independent level annually to ensure that they are not stakeholders of the Company. Certified public accountants also issue independent auditors' report of the auditing.

Operating performance

The current services of EVA Air and its affiliates cover the following: (1) passenger service : global passenger air transport, and scheduled as well as non-scheduled charter services ; (2) cargo service : transport of global air freight, express deliveries, mails and parcels; (3) in-flight sales: sale of duty-free on flights; (4) aircraft maintenance and parts manufacturing : maintenance and manufacturing of aircraft, engines and parts; (5) ground handling service: baggage and freight loading and unloading and aircraft cleaning services, and support a variety of aircraft ground equipment; (6) sky catering : in-flight food and drink services; (7) training business: provide flight training to future airline pilots . The ratios of consolidated operating income over the years are as follows:

Ratios of Major Consolidated Operating Revenue



- The consolidated operating revenue shown in the chart above incorporates affiliates' operating revenue.
- For the years from 2010 to 2011, the audited financial statements by ROC GAAP are certified by independent auditors.
- For the years from 2012 to 2014, the audited financial statements by IFRS are certified by independent auditors.

■ Description of the Company's financial status:

EVA Air has devoted its efforts to elevating its information transparency, strengthening its investor relations and protecting shareholders' equity, so as to enhance its corporate value and reduce its financing cost. Since the first year that the Securities and Futures Institute held the TWSE/GTSM-listed company information disclosure appraisal, EVA Air has been rated as a company with better transparency in information disclosure and has garnered a grade above A for 10 consecutive years. In the 12th information disclosure contest, EVA Air even won a special honor with a grade of A++, indicating fine corporate information transparency.

Financial Data Over the Past Five Years (note):

Unit: NT\$ thousands

Item	2010	2011	2012	2013	2014
The Company operating revenue	104,410,011	102,192,051	107,147,807	110,747,462	116,921,858
Consolidated operating revenue	114,054,453	113,619,373	120,158,467	124,164,451	133,090,008
The Company gross profit	19,620,811	7,780,266	8,075,673	10,284,596	9,570,778
Consolidated gross profit	21,557,728	10,255,304	10,902,960	12,967,732	12,249,000
The Company operating income(loss)	12,648,748	447,553	196,107	1,588,253	636,236
Consolidated operating income(loss)	14,174,331	2,440,954	2,409,150	3,470,319	2,634,889
The Company profit (loss) before tax	12,045,267	237,367	754,023	901,711	(878,081)
Consolidated profit (loss) before tax	12,713,110	1,119,182	1,695,167	1,840,338	48,945
The Company profit (loss)	12,016,736	209,028	655,200	747,450	(1,306,724)
Consolidated profit (loss)	12,423,848	750,933	1,195,687	1,279,725	(789,918)

Unit: NT\$ thousands

Item	2010	2011	2012	2013	2014
The Company total assets	148,029,519	139,245,912	142,293,950	139,394,778	151,487,620
Consolidated total assets	158,691,501	151,395,712	155,524,317	152,722,934	167,560,200
The Company total equity	40,635,262	37,873,275	35,367,922	35,838,033	34,391,884
The Company gross profit margin (%)	18.79	7.61	7.54	9.29	8.19
The Company ROA (%)	9.05	1.11	1.42	1.39	(0.08)
The Company ROE (%)	33.08	0.53	1.83	2.10	(3.72)
The Company debt ratio (%)	72.55	72.80	75.14	74.29	77.30

Note: For the years from 2010 to 2011, the audited financial statements by ROC GAAP are certified by independent auditors; for the years from 2012 to 2014, the audited financial statements by IFRS are certified by independent auditors.





Unit: NT\$ thousands

Item	2012	2013	2014
Operating cost	99,072,134	100,462,866	107,351,080
Employee salaries and welfares	9,599,667	10,505,248	12,011,592
Income tax expenses	98,823	154,261	428,643

Note: For more detailed content, please refer to the Company's parent-company-only financial statements of respective years audited by certified public accountants.

Participation in External Organizations, and Participating Identity:

Organization name	Management role	Participating projects or committee	Member	Explanation
 International Air Transport Association (IATA)	Nominating Committee Member	Nominating Committee Member – responsible for submitting the list of recommended IATA Board members to the annual conference for adoption	✓	IATA is the association for the world's airlines, representing some 260 airlines or 83% of total air traffic. IATA supports airline activity and helps formulate industry policy and standards. Participating in IATA can help the Company keep abreast of the latest developments of the international aviation industry and aviation laws regulations.
 Association of Asia Pacific Airlines (AAPA)			✓	AAPA has Security, Aeropolitical, Airline Service and Technical Committees, as well as a variety of project taskforces, which can help the Company keep abreast of the latest developments of the Asia-Pacific region, the international aviation industry and aviation laws and regulations.
 Flight Safety Foundation (FSF)		International Advisory Committee A member of ICARUS (Think Tank) Committee	✓	FSF holds various kinds of flight safety seminars and releases the latest flight safety information.
 Star Alliance	Alliance Management Board (AMB) member	AMB is the main management body of Star Alliance joined by representative of all member companies. The function is to come up with the Star Alliance global marketing and annual work plans and submit them to the Chief Executive Board for approval.	✓	<p>One of the organization members</p> <ul style="list-style-type: none"> Enhance cooperation among member airlines Reinforce flight alliance cooperation Frequent traveler's mileage promotion cooperation Sales promotions for ticket products and global corporate clients Alliance procurement, joint system development and resource sharing

Organization name	Management role	Participating projects or committee	Member	Explanation
 International Society of Air Safety Investigators (ISASI)	Invited Speaker		✓	Exchanges of information on event investigation, so as to take preventive measures.
 Taipei Airlines Association	Chairperson	✓		<ul style="list-style-type: none"> Bridge the communication among government, industry and industry members, and provide services as commissioned by the government agencies and groups. Subsidize the funding for the operation of the "Airport Time Slot Coordination " under the Association.
 Flight Safety Foundation – Taiwan	Consultant and Invited Speaker			Provide various flight and ground safety-related courses and quarterly issue flight safety publications
 Chinese Society of Civil Aviation	Director			Hold civil aviation research activities; promote civil aviation knowledge on modern technology.

Aviation Wiki

Established in 1997, Star Alliance is the first global alliance providing frequent and convenient flight services for passengers. Alliance members have integrated flight routes, VIP lounge services, check-in, seat selection, ticketing and other services, so that no matter where you are in the world, you will always enjoy a comfortable traveling experience through Star Alliance. As of April 2015, the 27 alliance member companies constituting a global service network together offer passengers convenient services of more than 18,521 flights every day throughout 193 countries and 1,321 flight points.



Corporate Governance

EVA Air formulates its corporate governance framework and implementation practice in accordance with the Company Act, Securities and Exchange Act, and other relevant regulations of the Republic of China. Since its establishment, EVA Air keeps making efforts in corporate governance by maintaining corporate governance, valuing shareholders' equity and improving the function of the board of directors.

In recent years, besides promoting various policies of corporate governance, which include adopting electronic voting for shareholders' meeting, strengthening communication channels with stakeholders and enhancing the Company's information transparency, EVA Air also formulates policies such as Corporate Governance Best Practice Principles, Ethical Corporate Management Best Practice Principles and Codes of Ethical Conduct, to actively elevate the corporate governance standard.

Since 2015, EVA Air will take the initiative to disclose its complete quarterly financial report (in English language) on the Company's website as well as on the Market Observation Post System (MOPS), and hold regular investor seminars to communicate with investors. We will also set up an audit committee by 2017, in accordance with regulations, to enhance disclosure of corporate governance information.



Corporate Governance

Structure and Operation of the Board of Directors

Title	Name	Education & Experience	Concurrent Positions in Other Companies	Attendance status of board meetings in 2014			
				No. of times required to attend (A)	Actual No. of attendance times (B)	No. of proxy attendance	Actual attendance rate (%) (B/A)
Chairman	Chang Yung-Fa Charity Foundation	N/A					
	Representative : Chang Kuo-Wei	<ul style="list-style-type: none"> President, EVA Airways Corp. Master of Arts in Economics, California State University, Long Beach 	<ul style="list-style-type: none"> Vice Group Chairman, Evergreen Group. Chairman : Hsiang-Li Investment Corp., Evergreen Aviation Precision Corp. Director: Evergreen Sky Catering Corp., Uni Airways Corp., Evergreen Aviation Technologies Corp., Evergreen Air Cargo Services Corp., Evergreen Airline Services Corp., GE Evergreen Engine Services Corp., Chang Yung-Fa Charity Foundation, Chang Yung-Fa Foundation 	10	9	1	90%
Director	Chang Yung-Fa Charity Foundation	N/A					
	Representative : Chang Yung-Fa	<ul style="list-style-type: none"> Group Chairman, Evergreen Group. Taipei Commercial High School 	<ul style="list-style-type: none"> Group Chairman, Evergreen Group. Chairman : Chang Yung-Fa Charity Foundation, Chang Yung-Fa Foundation Director : Evergreen Marine Corp. (Taiwan) Ltd., Evergreen International Corp., Evergreen Steel Corp. 	10	0	10	0%
Director	Evergreen Marine Corp. (Taiwan)Ltd.	N/A					
	Representative : Lin Sun-San	<ul style="list-style-type: none"> Vice Group Chairman, Evergreen Group Bachelor degree in Administration, National Taipei University 	<ul style="list-style-type: none"> First Vice Group Chairman, Evergreen Group. Chairman: Shun An Enterprise Corp. Director : Evergreen Marine Corp. (Taiwan) Ltd., Evergreen International Storage & Transport Corp., Taipei Port Container Terminal Corp., Chang Yung-Fa Charity Foundation, Chang Yung-Fa Foundation 	10	10	0	100%

Title	Name	Education & Experience	Concurrent Positions in Other Companies	Attendance status of board meetings in 2014			
				No. of times required to attend (A)	Actual No. of attendance times (B)	No. of proxy attendance	Actual attendance rate (%) (B/A)
Director	Representative : Ko Lee-Ching	<ul style="list-style-type: none"> Vice Group Chairman, Evergreen Group Keelung Girls' Senior High School 	<ul style="list-style-type: none"> Second Vice Group Chairman, Evergreen Group Director : Evergreen International Storage & Transport Corp., Taiwan High Speed Rail Corp., Evergreen Steel Corp., Shun An Enterprise Corp., Chang Yung-Fa Charity Foundation, Chang Yung-Fa Foundation Supervisor : Evergreen Marine Corp. (Taiwan) Ltd., Evergreen International Corp., Uni Airways Corp., Evergreen Security Corp., Ever Reward Logistics Corp., Evergreen Air Cargo Services Corp., Evergreen Airline Services Corp., Evergreen Aviation Technologies Corp., Evergreen Aviation Precision Corp., Hsin Yung Enterprise Corp. 	6	6	0	100%
Director	Falcon Investment Services Ltd.	N/A					
	Representative : Tai Jiin-Chyuan	<ul style="list-style-type: none"> Executive Vice President, EVA Airways Corp. Master degree in Maritime Law, National Taiwan Ocean University 	<ul style="list-style-type: none"> Group Executive officer, Legal, Evergreen Group Director: Evergreen International Storage & Transport Corp., Central Reinsurance Corp., Taipei Port Container Terminal Corp., Super Max Engineering Enterprise Corp., Chang Yung-Fa Charity Foundation, Chang Yung-Fa Foundation 	6	5	1	83.33%
	Representative : Cheng Chuan-Yi	<ul style="list-style-type: none"> Executive Vice President, EVA Airways Corp. Bachelor degree in International Trade, Tunghai University 	<ul style="list-style-type: none"> President, EVA Airways Corp. Director: Evergreen Sky Catering Corp., Evergreen Air Cargo Services Corp., Evergreen Airline Services Corp., Evergreen Aviation Technologies Corp., Hsiang-Li Investment Corp. 	6	6	0	100%

Title	Name	Education & Experience	Concurrent Positions in Other Companies	Attendance status of board meetings in 2014			
				No. of times required to attend (A)	Actual No. of attendance times (B)	No. of proxy attendance	Actual attendance rate (%) (B/A)
Independent Director	Chien You-Hsin	<ul style="list-style-type: none"> Minister of Foreign Affairs, Minister of Transportation and Communications, Minister of the Environmental Protection Administration, Representative, Taipei Representative Office in the U.K., Legislator, Legislative Yuan (Parliament), Chairman, The International Cooperation and Development Fund, Deputy Secretary General, Office of the President, Senior Advisor, National Security Council, Chairman, Chinese Institute of Engineers, Chairman, The Chinese Institute of Environmental Engineering, Professor and Dean, College of Engineering, Tamkang University Ph. D. Aeronautics and Astronautics, New York University, U. S. A. 	<ul style="list-style-type: none"> Chairman, Taiwan Institute for Sustainable Energy (TAISE) Chairman, Telecommunication and Transportation Foundation(TTF) Chairman, Taiwan Institute for Climate Change and Energy(TICCE) Managing Director, Ten Outstanding Young Persons' Foundation(TOYP) Independent Director, Far Eastern Department Stores, Ltd. (FEDS) 	6	6	0	100%
Independent Director	Lo Tzu-Chiang	<ul style="list-style-type: none"> Managing Partner of KPMG Taiwan Firm, Member of Auditing/Accounting Standards Committee of Accounting Research and Development Foundation, Board Member of Taiwan Provincial CPA Association, Board Member of Taipei City CPA Association Accounting and Statistics Department of Tamkang University 	Supervisor of Capella Microsystems (Taiwan) Inc.	6	5	1	83.33%

Title	Name	Education & Experience	Concurrent Positions in Other Companies	Attendance status of board meetings in 2014			
				No. of times required to attend (A)	Actual No. of attendance times (B)	No. of proxy attendance	Actual attendance rate (%) (B/A)
Independent Director	Hsu Shun-Hsiung	<ul style="list-style-type: none"> Managing Partner of YMH Company, CPAs Master, Department of Accounting, National Taiwan University 	<ul style="list-style-type: none"> Managing Partner of YMH Company, CPAs Supervisor of Sagittarius Life Science Corp. 	6	5	1	83.33%
Supervisor	Evergreen International Corp.	N/A					
	Representative: Lin Long-Hwa	<ul style="list-style-type: none"> Vice Group Chairman, Evergreen Group. National Kaohsiung Normal University, English department. 	<ul style="list-style-type: none"> Vice Group Chairman, Evergreen Group. Director : Evergreen Marine Corp. (Taiwan) Ltd., Evergreen Sky Catering Corp., Uni Airways Corp., Evergreen Aviation Technologies Corp. Supervisor : Evergreen International Storage & Transport Corp., Shun An Enterprise Corp., Joint Stevedoring Contract Co., Ltd., Taipei Port Container Terminal Corp. 	10	6	0	60%
	Representative: Wu Kuang-Hui	<ul style="list-style-type: none"> Executive Vice President, EVA Airways Corp. MBA, Sun Yat Sen University 	<ul style="list-style-type: none"> Group Executive officer, Finance, Evergreen Group. Finance Executive Officer, Evergreen Marine Corp. (Taiwan) Ltd. Director : Chang Yung-Fa Charity Foundation, Chang Yung-Fa Foundation Supervisor : Evergreen International Storage & Transport Corp., Evergreen Steel Corp., Taiwan Terminal Services Corp., Charng Yang Development Corp., Hsiang-Li Investment Corp. 	10	9	0	90%
	Representative: Chen Cheng-Pang	<ul style="list-style-type: none"> Senior Vice President, Italia Marittima S.p.A. Accounting & Economics Dept., Soochow University 	Finance Executive Officer, Evergreen International Storage & Transport Corp	10	10	0	100%

Note1 : Incumbent director on December 31, 2014.

Note2 : The Board of Directors is made up of 89% male directors and 11% female directors.



1-1-2 Remuneration Committee

To fulfill corporate governance and ensure a well system for compensation of the Company's directors, supervisors and managers, EVA Air has followed the "Regulations Governing the Appointment and Exercise of Powers by the Remuneration Committee of a Company Whose Stock is Listed on the Stock Exchange or Traded over the Counter" and the "Remuneration Committee Charter" to set up a Remuneration Committee under the Board of Directors. The committee members shall not be fewer than 3 persons and shall be appointed by the resolution of the Board of Directors, one of the members shall be the convener. The committee meeting shall be held at least twice a year to prescribe and periodically review the performance evaluation and remuneration policy, systems, standards and structure for directors, supervisors and managers; the committee shall also periodically evaluate and prescribe the remuneration of directors, supervisors and managers. The status of the appointment of Remuneration Committee members by the resolution of the board meeting held on June 17, 2014 and the attendance status of the committee meetings held in 2014 are listed in the table below:

Title	Name	No. of times required to attend (A)	Actual No. of attendance times (B)	No. of proxy attendance	Actual attendance rate (%) (B/A)
Convener	Hsu Shun-Hsiung	2	2	0	100%
Member	Chien You-Hsin	2	2	0	100%
Member	Lo Tzu-Chiang	2	1	1	50%

1-2 Law Compliance

1-2-1 Organization operation

To strengthen the corporate culture of EVA Air, ensure the Company and thoroughly carry out its corporate governance, EVA Air established internal regulations covering the "Corporate Governance Best Practice Principles", "Ethical Corporate Management Best Practice Principles" and "Codes of Ethical Conduct" in 2014 (please refer to the official website of EVA Air for details), and has periodically reported the execution status to the Board of Directors, so as to fulfill its liability for corporate governance.

With the management philosophy of integrity, transparency and responsibility, EVA Air has set up ethic based policies and established a good corporate governance and risk control mechanism in order to create a sustainable development environment. On the other hand, to ensure its ethical operating management, the Human Resources Div. is responsible for establishing and executing ethical management policies and preventive measures. Furthermore, to comply with the ethical corporate management best practice principles, the Company also set up effective accounting system and internal control system. The internal Auditing Division of the Company shall check the compliance of the above systems, submitting the audit report to the Board of Directors.

In order to guide the staffs of EVA Air to act in line with its ethical standards and allow the stakeholder of the Company to better understand its ethical standards, EVA Air has already established Codes of Ethical Conduct, and specifically stipulated the staffs of the Company shall observe the applicable regulations and codes, complying with the code of ethics and the principle of honesty. EVA Air established the "Procedures for Ethical Management and Guidelines for Conduct", approved by the Board of Directors on March 26, 2015, with which related operation procedures and conduct have been specifically regulated.

When doubting or finding that any matter has violated the applicable rules and regulations or these codes, the staffs of the Company shall report to the supervisors, managers, internal auditing officer or other competent officers in writing or orally and provide sufficient information to enable the Company to deal with the subsequent matters properly. As for name of reporter and details of report, the Company shall properly handle in confidential and responsible manner. When any staff of the Company has violated these codes of ethical conduct, the Company shall handle pursuant to the applicable rules and regulations. Meanwhile, the Company has set up regulations governing appeal in order to provide a remedy channel for the violator of these codes of ethical conduct.

The aforesaid documents were submitted and approved by the Board of Directors on December 23, 2014. The details have been announced on the Company's corporate website, Market Observation Post System and the Company's internal websites; the announcement has also been made to all members of the Company.

Furthermore, to establish a good internal material information processing and disclosure mechanism, the Board of Directors has approved the "Procedures for Handling Material Inside Information" and inserted the Procedure in the "Information Security Website" of the Company's internal corporate web portal, as well as in the "Investor Relations" section of its official website, so as to provide references for the Company's directors, supervisors, managers and all the personnel to comply with.

1-2-2 Passenger and cargo service

EVA Air has a good corporate system and complies with all laws and regulations. The reporting operation procedures in relation to its flights and sales are made in accordance with laws and regulations, and the implementation is executed after approval of the Civil Aeronautics Administration (CAA). To help passengers clearly understand the rights and obligations between the Company and passengers, the Company has set up the "Conditions of Carriage" according to international conventions, relevant laws and regulations, and disclosed them on its website for passengers to look up. The products and services provided by the Company all comply with statutory laws and regulations. By inspecting the Company's product and service advertising and processes of marketing and sponsorship in terms of passenger services, no significant law or relevant voluntary rule violation is observed.

In the aspect of receiving and transporting the objects for sponsorship activities, the Company strictly abides by international rules and transports the objects according to the procedures and rules allowed by IATA and the Company. Prior to being entrusted to receive the objects for sponsorship activities, EVA Air will first confirm the cargo worthiness and ensure that relevant documents comply with the laws and regulations stipulated by the government competent authorities.

Subsequent Handling Status for Suspected Violation of the Antitrust Law

For the civil suit case against EVA Air for suspected violation of the Antitrust Law due to the passenger and cargo fuel surcharge in the USA, the Board of Directors resolved on April 28, 2015 to spend USD99 million to reach a settlement with the plaintiff for the part of cargo transport, in which the settlement fee would be paid in three installments over three years, so as to reduce the impact on business. As of March 31, 2015, the settlement fee of USD99 million has been estimated and incorporated in the accounts.

In addition, for the antitrust group lawsuit case resulting from the passenger fuel surcharge, EVA Air has continued to take an affirmative defense litigation stance and will disclose the court's judgment status and development in due time.

Given that the legal department of the Evergreen Group has already proceeded with internal educational training regarding Fair-trade Laws and antitrust issues to respective business entities under the Group, the divisions responsible for relevant businesses have all strictly followed the rules in their pricing and sales management. In case of involvement of clauses regarding rights, obligations and penalties, or doubts concerning the laws, they will consult with the Legal Department for verification, to avoid violation of laws and regulations.

■ 1-2-3 Passenger product use

For the sources or service providers of product components/content and product content ingredients, the Company has specifically elaborated on required laws and regulations in its bidding announcement. For instance, food containers are required to meet the food utensil, container and packaging sanitation standards and regulations prescribed by the Ministry of Health and Welfare, Executive Yuan. Consequently, the Company has neither violated the health and safety laws and regulations for the related products and services, nor sold prohibited or disputable products.

When proposing their products, the subcontractors are required to provide relevant inspection certificates and documents for the Company to process the selection operation



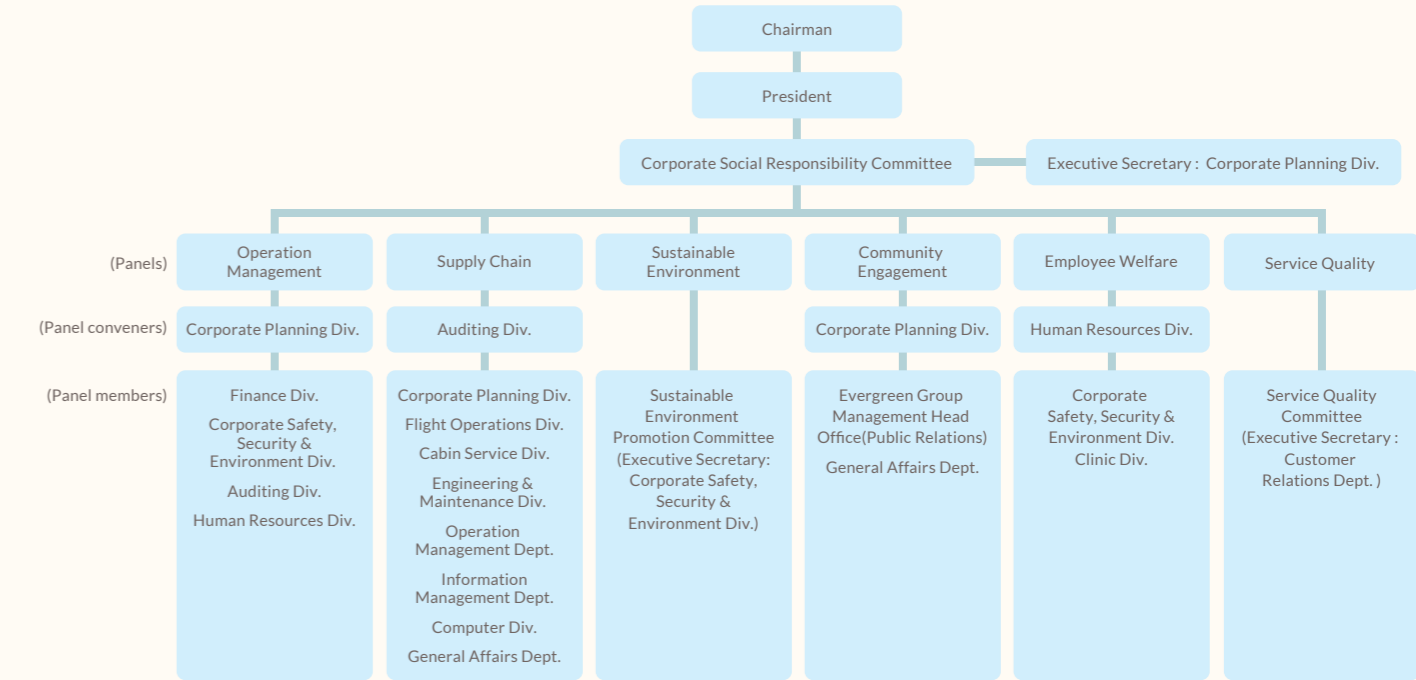
Law Compliance Status and Procurement Standards for Important In-flight Products:

Product category/procurement standard	Number of items			
	%	2012	2013	2014
Children's toys ST safety toy inspection mark is required	100%	15	17	18
Plastic tableware SGS inspection certificate or FDA food container regulation compliance is required	100%	39	66	67
Food SGS inspection certificate is required	100%	61	51	56

To optimize the operation of the CSR Committee, a slight adjustment to the CSR Committee's panel members was made in early 2015 as follows:

- Operating Management Panel: Added the Personnel Office to the panel, but withdrew the original Navigation (Home) Division from the panel.
- Supply Chain Panel: Added the Audit Office, Planning Office and Shipping Management Division to the panel members, and changed the panel convener to be the Audit Office.
- Renamed the Environmental Panel as the Sustainable Environment Panel, and had the Sustainable Environment Promotion Committee plan the Company's environment and energy management operation directions and policies.
- Society Participation Panel : Added the General Affairs Division to the panel.
- Service Management Panel : Change has been made to have the Service Quality Management Committee take charge of setting up and reviewing the Company's service quality policies and objectives, and supervising/managing customer opinion feedback.
- Renamed the Navigation Safety Office as the Corporate Safety Management Office.

CSR Committee Organizational Chart



With its operation philosophy of anticorruption, transparency and responsibility, in addition to setting up the Corporate Social Responsibility Committee and preparing annual CSR reports, the Company also instituted the "Corporate Social Responsibility Policy" at the end of 2014, which was approved by the Board of Directors. By publishing the CSR Policy as the guidelines for the Company to fulfill its corporate social responsibility, the policy's spirit will be able to be gradually assimilated into the corporate governance with the concept of sustainable management. In so doing, the Company's core values and culture will merge and trigger the Company's persistent improvement through policy execution. On the other hand, the content of the corporate responsibility policy can also be carried out by continuously inspecting a variety of action schemes and the relevance and consistency of the policy.

EVA Air's CSR Policy

Business Integrity, protecting shareholders' rights and interests

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

Service Innovation, exceeding customers' expectations

Offer innovative services, enhance brand value and touch the customers' hearts with the service spirit of "dedication, heartiness and enthusiasm".

Harmonious Teamwork, looking after employees' welfare

Care about employees' lives, assist employees in their career development, protect their rights and interests, and establish a friendly and fair working environment.

Reciprocation, growing with our partners

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

Energy Saving and Carbon Reduction, safeguarding the Earth

Fulfill an environment sustainable development policy in conjunction with environmental protection-related laws and regulations to maintain a green earth.

Care and Dedication, promoting social welfare

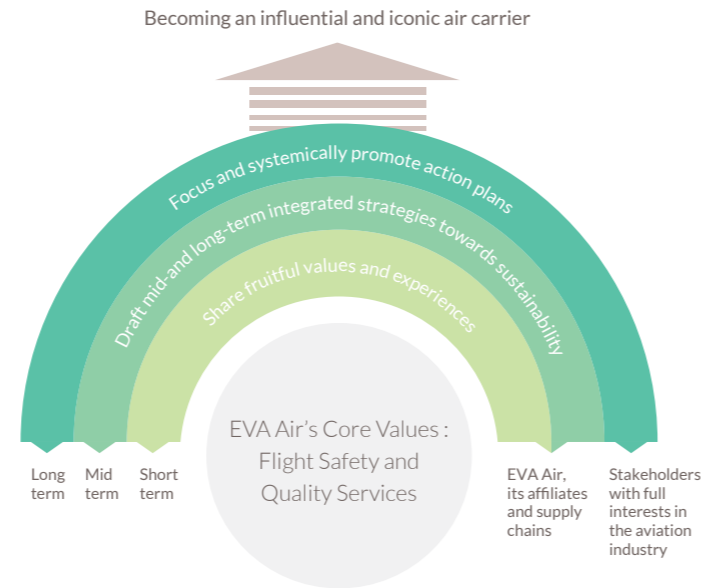
Help underprivileged groups, fit in the lives of community residents, sponsor public welfare activities and actively contribute to society.

Fair Trade, saying no to corruption and bribery

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

With its sustainable vision, EVA Air has provided safer flight measures, a greener environment and outstanding customer services by establishing a new sustainable operating management and service model, which has driven our working partners to follow hand in hand with us to provide sustainable flight services and subsequently consolidate the Company's status as an influential and global iconic air carrier. To continuously advance that vision, we have set out a strategic blueprint in the hope of carrying out EVA Air's vision and goals for sustainable development step by step through orientation setting and target establishment.

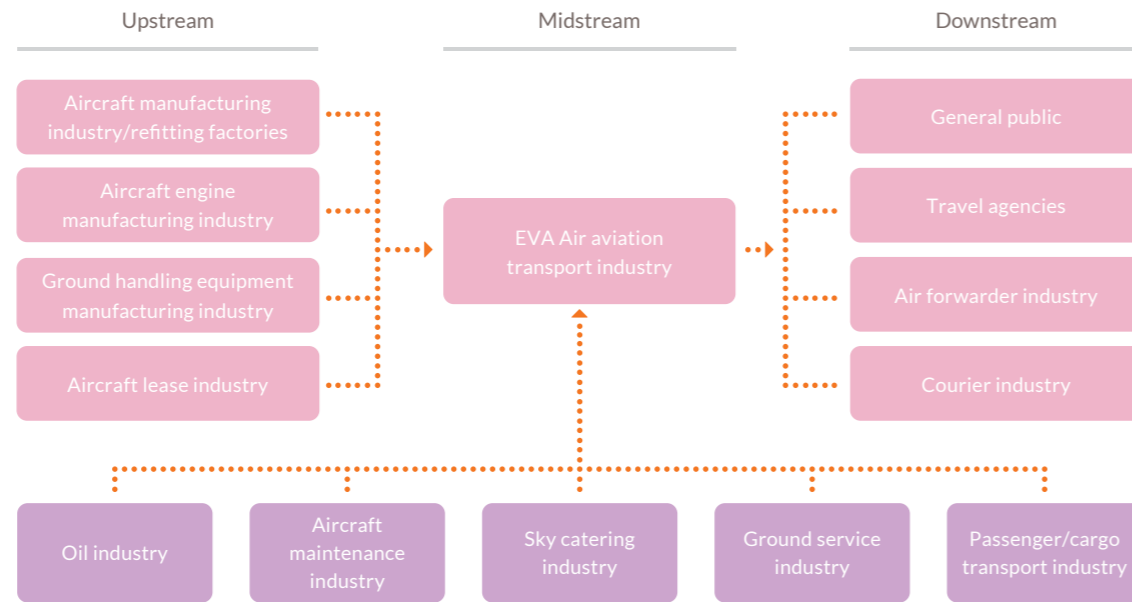
Blueprint for Sustainable Development Strategy Planning



> 1-4 Supply Chain Management

The major services provided by the air transport service industry are mainly passenger and cargo transportation, which rely on the support of, and cooperation between, the up-, mid- and down-stream-related industries to realize the provision of complete, integrated services and to satisfy customers' requirements. The correlations among the up-, mid- and down-stream industries of EVA Air are shown below. This chapter will cover the services provided by the up-, mid- and down-stream supply chains and the procurement details.

Industrial Distribution Status of the Aviation Industry



Note: EVA Air's Procurement Units follow respective procurement and supplier selection regulations to eliminate or select new suppliers. There was no significant change in this regard in 2014.

■ Upstream Industries

Aircraft Manufacturing Industry and Refitting Factories

EVA Air purchases its fleets from foreign renowned commercial aircraft manufacturers.

Aircraft Engine Manufacturing Industry

The aviation transport operators select their engine suppliers mainly according to factors such as aircraft model requirements, maintenance costs, standardization of maintenance operation and maintenance technology availability.

Ground Handling Equipment Manufacturing Industry

Tractors and related equipment required for the apron operation are all classified as ground handling equipment.

Aircraft Lease Industry

Arrange aircraft procurement, lease and/or sale/leaseback in accordance with the financial planning.

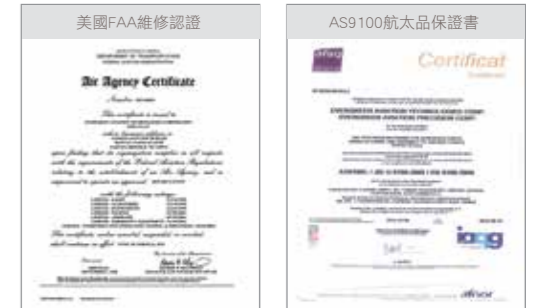
■ Mid-stream Industries

Oil Industry

To stabilize fuel costs, other than signing long-term contracts with major oil suppliers throughout the world, EVA Air also utilizes futures as an instrument for hedging.

Aircraft Maintenance Industry

Aircraft periodic/non-periodic (emergency or special condition) checks, maintenance and repair are inextricably associated with flight quality and safety. In its initial launch, EVA Air already heavily invested in building a modern jumbo wide-body aircraft maintenance center, followed by establishing Evergreen Aviation Technologies Corp., which has already acquired numerous maintenance accreditations from 17 countries, including those of FAA, EASA and AS9100 QA.



Sky Catering Industry

In-flight food services are a crucial aspect affecting aviation service quality. To ensure the quality of the in-flight foods, EVA Air commissions its consolidated subsidiary Evergreen Sky Catering Corporation to manage the catering operation (self-run) for the Taipei Station. As for other stations, EVA Air prudently selects qualified local sky catering suppliers for providing in-flight foods.



Ground Service Industry

The ground services at airport include: flight check-in; the apron operation for guiding aircraft in/out of the airport; baggage, cargo and mail services; building-up freight into container and pallet, aircraft loading/unloading operations. Currently, for domestic stations in Taiwan, EVA Air mostly commissions its consolidated subsidiary Evergreen Airline Services Corp. (EGAS) for the ground handling services, so as to ensure the operation quality. As for foreign stations, EVA Air consigns varying ground handling services to its international industry partner or foreign airports' professional ground agencies.

Passenger/cargo Transport Industry

Taking quality into account, EVA Air commissions Evergreen International Storage & Transport Corp. to handle the shuttle transport operation for its flight and ground personnel to commute between home and airport.



Cooperation with GE Aviation Group to Establish an Engine Maintenance Company

A new engine maintenance company was set up by GE Aviation Group and EVA Air's subsidiary Evergreen Aviation Technologies Corp. in 2014 as a joint venture specializing in overhauling GE's GEnx engines. While aggressively building a new generation GEnx service network, GE works hand in hand with Evergreen Aviation to maintain a brand new cooperative relationship. With its industrial-leading technology, Evergreen Aviation has made every effort to also provide all-out customer support. GE Aviation Group offered GEnx-related maintenance training and tooling equipment in the 2nd half of 2014, and started to offer part of GEnx services in 2015. It is expected that a well-rounded overhaul capacity will be fully developed by 2019.



Aviation Wiki

The GEnx series are engines that have witnessed the fastest sale in the history of GE Aviation Group. To date, the ordered quantity has surpassed 1,500 sets. The series started service in 2011 and is used on Boeing 787 Dreamliners and Boeing 747-8 aircraft. GEnx engines can save up to 15% of fuel, representing a reduction of an equivalent ratio of CO2 emissions. Their unique double annular combustion chamber can reduce nitrogen oxide emissions to a level about 40% lower than the value stipulated by existing laws, as well as lower the emissions of other restricted gases by 90%. In addition, a comparison using the average propulsion's dB basis per pound has shown that GEnx engines are also the quietest ones produced by GE. They are designed with greater size and more efficient blades to enable rotation at a lower blade tip velocity, thereby reducing noise by 50%.



EVA Air Supplier Categories:

Supplier Type	Major Products and Services	Countries of Location
Manufacturer	Aircraft and engine procurement (incl. leasing)	America, Europe
	Aircraft equipment maintenance outsourcing labor services	Taiwan, America, Europe
	Aviation materials and spare parts procurement	America, Europe
	Unit Load Device & accessories procurement	Taiwan, America, Europe
	Procurement of in-flight foods and beverages	Worldwide
	Simulator procurement (incl. leasing)	America, Europe
	Procurement of office supplies (incl. leasing)	Taiwan
	System/equipment outsourcing labor services	Taiwan
	Procurement of cabin service accessories	Worldwide
Manufacturer, distributor	Aircraft fuel procurement	Worldwide
Licensed agency	Ground handling agency	Worldwide
Wholesaler	Procurement of cabin service accessories	Worldwide

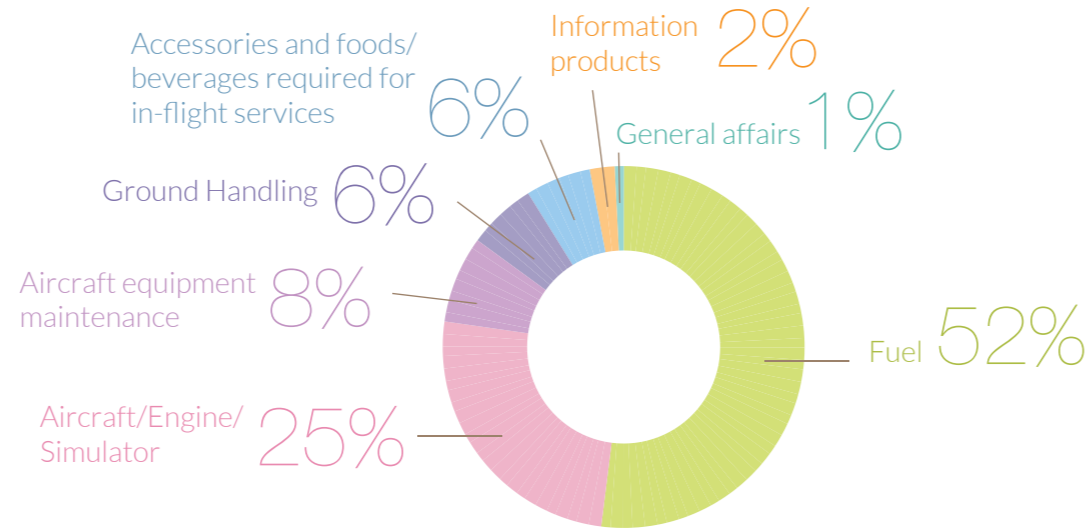
Supplier Type	Major Products and Services	Countries of Location
Distributor	Procurement of official vehicles (incl. leasing)	Taiwan
	Computer software procurement/maintenance	Taiwan
	Computer hardware/equipment procurement/maintenance (incl. leasing)	Taiwan
	Procurement of Internet advertising	Taiwan, the U.K., Singapore
	Procurement of in-flight duty-free items	Taiwan, H.K., the U.S., Singapore, Europe
	Procurement of cabin service accessories	Worldwide
Contractor	General affairs outsourcing labor services	Taiwan
	Project construction (civil engineering, E&M, decoration)	Taiwan
	Webpage design, development, procurement, maintenance	Taiwan
	Passenger transport 1A system procurement/maintenance	Spain
	Passenger transport GDS system procurement/maintenance	Singapore
	Procurement of cabin service accessories	Worldwide

In 2014, the number of major suppliers in stable cooperation with EVA Air totaled more than 1,000.

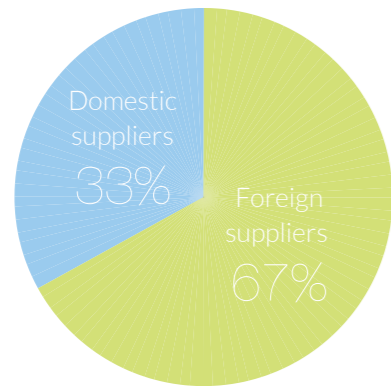
In terms of the procurement strategy, without compromising flight safety and/or in-flight service quality, green and local procurement is adopted where possible.

EVA Air Percentage of Each Procurement Category to Total Procurement Amount

Statistics include the procurement quantity of all items required by EVA Air in order to maintain its global operation.



Main Suppliers Percentage of Domestic/Foreign suppliers to Total Suppliers



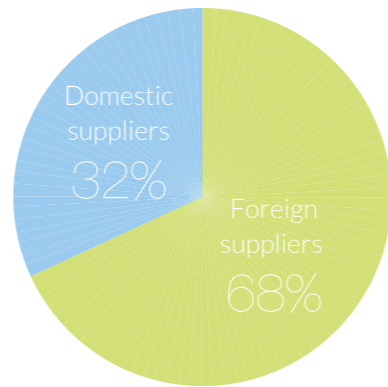
Note: statistics as of December 31, 2014

Supplier selection mechanism

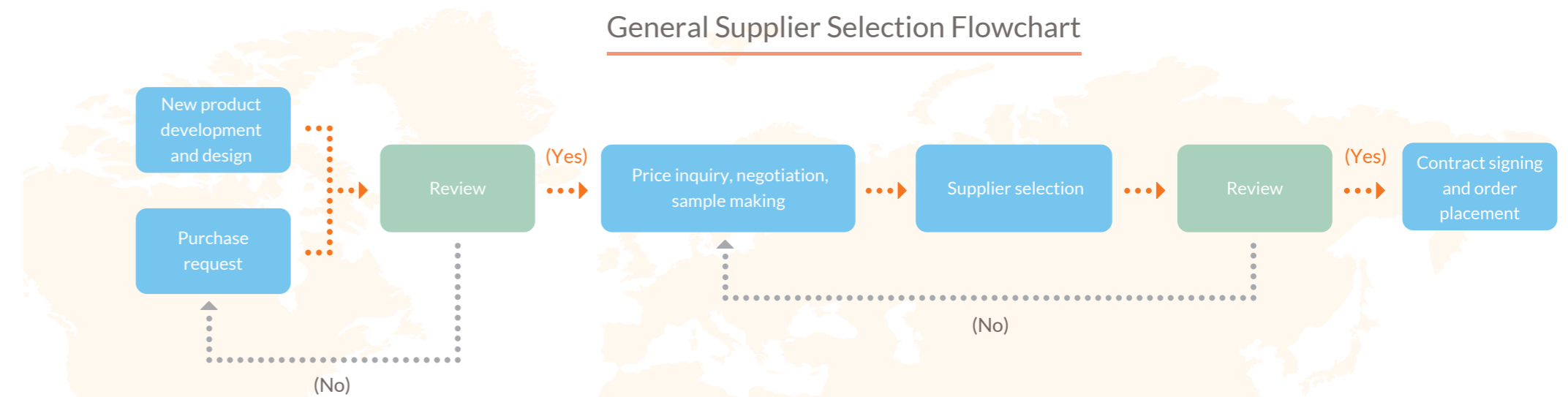
With the aim of providing its customers with the optimal qualitative and quantitative services at a competitive price through various procurement operations, EVA Air conducts ratings in accordance with the Company's internal procurement operation procedures, in which private exchanges for interests are prohibited, and an integrity business contract and transparent procurement system is set up, so that each cost and expenditure can meet the maximum economic effect, while effectively preventing corruption.

Given that natural resources are becoming scarce, industries worldwide are placing more and more stress on the issue of corporate sustainable development. To this end, the Company is aware of the importance of incorporating more elements of sustainable management in the supply chain to drive its upward development. In the future, the Company, step by step, will aim to add standards for environmental, social and labor practices, as well as issues related to the supplier selection mechanism, in the hope of controlling and managing suppliers with a more effective mechanism, and eventually realizing the goal of a green supply chain.

2014 Percentage of Domestic /Foreign Procurement Amount to Total Procurement Amount

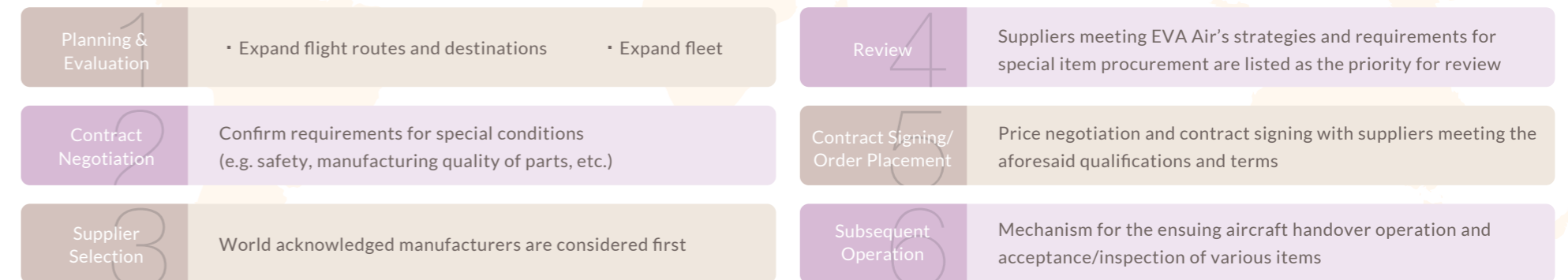


General Supplier Selection Flowchart



The Company purchases appropriate aircraft models according to its long-term operating plans. When selecting parts, the Company takes priority in using the original parts to ensure the parts' durability and fitness and enhance the reliability of the maintenance quality.

Aircraft Procurement Process



Flight Safety

"Never compromise on safety" signifies that safety is the eternal core value in our pursuit. We profoundly understand that "without safety, there'll be no service". 2014 happens to be the 25th year of EVA Air's establishment and the 25th year where EVA Air has maintained a "zero accident" and "zero fatalities" safety record. EVA Air will continue to do its best and uphold the spirit that "Sustainable growth requires creativity, flight safety relies on dedication". We will continue to ensure safety and strive towards becoming one of the safest and best airlines in the world to provide passengers with safe and comfortable flight services.



Flight Safety

2-1 Fleet Management

EVA Air's current fleet :

The Company currently provides regular service to 64 destinations. The fleet operated a total of 67 aircrafts as of the end of April 2015 which consists of 53 passenger aircrafts and 14 freighters. The following table shows the aircraft type and quantities. The major changes were the retirement of one B747-400 Combi aircraft and three MD-90 passenger aircraft, and the introduction of three brand-new B777-300ER passenger aircraft and six brand-new A321-200 passenger aircraft.



B747-400 ALL PAX



B777-300ER



A330-300



A330-200



A321-200



MD-90



B747-400
FREIGHTER



MD-11
FREIGHTER

Aircraft Model	Quantity
B747-400 ALL PAX	3
B777-300ER ALL PAX	19
A330-300 ALL PAX	3
A330-200 ALL PAX	11
A321-200 ALL PAX	13
MD-90 ALL PAX	4
Average age of the passenger aircraft	7.01 years
B747-400 FREIGHTER	8
MD-11 FREIGHTER	6
Average age of the freighters	17.67 years
Total number of aircraft	67
Average age of total aircraft	9.20 years

• Note : To meet the requirements for future expansion of flight points, the Company is scheduled to purchase 32 passenger aircraft of models B777-300ER, A330-300 and A321-200 to maintain its high-quality flight services.

2-2 Risk Management and Preventive Mechanism

Safety is not only EVA Air's commitment to its customers, but also the foremost goal of all colleagues across the board. We have persistently monitored our safety goals, and continued to set up and improve the risk pre-warning mechanism with a proactive and rigid self-discipline attitude, thereby realizing sustainable corporate operation; with our flight safety assurance to our customers, our customers will see and feel our commitment towards flight safety.

2-2-1 Continuous operation management

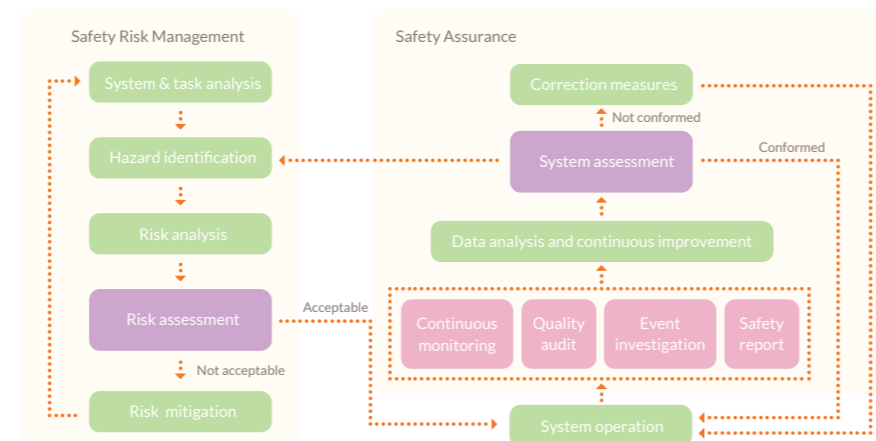
The management of related departments of EVA Air is responsible for supervising and controlling various circumstance of risk management and monitoring the risk at all times. Moreover, the Company has an internal audit office to set up an annual audit plan every year, by which it is able to check and assess the execution status of risk management by the related divisions, as well as to provide recommendations for improvement in a timely way. In so doing, risk management can then be ensured to be implemented continuously and effectively.

In the future, the practices and the knowledge accumulated from the respective experiences over the cases based on the actual social practice shall be induced to internal learning platform. With systemize of the document, the advantage will occur consequently to the proactive motion of the employee and the methodology of the venture management will build up prospectively into the business model of the spirit of the company.

List of Risks and Their Main Monitoring Units

Aspect of Risk Management	Responsible Unit	Contents of Risk Management
Strategic and operation risks	Corporate Planning Division	In charge of drafting corporate operation guidelines, assessing and analyzing operation effects, planning flight lines and stations, participating in talks of air traffic rights and flight contracts, etc.
	Corporate Safety Management Office	In charge of promotion of corporate safety tasks, personnel safety educational training, the Company's various safety management and supervision tasks, handling of emergency cases, etc.
	Aircraft Equipment Maintenance Division	In charge of drafting and controlling/managing aircraft maintenance plans, and procuring and controlling/ managing ground equipment and aircraft parts and components.
Market risks	Corporate Planning Division	In charge of planning the Company's flight lines and stations and conducting market survey/assessment.
Financial risks	Finance Division	In charge of managing and controlling capital allocation and taking hedging measures for volatility of fuel prices or exchange/interest rates.
Liquidity risks		

Relationships between Safety Risk Management and Safety Assurance



2-2-2 Safety risk management

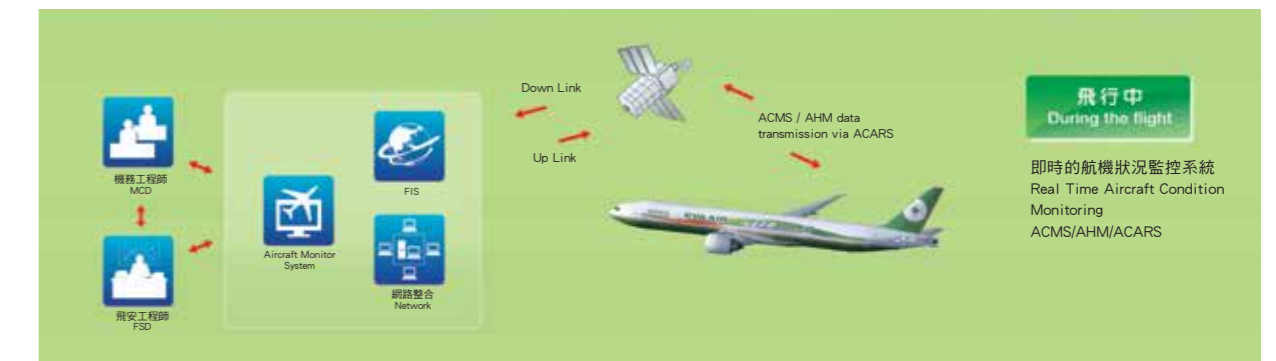
EVA Air incorporated SMS's core element "hazard identification and risk management" into its corporate philosophy and presents it in strategic planning, procedure institution and operation execution, so that each department of the Company can use it to identify the various hazards in the operation environment, and conduct risk management with a systematic approach towards the impacts that might result from such hazards. In so doing, customer safety will be ensured.

Concrete Implementation of EVA Air in Hazard Identification & Risk Management in Flight Operation :

- Other than using the Advanced Dispatch Briefing System (ADBS) as the risk management tool for the flight dispatch, the Company also establishes the Flight Operations Risk Assessment System (FORAS) to allow the flight crew to grasp the latest information on crew and aircraft functionality plus sector threats on weather and airport navigation aids of the flight in question 2.5 hours before take-off of the flight. Furthermore, starting from March 2015, the FORAS-related information is also provided to the flight crew through iPad, so flight crew can be kept abreast of the latest risk information on the flight at all times.

- In case of any irregularity occurring to any of its airplanes during flight, the Company may use the aircraft's real-time monitoring system to transmit the irregularity detected by the Aircraft Condition Monitoring System via the Aircraft Communications Addressing and Reporting System (ACARS) to the maintenance control center and related departments for subsequent handling.

Safety Risk Management



- After each flight, the flight data will be analyzed to confirm if the flight met the Company's flight operation standards. Such system is mainly applied to the trend analysis of the fleet standardization operation, and is used as reference for improving flight training. Rather than using the data to punish flight crew, the main purpose of the data is to help flight crew improve their flight skills. On the other hand, through long-term trend analysis, the Company hopes to identify any factor that may affect flight safety and correct the operation procedure and flight training accordingly in due time.

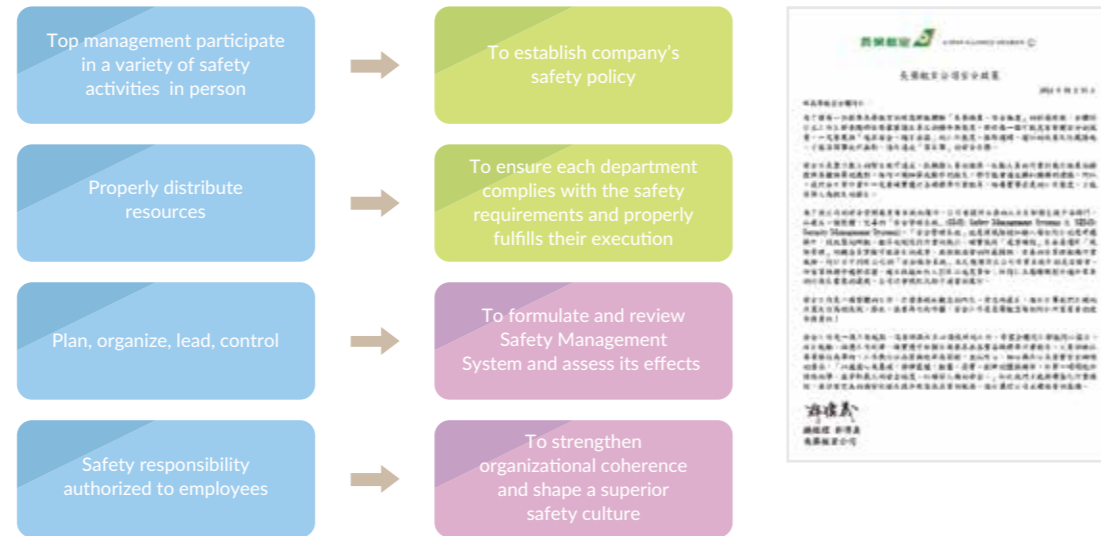


2-2-3 Safety policy and objective

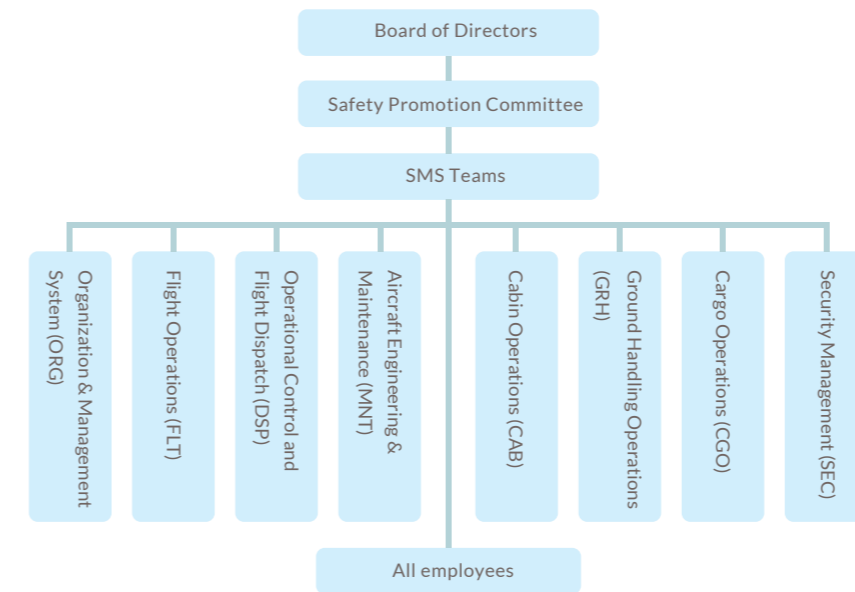
In terms of corporate safety, EVA Air has set up the Safety Promotion Committee, which is subordinate to the Board of Directors, and serves as the highest-rank decision-making and supervision unit of corporate safety. By establishing a comprehensive safety organization, the Committee wields its organizational function and uses the declaration made by the high-rank executives for the safety policy as the top-priority guidelines to continuously strive for the goal of "zero accidents".

The "SMS Teams" of the Committee are composed of the management from operation related divisions. As planned according to functions, eight "SMS Teams" have been set up to take charge of safety-related tasks. The major missions include: collecting safety information, managing operational risk, developing and implementing corrective and preventive actions, carrying out improvement execution schemes and providing related improvement action schemes and goals for the issues of supervision and control exclusively conducted by the respective teams; and periodically submitting the results to the Safety Promotion Committee for approval. A total of 16 meetings among the Safety Promotion Committee (SPC), Safety Coordination Meeting (SCM) and SMS Meeting (SMS) were held in 2014, in which the improvement schemes of 31 SPC cases, 28 SCM cases and 25 SMS cases were adopted through the meetings. It is hoped that through the operation of such mechanism to minimize the human and organization errors.

Safety Policy Represents EVA Air's Commitment towards its Customers



The convener of each SMS Team is responsible for authorized safety-related tasks, establishing a variety of risk management/control measures and setting up their annual Safety Performance Indicator (SPI) and Safety Performance Target (SPT), so that the safety target value can be digitalized and incorporated into the group performance management system through the target quantitative management indicator. The SPI has been established in accordance with the "State Safety Program".



Note: the "DSP Team" and "CGO Team" were added to the SMS Teams on January 1, 2015, increasing the total number of SMS Teams from 6 to 8.

2-2-4 Safety quality maintenance

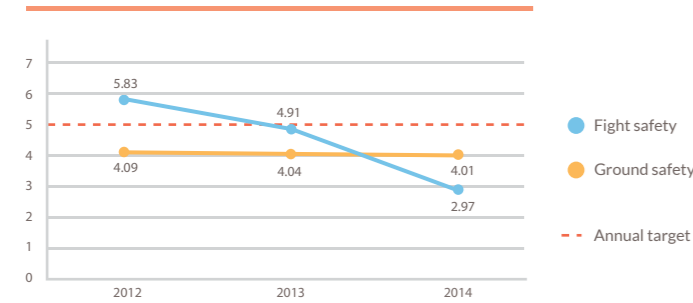
According to the requirements of the ISO9001 Quality Management System, EVA Air compiles the achievement status of the previous year's safety quality objectives at the end of January every year, formulates the current year's safety quality target value and have it reviewed every quarter, so as to fulfill and reinforce the Company's safety management system and further enhance its safety quality, thereby providing customers with services that they can count on.

Safety

The safety quality objective includes two indicators: "flight safety" and "ground safety". The target is decided by referring to actual values occurring over the years and other objective reference data, such as the requirements from competent authorities and the relevant data from aviation industries or organizations. All of the data are used to formulate the current year's safety quality target, in order to strengthen the rationality of the value.

The graph below shows that the actual value achieved in 2014 was better than the annual target. On the other hand, by analyzing the trend chart, the trend from 2012 to 2014 shows a decline, in which the ground safety indicator in 2014 dropped substantially. It illustrates a good result achieved from the Company's continuous promotion of the Safety Management System (SMS).

Quality Objectives for Safety Operations



· Note 1 : Definition of the Company's annual safety quality objective :
 Flight safety : flight irregular event rate ≤ 5 / million flight hours.
 Ground safety :The aircraft damage which requires a ground repair due to improper ground operation or equipment failure ≤ 5 time every 100,000 landing cycles.

· Note 2 : Equation for calculating the Company's current year safety quality objective :

Flight irregular event occurrence rate = $\frac{\text{No. of events (accumulated in 10 years)}}{\text{one million flight hours (accumulated in 10 years)}} \leq 5$ (cases/one million flight hours).

Occurrence rate of damage to aircraft resulting from improper ground operation or equipment failure which leads to suspension of the aircraft for repair = $\frac{\text{No. of events (in every 100,000 landing cycles)}}{\text{every 100,000 landing cycles}} \leq 5$ (cases/ every 100,000 landing cycles)

2-2-5 Safety Management System (SMS)

Since 2006, EVA Air has been promoting the construction of the SMS, and actively integrating the safety concept into the Company's management system, so that safety becomes a part of the corporate culture, as well as the basis for the all members of the Company to comply with in their logistics thinking and practice. In reality, it means incorporating EVA Air's safety vision of "We aim to assure your safety whenever you are airborne. We never compromise safety in the air or on the ground." and "Zero Accidents" into every personnel's thinking logistics, so that from strategic planning, procedure design to task execution, hazard identification and risk management are fully utilized to handle all possible threats. The appropriate counter-measures must be in place to eliminate all risk factors, and prevent accidents from happening and, in the end, ensuring the safety of our passengers.

In response to climate change and extreme climate, in addition to continuously promoting the SMS in order to identify hazards possibly occurring in the organization, especially high-risk hazardous factors which could seriously affect or have the potential to affect safety in an operation environment, the Company has also proactively adopted a farsighted safety management method to prevent possible hazards. Moreover, through educational training and provision of well-rounded information, the Company has kept abreast of the information on various hazards, and applied a proactive and predictive risk management process to eliminate the impact brought by climate change.



2-2-6 Safety Management Information System (SMIS)

For the purpose of integrating various data sources, facilitating event analysis, tracking the event-handling process and supervising current operation status, thereby reducing hazard factors and enabling sound risk management, EVA Air established the Safety Management Information System (SMIS), which came online in 2010. SMIS comprises five categories of safety events covering flight, ground, cabin safety, aviation security and dangerous goods events. The system integrates the five major categories of safety events into one platform, from which an event contributing factors can be induced and tracked, operation can be improved and necessary risk mitigation measures can be promulgated.

In response to the requirements of ICAO 9859 Safety Management Manual for the SMS, the Company plans to expand its SMIS to integrate related safety information platforms, reinforce the functions of risk analysis, safety performance statistics, etc., and provide a more well-rounded safety risk control/management platform. The following three functions will be added and are expected to come online in mid-2015:

- Besides the existing 5-major-category safety event management system, seven safety report types (Audit Report, Safety Report, Occupational Safety Report, Fire Safety Inspection Report, FOQA Report, Hazard Identification & Risk Assessment Report and Maintenance Report) were added to collect safety event-related information through cross-systems, in which the information can be interconnected to establish a complete safety database platform and enhance the soundness of the safety event statistics.
- Reinforce the event report trend analysis and statistics function, so responsible personnel and supervisors can easily grasp the operation risks, thereby reducing risk occurrence and enhancing flight safety.
- Incorporate the SMS reactive, proactive and predictive hazard identification and risk management operation spirit of the ICAO 9859 "Safety Management System" into the SMIS system's related functions and processes. In so doing, besides meeting the "SMS operation systemization" required by the Civil Aeronautics Administration, it also conforms to the safety execution standards applied in the aviation industry.

SMIS Major Functions



2-2-7 External audit certification

EVA Air has completed the 6th biennial IATA Operational Safety Audit (IOSA) with consecutive "no findings" reports since 2005. In addition, EVA is also the first airline completing the IOSA in Taiwan. Other than certifying that EVA Air's operation system has complied with international safety standards, the certification is also recognition of EVA Air's outstanding safety management.



Aviation Wiki

"IATA Operational Safety Audit" (IOSA) is led by International Air Transport Association (IATA), and its scope covers eight major field operations comprising airline organization management, flight operations, maintenance, etc. It is currently acknowledged to be the strictest and most professional international aviation safety accreditation in the world. EVA Air is a member of the organization.

2-2-8 Internal audit system

Besides external audit, EVA Air has also set up a well-rounded internal audit system to periodically execute related internal safety audits. In addition, it also actively promotes a flight and ground personnel safety reporting system to facilitate the identification of potential or existing hazards. The frontline flight and ground personnel play a very important role in this sector. To encourage personnel to report their findings, EVA Air has already had a voluntary and non-jeopardy safety reporting system in place since initial flight. It is hoped that personnel will take the utmost morality and conscience to report any hazard they have seen or know about to the Company out of moral obligation and conscience, so that the Company can make improvements and cultivate a safe operation environment.

In the future, EVA Air will continue to ensure the efficacy of the respective risk management/control measures and their compliance with the Company's safety policy and goals through internal safety performance tracking methods, so as to elevate its overall operation safety.

2-2-9 Compliance with safety regulations

The voluntary reporting adopted by EVA Air in order to provide passengers with safer flights, refers to the proactive event reporting by the Company to the aviation authorities. For any event improvement, the Company would put forth effective and specific improvement measures, and track and review the improvement in order to avoid reoccurrence of similar events. From 2012 to 2014, EVA Air has not violated major flight safety and security related regulations, nor been fined. The table below shows the detailed statistic data :

Description	2012	2013	2014
Number of cases violating flight safety-related laws and regulations, and resulting in being fined	0	0	0
Number of cases violating flight safety-related laws and regulations, and resulting in warnings from aviation authorities	0	0	1
Number of cases violating flight safety-related laws and regulations, and which were voluntarily reported	9	9	5

· Note : Regarding the one warning case and five voluntary reporting cases occurring in 2014, the Company's related sectors had aggressively and proactively put forth improvement measures to the civil aviation competent authorities in the shortest time possible, reinforced employee education with the case study, improved related operation procedures and periodically conducted audit and supervision to avoid similar mistakes from occurring, as well as to meet the expectations of the general public towards EVA Air.

Description	2012	2013	2014
Number of cases violating flight security-related laws and regulations, and resulting in being fined	0	0	0
Number of cases violating flight security-related laws and regulations, and resulting in warnings from aviation authorities	0	0	0
Number of cases violating flight security-related laws and regulations, and which were voluntarily reported	1	1	0

2-3 Flight Line Management and Maintenance Quality

EVA Air's flight Control Department works around the clock for flight dispatch and tracking. EVA Air's Flight Information System (FIS) can access the flight-related status, and the Flight Control Dept. is tracking changes of the external environment (e.g. airport and weather) 24-7. Currently, the Flight Control Dept. has 62 personnel including 49 dispatchers. In the field of flight dispatch operation, those personnel responsible for producing flight plans are all qualified dispatchers with licenses issued by the Civil Aeronautics Administration, offering a safe, convenient and comfortable flight line for each EVA Air's flight with their professionalism and the assistance of the system.



Flight Line Setup Process



- Market Survey**
Survey potential requirements of the passenger/cargo flight market and assess the flight lines' capacity to meet such requirements and future development.
- Flight Capacity Planning**
Plan the optimal take-off and landing time based on the conditions of the fleet and front/rear cabin crew members.
- Effect Analysis**
Forecast post-flight passenger/cargo transport price according to the market survey results, i.e. the carrying capacity, and calculate the flight line cost effect.
- Confirm Flight Lines**
Satisfy customer and freight requirements.

2-3-1 Maintenance quality

EVA Air's subsidiary Evergreen Aviation Technologies Corp. owns three hangars with modern aircraft maintenance centers boasting the largest scale in Taiwan, which can house seven jumbo wide-body aircraft, and a thrust testing capacity up to 120,000 pounds. The thrust of the engine trial-run station can be elevated up to 150,000 pounds as required, thereby satisfying the requirements for repair and maintenance of high-end fuselages of a variety of aircraft models.

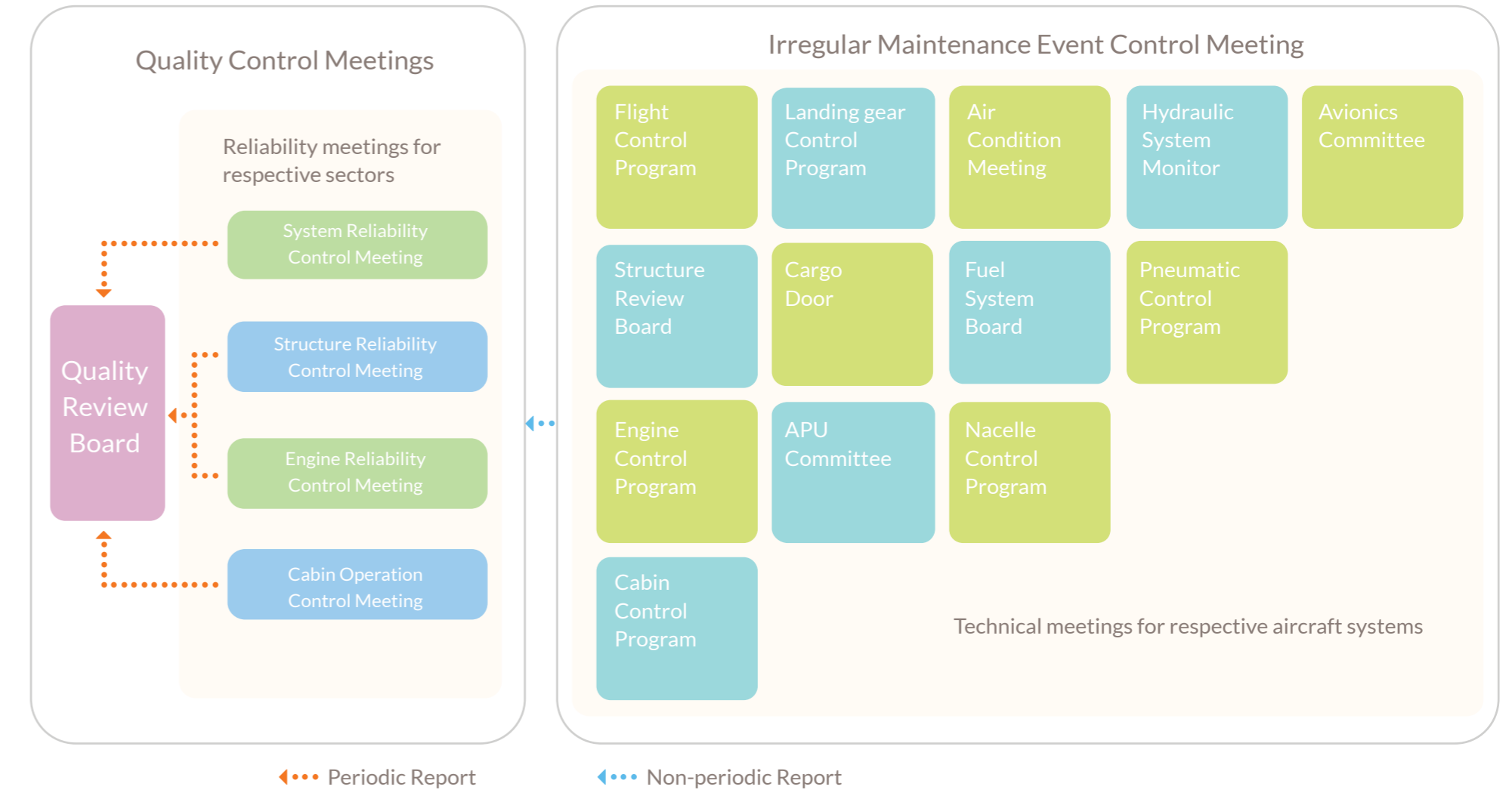
The maintenance spirit of "discipline and zero negligence" is the rule of thumb of maintenance personnel. It is also the first and foremost factor to ensure aircraft safely arrive at their destination. With their conscience, the maintenance personnel deem safety to be their utmost concern. Aircraft maintenance requires that the original manufacturer's technical specifications, statutory laws and regulations be followed, so maintenance personnel must execute maintenance step by step to precisely complete every detail, followed by going through the second and third defense lines of quality control to ensure the maintenance quality. Every maintenance personnel has a box of standardized tools, where inspection personnel will regularly perform a random check of the tool box to make sure that no tools are missing and every tool in the box is in the right place, so that tasks can be smoothly carried out and the flight safety mission can be fulfilled.





■ 2-3-2 Irregular maintenance event and quality tracking operation

For irregular postponement events caused by maintenance or various technical problems occurring in aircraft daily operation, made according to the reliable control plan, a proper maintenance arrangement is formulated through data collection and analysis in the hope of maintaining the reliability of respective aircraft systems, elevating maintenance quality and enhancing flight safety.



2-4 Pilot's Safety Control

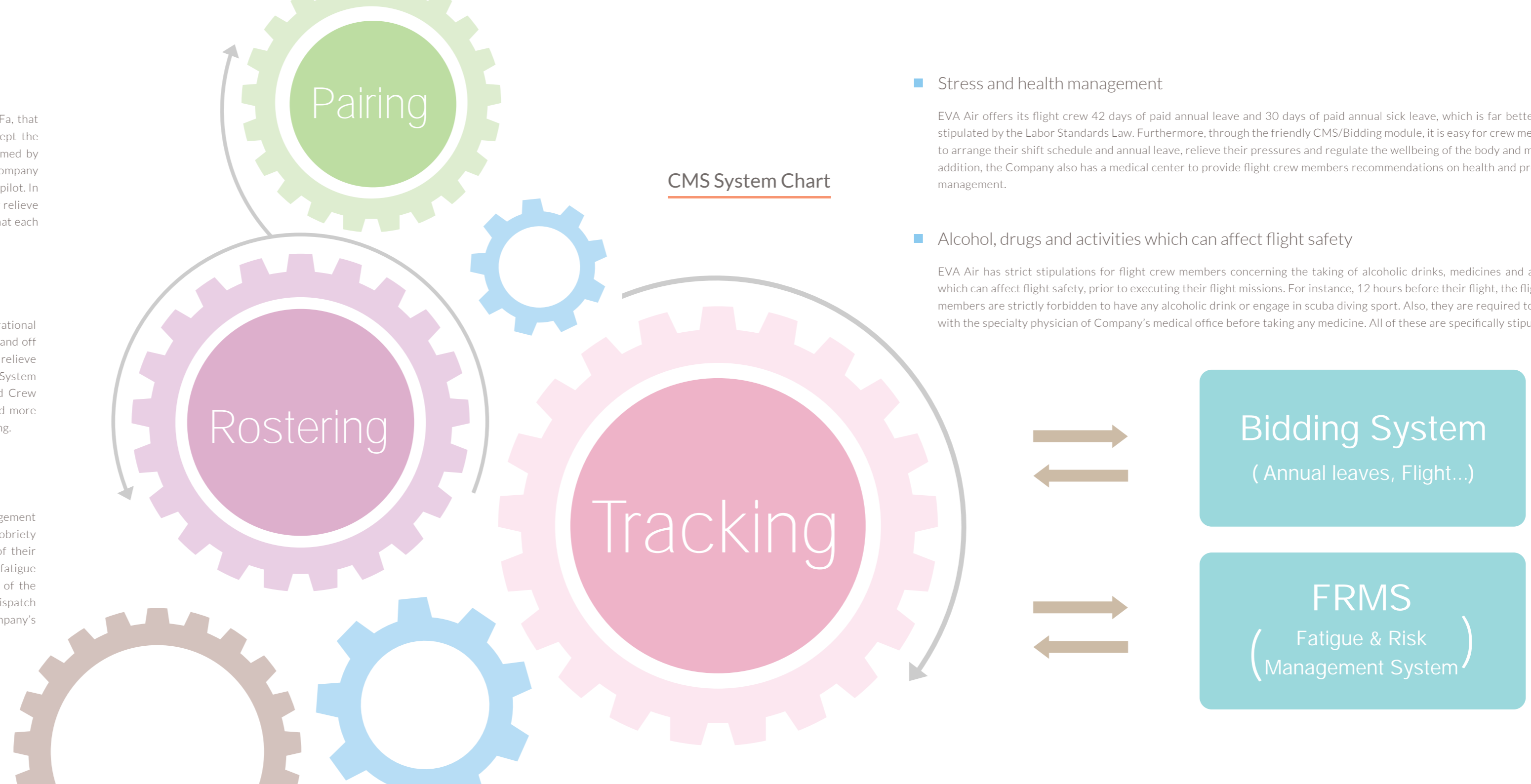
Based on the conviction pointed out by the Chairman of Evergreen Group, Chang Yung-Fa, that "Aviation is a conscientious business", every new pilot member of EVA Air has to accept the Evergreen spirit and take safety education courses for the liability required to be assumed by pilots, so that every flight crew member can clearly understand the high value that the Company places on flight safety and the flight safety liability required to be insisted and upheld by all pilot. In addition to looking out for flight safety in executing flight missions, pilots shall proactively relieve their physiological fatigue and psychological pressures in their daily lives and make sure that each flight mission is executed and finished in a circumstance where safety is ensured.

Pilot manpower and work shift management

Sufficient pilot manpower is prepared in advance in accordance with EVA Air's operational plan and in conjunction with the Company's seasonal business demand (peak season and off season), so that crew members may reasonably arrange their vacation to appropriately relieve their pressures. The Company completed the construction of the Crew Management System (CMS) in 2013, which ties in with the existing Flight Information System (FIS) and Crew Resource Management (CRM) to establish the crew shift schedule that is safer and more efficient to use with friendly crew member participation (bidding) and real time tracking.

Fatigue management

By taking the lead in Taiwan's aviation industry in introducing the Fatigue & Risk Management System (FRMS), EVA Air provides a scientific and quantitative crew duty-period sobriety reference value developed by Boeing Company by studying the sobriety module of their members' rest and duty times. Furthermore, in order to continuously elevate its fatigue management, the Company regularly holds monthly FRMS meetings to take stock of the groups whose duty-period sobriety index falls in the final 5%, review their method of dispatch and put forth feasible improvement schemes, so as to keep strengthening the Company's overall fatigue management standard.



Stress and health management

EVA Air offers its flight crew 42 days of paid annual leave and 30 days of paid annual sick leave, which is far better than stipulated by the Labor Standards Law. Furthermore, through the friendly CMS/Bidding module, it is easy for crew members to arrange their shift schedule and annual leave, relieve their pressures and regulate the wellbeing of the body and mind. In addition, the Company also has a medical center to provide flight crew members recommendations on health and pressure management.

Alcohol, drugs and activities which can affect flight safety

EVA Air has strict stipulations for flight crew members concerning the taking of alcoholic drinks, medicines and activities which can affect flight safety, prior to executing their flight missions. For instance, 12 hours before their flight, the flight crew members are strictly forbidden to have any alcoholic drink or engage in scuba diving sport. Also, they are required to consult with the specialty physician of Company's medical office before taking any medicine. All of these are specifically stipulated.



OSB

Customer Services

Customer Services

EVA Air pays attention to customer requirements, and actively seeks customers' feedback to be used as reference for planning and adjusting its service content. EVA Air has set up a service quality management committee whose main objective is to value and make the best of customer feedback to review service quality, so as to continuously enhance and improve various service qualities. It also inspects the Company's quality policies and objectives, to effectively integrate resources from various internal units. EVA Air strives to pursue better flight service quality and excellence to bring a more comfortable flight experience to every passenger.



3-1 Content of Products and Services

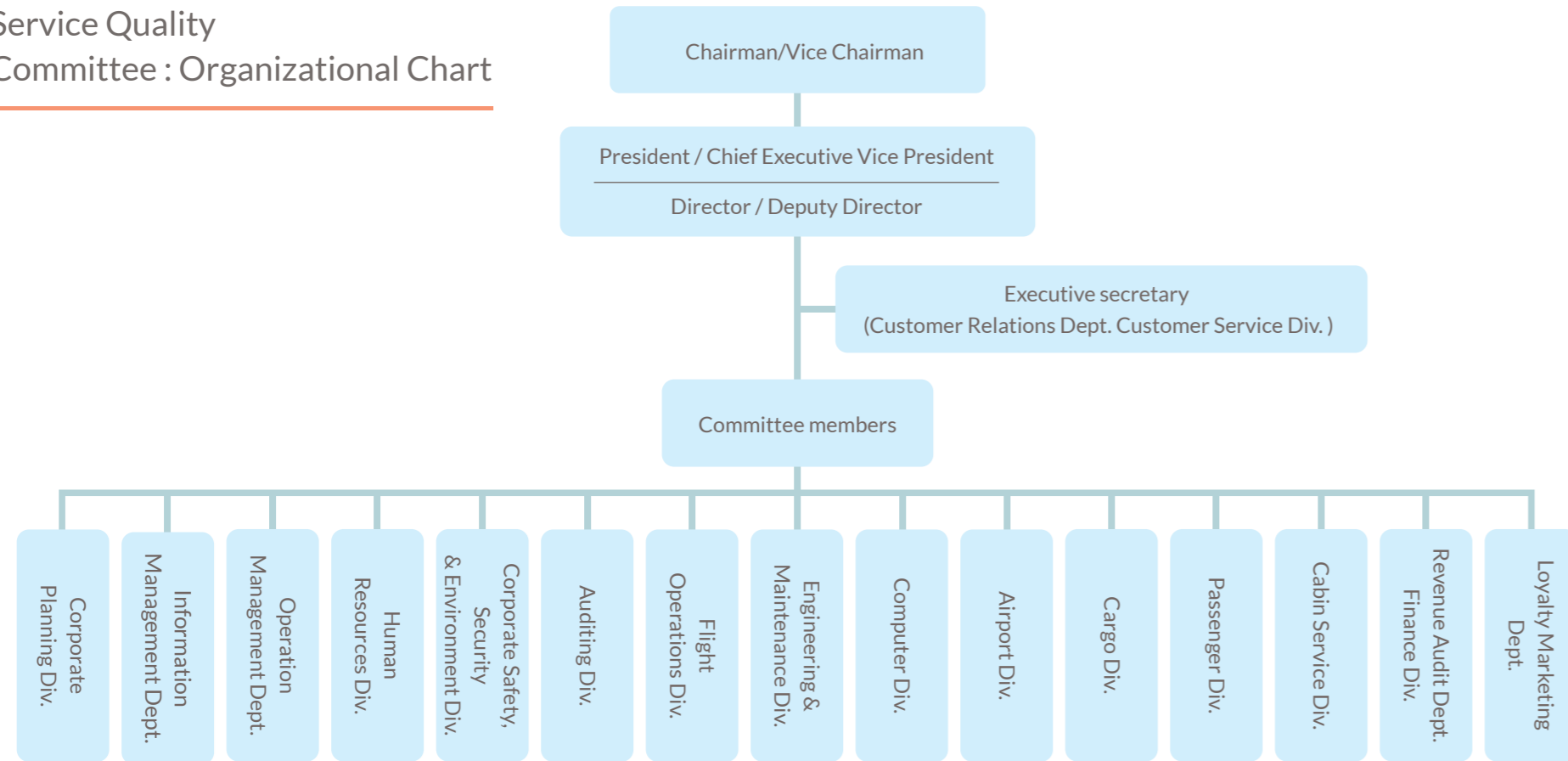
3-1-1 Commitment to customers

"Provide passengers with safe and comfortable journey" is the highest objective of the Company's services. From the standpoint of flight safety, we provide services that exceed passenger expectations and increase customer satisfaction, thereby maintaining customer loyalty.

Our implementation directions are as follows :

- Initiate total implementation of our declaration of excellent service, giving our customers travel experiences that will assure their loyalty for a lifetime
- Speak our customers' languages and think the way our customers think
- Pay close attention to our customers' needs, making every effort to fulfill or surpass their expectations
- Recognize your customer, provide value-added service to every customer
- Conclude every service encounter with an invitation to the next service

Service Quality Committee : Organizational Chart



3-1-2 In-flight meal safety control

To ensure the safety of in-flight meals, EVA Air requires airline catering companies to abide by the "World Food Safety Guidelines" set by the International Flight Services Association (IFSA), Association of European Airlines (AEA) and world renowned flight catering groups and airline companies. It also requires airline catering companies to have strict temperature control during food processing, based on the regulations stipulated in HACCP (Hazard Analysis and Critical Control Points). Evaluation is also carried out on them with respect to supplier management, staff hygiene, training, pest control, cleanliness and environmental hygiene, to ensure the safety of the airline meals produced.

In February 2014, EVA Air's in-flight meal supplier, Evergreen Sky Catering, completed the building of QTRAP 6500 Liquid Chromatograph Quadrupole Mass Spectrometer (LC/MS/MS), with the world's highest detection sensitivity and dynamic detection range. The detection capability of Evergreen Sky Catering Corp.'s laboratory, on December 2013, was accredited by the Taiwan Accreditation Foundation (TAF) in the chemical laboratory category. With the Mutual Recognition Arrangement (MRA) signed between TAF, International Laboratory Accreditation Cooperation (ILAC) and Asia Pacific Laboratory Accreditation Cooperation (APLAC), it is able to issue internationally recognized inspection reports of authoritative values.

According to ISO9001 Quality Management Systems requirements, by the end of January each year, EVA Air shall collate the achievement status of safety quality targets set in the previous year, and set the safety quality targets for the current year. Regular safety quality reviews are carried out quarterly to implement and strengthen the Company's internal safety management system, providing passengers with safer and higher quality services.

EVA Air compiles the rate of appropriateness of inflight meals every quarter. If passengers reflect abnormality in the meals (such as foreign article, deterioration, etc.), and if it is due to negligence on the part of the catering company, the company will be requested to carry out improvement measures. All targets set in 2014 were achieved with no abnormal violation cases. Meal appropriateness is calculated based on the required defect-free rate of the meals. EVA Air's 2014 quarterly target values for meal appropriateness are: business class 99.992%, elite class and economy class 99.99%. The achievement rate of airline catering companies' hygiene in 2014 was 100%, meeting the requirements of international standard. There was no violation of regulations and voluntary guidelines with regard to health and safety impact in 2014.





■ 3-1-3 Cooperation with popular dessert store

EVA Air and Taipei's popular dessert store, "SEASON Artisan Pâtissier", cooperated for the first time to introduce the exquisite and creative dessert, "Pollock", on Royal Laurel Class flights from Taipei to Paris and New York. Every part of the dessert is purely handmade, and every "Pollock" is a one and only piece, offering passengers exclusive and honorable hospitality 30,000 feet up in the sky. The size of the dessert is also specially designed by "SEASON" for EVA Air, allowing passengers to enjoy the after-meal dessert at an appropriate portion, with the true taste of happiness.

■ 3-1-4 Service quality

EVA Air insists on bringing the best quality and most attentive services to passengers, giving them a pleasant experience and meeting their requirements. We constantly launch innovative products to serve our passengers, providing them with the best quality and honorable services.

Feeling at Home

To provide the travel-worn passengers with a more comfortable rest while in flight, pajamas made of silky smooth fabric are provided for Business Class passengers, making them feel at home. In addition, Fiji Island's renowned bottled water, FIJI Water, is also served.

Fashion and Trend

We cooperate with world-renowned brands, such as NORITAKE, a century-old porcelain brand used by the Japanese royal family, and RIMOWA, a Germany's century-old luggage brand, to produce the exclusive bone china tableware and overnight kit in Crystal Green and Prosecco colors, specially designed for EVA Air.

In-flight Theatre

The new noise-cancelling headphone has advanced features such as excellent sound quality and active noise-cancelling feature, which helps to isolate cabin and engine noise. Passengers are also able to talk to the cabin crew without having to take off their headphones, and enjoy theatre-like high sound quality on the plane.

Top-class Cabin - "Royal Laurel Class"

EVA Air's newly launched "Royal Laurel Class" provides passengers with an even more comfortable and private personal space. It features various thoughtful items such as fully reclining high quality seats, clothes hook, personal space for shoes, adjustable armrest, cocktail table, and services exceeding those of first-class cabins.



New generation aircrafts provide a more comfortable journey

EVA Air's brand new Boeing 777-300ER offers the latest generation Panasonic eX3 in-flight entertainment system and GCS (Global Communication Suite), becoming the world's first airline to be certified by Boeing to have GCS and eX3 implemented on 777-300ER aircraft. The new aircraft provides SMS roaming service, allowing passengers to use their own mobile phone and same number to receive and send messages. It is also equipped with Wi-Fi, where passengers can send and receive e-mails, use mobile instant messaging Apps, and "check-in" on social media when the plane is at an altitude of 20,000 feet or above.



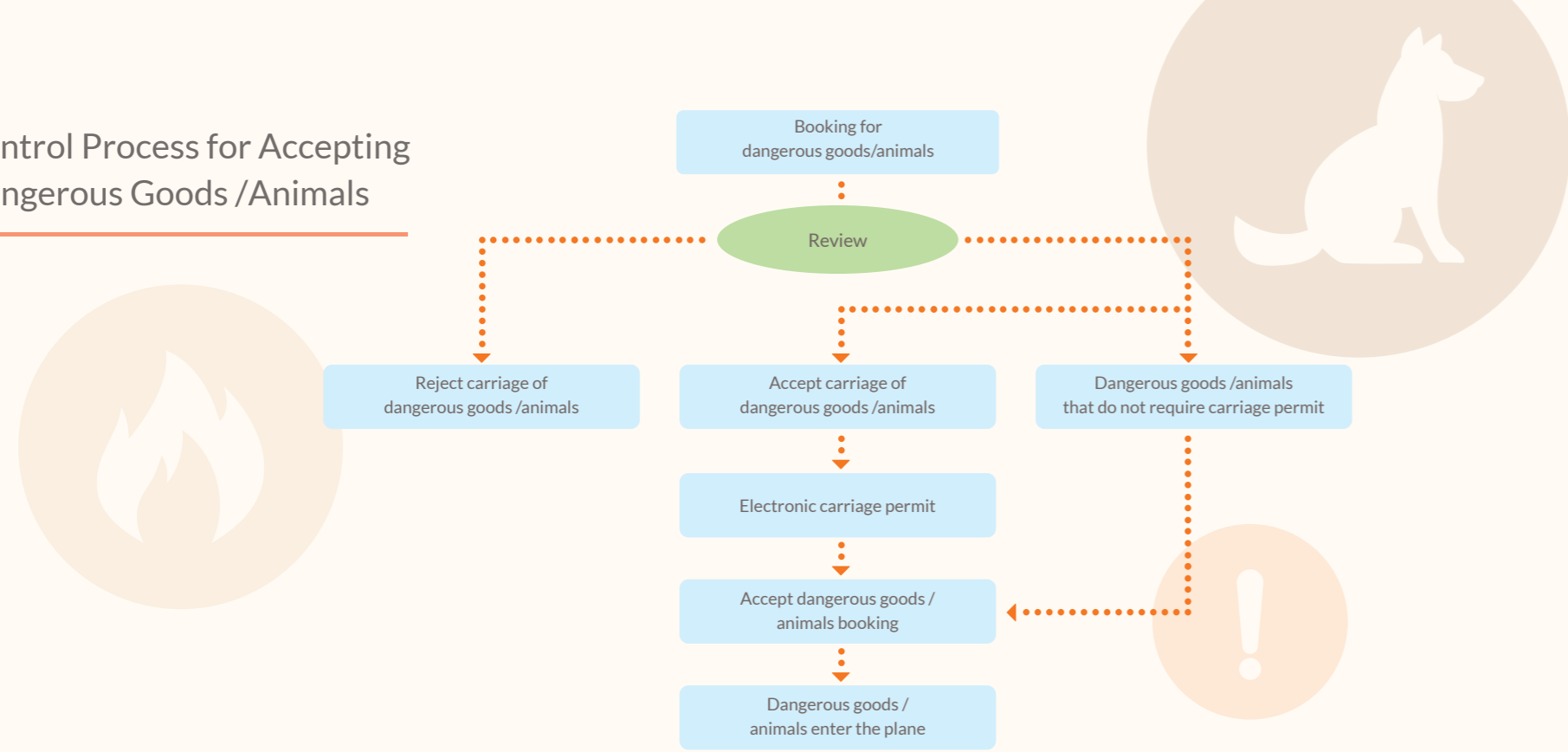
3-1-5 Cargo service

EVA Air's outstanding flight safety record and professional carrying capacity continue to receive international recognition. It won the "2014 Air Cargo Excellence Award", and has gained recognition in various categories, such as customer service, service performance, service value, messaging and electronic cargo tracking.

EVA Air sets a strict standard that is higher than the industry in terms of carrying lithium batteries. EVA Air has established a control system for accepting dangerous items and animals, and continues to ensure cargo flight safety, while supporting the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES), by implementing the relevant policies.



Control Process for Accepting Dangerous Goods /Animals



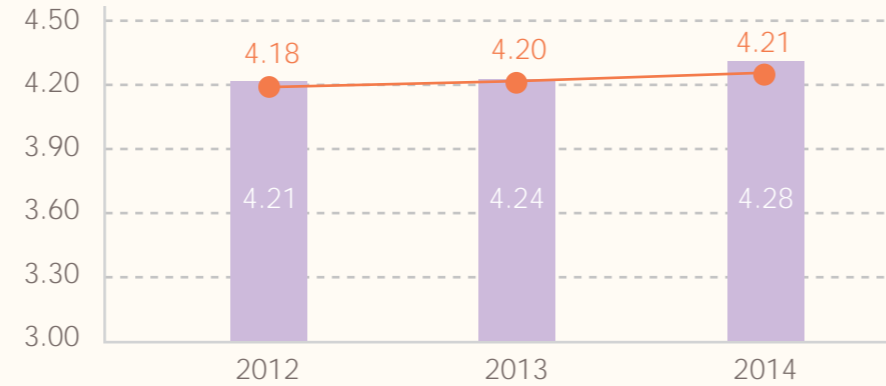
3-2 Customers' Service Satisfaction and Safeguard of Customers' Interest

To gain a more in-depth understanding of customers' requirements and an objective assessment of global customers with regard to EVA Air's passenger service satisfaction, EVA Air continues to send the "EVA Air online customer satisfaction survey" to passengers after their flights. The scope of the survey includes reservation and ticketing service, website service, airport service, in-flight service, etc. By tracking the fulfillment status of customer satisfaction, EVA Air continues to improve and be innovative, offering services that fulfill customers' needs.

Global Passenger Satisfaction

- Target value
- Actual value

Note : The scope of the passenger survey includes reservation and ticketing service, website service, airport service, in-flight service, etc. The highest score is 5.



Handling Process of Customer Feedback

EVA Air provides various customer feedback channels. We are cautious and appreciative in handling the customer feedback, and hope to continue to improve and provide services that better meet global customer requirements, thereby improving customer satisfaction.

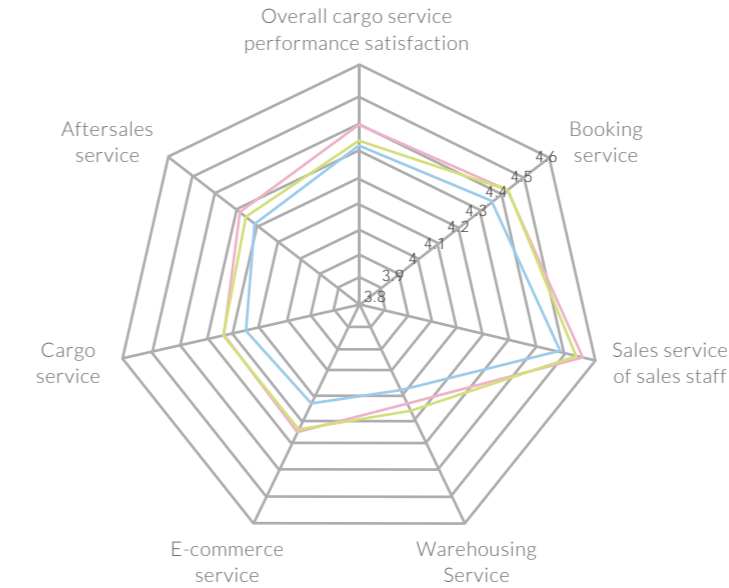


- Branches and offices all around the world
- Telephone
- Customer feedback via the Company's website
- Written feedback

By virtue of the above implementation, EVA Air constantly drives itself, achieving its target values for customer satisfaction every year. However, we are not complacent; instead, we continue to increase the target values for customer satisfaction. The target value for 2015 quality is set based on the actual customer satisfaction value of 4.28 in 2014. EVA Air continues to strive towards becoming the best airline in the world.

Cargo Customer Satisfaction Index

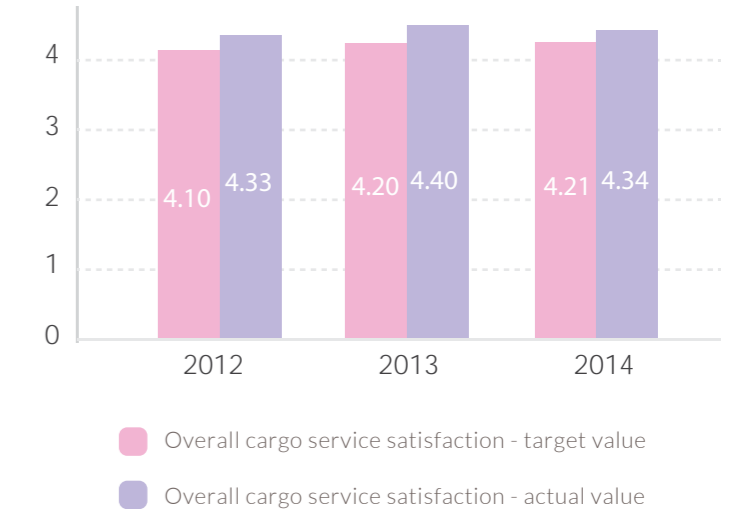
- 2012
- 2013
- 2014



Global Cargo Service Satisfaction

In terms of cargo service, a global cargo customer satisfaction survey is carried out once every year, between May and July. When compiling the surveys, customer recommendations are gathered and submitted to the heads of relevant units, whereby the categorized items to be improved will be tracked, understood and resolved. The relevant heads will compile an improvement tracking table based on the survey results, and the person in charge will fill in the completion date and confirmation of completion.

In the 2014 global cargo customer satisfaction survey, sales service of the sales staff gained the highest satisfaction. It includes their "professionalism", "service attitude" and "ability to provide prompt consultancy". The Company's booking service, salespersons' sales services and professionalism, have gained the customers' highest recognition. In addition, the satisfaction levels of warehouse service, e-commerce service and cargo service have increased compared to 2013. In the future, besides continuing to maintain the satisfaction level of booking service and salespersons' sales service, we will also enhance the satisfaction regarding warehouse service, e-commerce service, cargo service and aftersales service.



3-3 Customer Privacy and Confidentiality

EVA Air has great respect for customer privacy, and abides by the operating locations' relevant personal privacy protection regulations with regard to the collection, processing and use of customer information.

Protection and Information Security Control

EVA Air adopts complete information security maintenance and management measures, to protect the security of member particulars in all aspects. It includes measures like masking the customer information in the application, data encryption during transmission, password authentication, access management of confidential and sensitive information, as well as maintenance of IT equipment and network, operation and monitoring, various backup mechanisms and regular verification exercises. EVA Air's internal departments have also set up an information security group to realize employees' information security education and training, and consolidated a corporate information security culture. Private information provided through transaction on the official website will undergo high-tech encrypted transmission protection, where industrial standard 128-bit SSL (Secure Sockets Layer) encryption technology is adopted to encrypt data when transmitting across the network, and prevent data from being intercepted and misused.

In terms of member management, besides providing member-related services, we are also committed to ensuring the security of member particulars, privacy rights and interests. Our Membership Application Notes is set in accordance to Article 8 of the Personal Information Protection Act, informing members of the methods of collection, processing and use of customer information. Information on data collection and processing, and privacy protection and security statement, are stated in the "Privacy and Security Statement" of EVA Air's website. There had been no major complaints with regard to member particulars' privacy rights from 2012 to 2014.



In actual customer information management, we classify the system and process of the management of customer particulars into three main categories :

	Management system and process	Actual operation
 <p>Seat allocation system</p>	<p>Due to work requirements, our employees responsible for seat allocation at the airports and responsible units need to request permission through the account authorization management system, AAMS, to carry out enquiry or obtain passengers' personal particulars in order to fill in the information as required by the various countries' authorities for departure and arrival requirements.</p>	<p>Passenger information in the current seat allocation system is automatically deleted 5 days after flight departure. Should there be any need to access the information due to work requirement in the future, authorized and approved personnel may access the information through the system, and the relevant data shall be recorded. As of now, there have been no cases of violation of customer privacy or loss of customer data.</p>
 <p>Baggage claim</p>	<ul style="list-style-type: none"> The data reserved in two methods: one is WORLDTRACER which only could be accessed by certain staff by using own password. ; The other one is paper documents which are kept in the Company's office with access restriction. For WORLDTRACER, data are automatically saved to the SITA database after 45 days, and the Company's employees need to enter authorized password to login for enquiry. The data will be automatically deleted by the system after 2 years. All other paper documents are destroyed by a paper shredder after having been retained for 2 years. 	<ul style="list-style-type: none"> Delayed baggage and left behind items are under the management of the airport. Passengers' passport photocopy is necessary documents when clearing the customs for the baggage and items. Address and telephone number are the purpose of contacting and delivering the baggage to the passengers. We will explain to the passengers that retaining the above important information is for baggage processing requirements, and such information will not be leaked. Without the information, it would not be possible to deliver the baggage or item to passenger. Also, the documents are destroyed by a paper shredder after having been retained for 2 years. As of now, there is no such case violates customer privacy or loss of customer information.
 <p>Cargo claim</p>	<p>The data reserved in two methods :</p> <ul style="list-style-type: none"> CargoWing : Due to work requirements, the Company's employees need to enter their password to enquire. Paper documents : Kept in the Company office with access restriction. For work requirements, the administrator or authorized personnel may enquire the cargo claims documents through the above system or paper documents. 	<ul style="list-style-type: none"> Cargo claim documents are for the purpose of claim. All documents and system data can only be enquired upon authorization. Paper documents are destroyed by a shredder after having been retained for 2 years. System data is automatically deleted by the system 2 years after the case is closed. As of now, there is no such case violates customer privacy or loss of customer information.












3-4 Green Service

3-4-1 Electronic Mileage Statement and “My Account” website service

For members who have provided their email account, an Electronic Mileage Statement will be sent by the “Infinity MileageLands” service center to their email account should there be any changes in their mileage in the previous month. The statement details the miles credited and used in the previous month, as well as details of electronic upgrade certificate. Members may also request a reissue of the Electronic Mileage Statement via “My Account” of the “Infinity MileageLands” website. The website also provides functions such as mileage enquiry, retroactive mileage claims, personal particulars update, accommodation voucher redemption, etc.

3-4-2 EVA Mobile APP

Access the first-hand flight information through EVA Mobile App. The functions currently provided by the mobile commerce app are as follows:

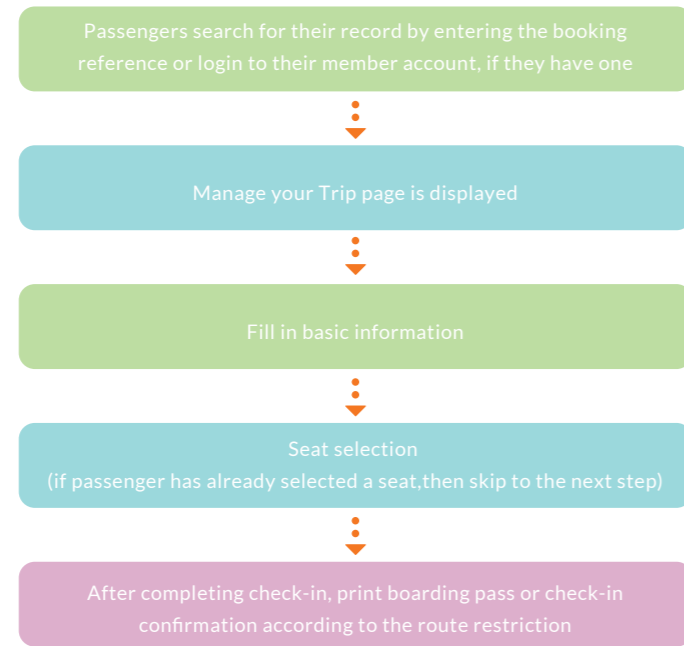
	Timetable		SMS Flight Updates		FAQ
	Flight Status		Wallpaper downloads		Social Media links : Links to EVA Air official Fan page according to the user's language
	Book a Flight		Contact Us		App/Mobile Web feedback
	My Trip : Provide services such as seat selection / check-in / add membership number / meal selection		Infinity MileageLands		

EVA Mobile



3-4-3 Web Check-in

Between 3 to 24 hours before departure, passengers may check-in for international EVA Air and UNI Airways flights via the Company's website. Upon completion, they can obtain their boarding pass or web check-in confirmation and reduce the time required for check-in at the airport. The process is described on the right:



3-4-4 Self Check-in

EVA Air provides self-check-in service (this function only comes in Traditional Chinese, Simplified Chinese, English and Japanese languages) in the departure halls of Taoyuan, Songshan, Taichung, Kaohsiung, London, Bangkok and Hong Kong airports. If passengers have checked baggage, they may drop their baggage at the baggage drop service counter before proceeding to the departure security checks and boarding gates. Through the interactive touch screen, passengers can complete the check-in procedures swiftly, cutting down queuing and waiting time.



3-4-5 EVA SKY SHOP

"EVA SKY SHOP" mobile APP allows you to pre-order in-flight duty-free goods before boarding EVA Air flights, and collect your goods during the flight. It is a convenient way to bring home a thoughtful gift for the family and friends during the journey. (APP language: Traditional Chinese and English)



■ 3-4-6 EVA Air Home Delivery Shopping

"EVA Air Home Delivery Shopping" is a new online shopping mall launched by EVA Air in 2014, providing fast and convenient mobile shopping service. (Product delivery is restricted to Taiwan only). The services of the new APP not only significantly increase the convenience of shopping, but also significantly reduce the printing and usage of hard copy magazines, supporting the concept of a green earth.



➤ 3-5 Launch of Innovative Products

EVA Air joined the Star Alliance on June 18, 2013, connecting with more than 26 international airlines all over the world. With EVA Air and Star Alliance's airline networks, reservation, airport and member services are improved, allowing passengers to enjoy a wider choice of itineraries, and taking them to any corner of the world.

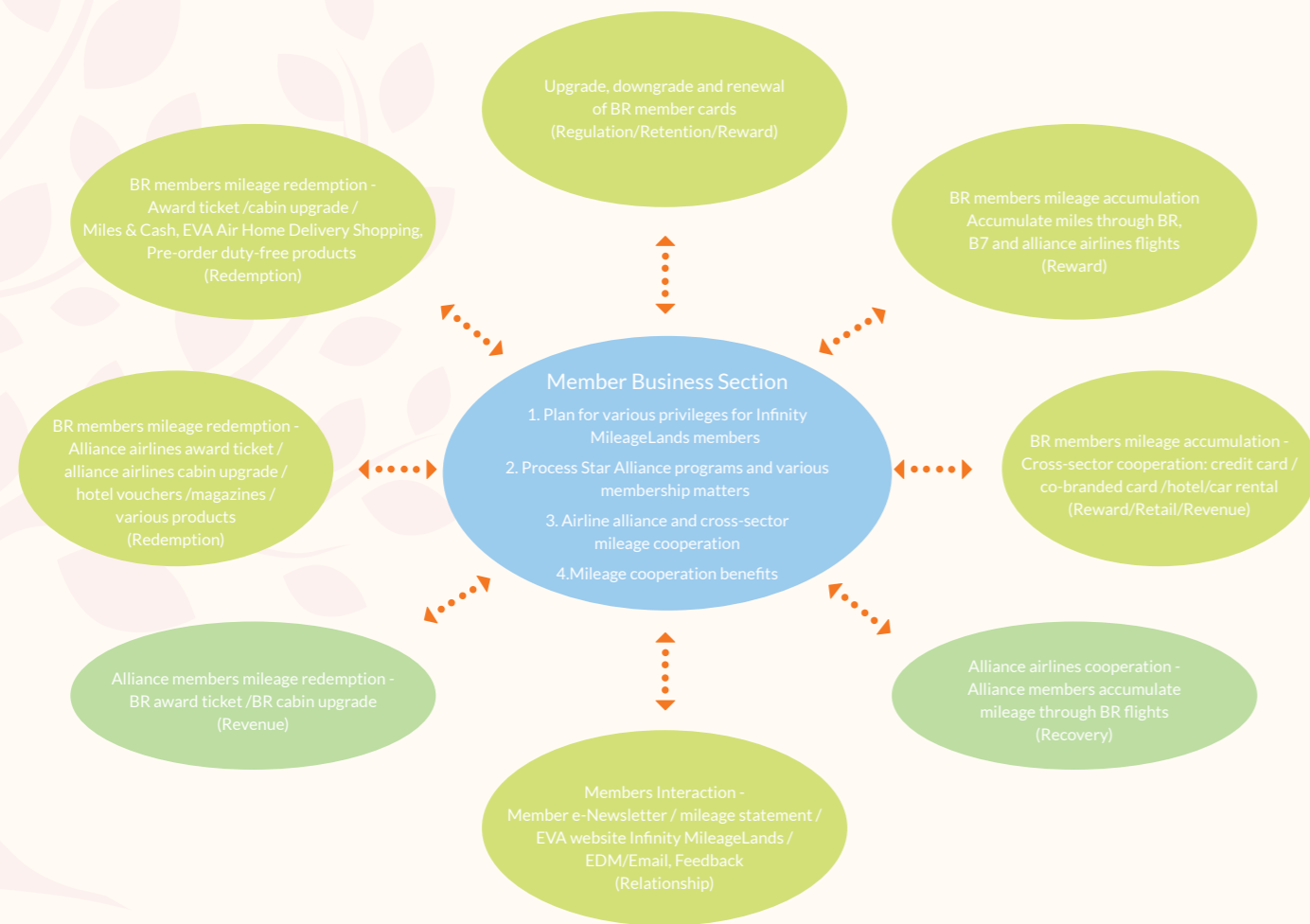
"Infinity MileageLands" membership offers various reservation and airport benefits. Any qualified EVA Air, UNI Air International flight mileage or sectors and any Star Alliance flights mileage could be credited toward membership upgrades and renewals. The accumulated miles can be used to redeem EVA Air / UNI Air and Star Alliance award tickets and upgrades, making the journey an enjoyable one with exclusive benefits.

■ 3-4-7 e-freight Program

In response to the concepts of a green earth, energy-saving and carbon reduction, EVA Air actively engages in "e-freight" program, promoted by the International Air Transport Association (IATA). In November 2009, it officially became an IATA "e-freight" airline, and in November 2013, it joined IATA Multilateral e-AWB Agreement. EVA Air is committed to promoting global freight forwarding by implementing e-AWB, heads towards a paperless and more convenient electronic working environment, and promotes energy saving and carbon reduction.

We will continue to invest in research to increase and promote e-freight, with the aim of playing a bigger part in energy saving, carbon reduction and a green economy. For more information on electronic information transmission channels and contents, please visit www.brcargo.com.





EVA Air provides exclusive business services

In January 2014, EVA Air obtained the General Aviation business license, becoming Taiwan's first airline company to concurrently operate scheduled air services and business jets. Besides providing experienced pilots, professional maintenance service and global route planning application, EVA Air also caters high quality inflight meals, providing customized business flight services or private tours to high-end passengers based on their requirements.

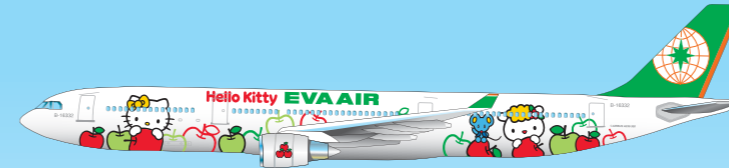
Service website : www.evaskyjet.com



HELLO KITTY EVA AIR



■ Hello Kitty Happy Music



■ Hello Kitty Loves Apples



■ Hello Kitty Sanrio Family Hand in Hand



■ Hello Kitty Around the World



■ Hello Kitty Speed Puff



■ Hello Kitty with Magic Star



■ Innovative Cross-Sector Cooperation

In 2005 and 2006, EVA Air, together with Sanrio, launched two Hello Kitty jets. In 2011, they cooperated again by launching five A330 Hello Kitty jets of different themes ("Hello Kitty with Magic Stars", "Hello Kitty Loves Apples", "Hello Kitty Around the World", "Hello Kitty Happy Music" and "Hello Kitty Speed Puff") flying to Asia destinations such as Japan, Hong Kong, South Korea, Guam and Shanghai, receiving great responses from the passengers. To continue to spread such happiness, a 777-300ER Hello Kitty Jet, named "Hello Kitty Sanrio Family Hand in Hand", was launched in 2014. This Paris-bound flight has specially invited all of Sanrio's key members to be featured on the jet, in the hope of conveying the concept of crossing cultural barriers, friends without borders, thereby allowing passengers from all over the world to experience the abundant love and care of EVA Air.

EVA Air has also placed great effort into the design of Hello Kitty Jet's related items, including the cooperation with Sanrio to design items such as boarding pass during seat selection at the airport, Hello Kitty self-check-in counter (KIOSK), more than a hundred inflight amenities, Hello Kitty inflight meals, limited edition Hello Kitty duty-free products and dedicated website (<http://evakitty.evaair.com>). Passengers were delighted with these products and services, successfully heating up the airline market.

Besides the painted jets, EVA Air and Hello Kitty also worked together to launch Taiwan's first Hello Kitty bus. The bus fetches EVA Air's flight crew and ground staff, shuttling between Taipei and Taoyuan every day, extending the joy of the colorful and adorable Hello Kitty from the sky to the ground.

On the Hello Kitty Jet designed by EVA Air and Sanrio of Japan, there are various themed amenities, including pillows, headrest cover, cutlery, toiletry, etc. These colorful items embrace passengers in the lively and joyous world of Hello Kitty.

04

Green Earth

Green Earth

EVA Air is aware that being a member of the global industry, it is our responsibility to do our part for the local and global environments. Through various environmental protection measures, we hope to inspire our passengers to join us in playing a part in protecting the environment.



We commit to :

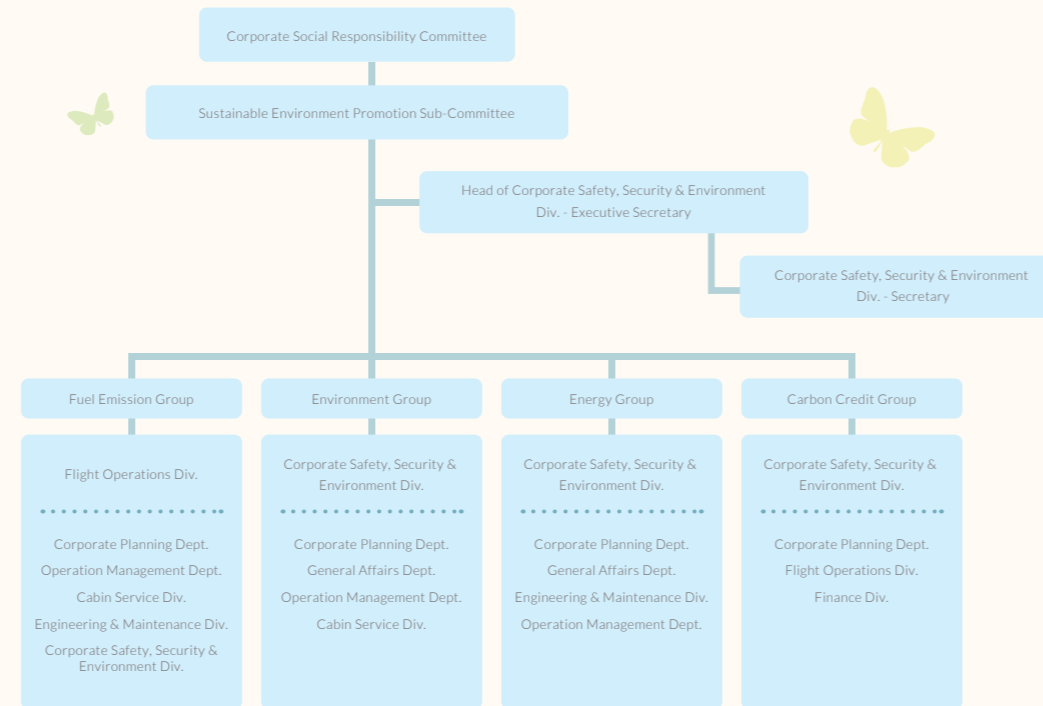
- Continuing to promote various environmental protection, energy-saving and carbon reduction measures to protect the earth
- Being in line with government policies and relevant regulations, and implementing environmental sustainable development
- Actively participating in various social welfare activities, fulfilling civic duties, and sharing social responsibilities
- Providing passengers with safe, convenient and comfortable transportation services
- Providing employees with a safe and healthy working environment



4-1 Environment and Energy Management

Since 2012, carbon emission control measures have been imposed by the EU on all airlines entering/exiting the EU airspace. EVA Air has adhered to the requirements of the EU Emissions Trading System (EU ETS) by continuing to monitor aircraft carbon emission data in accordance with the provisions, and submitting the annual report after data verification is carried out by a third party verification agency. In addition, EVA Air has internally transformed the concept of sustainability into an inner part of management culture in order to put our determination into effect in response to climate changes and reduction of greenhouse gas emissions, as well as to comply with various environmental laws and regulations globally. As a result, EVA Air had no material violation of environmental laws and regulations during the year 2014.

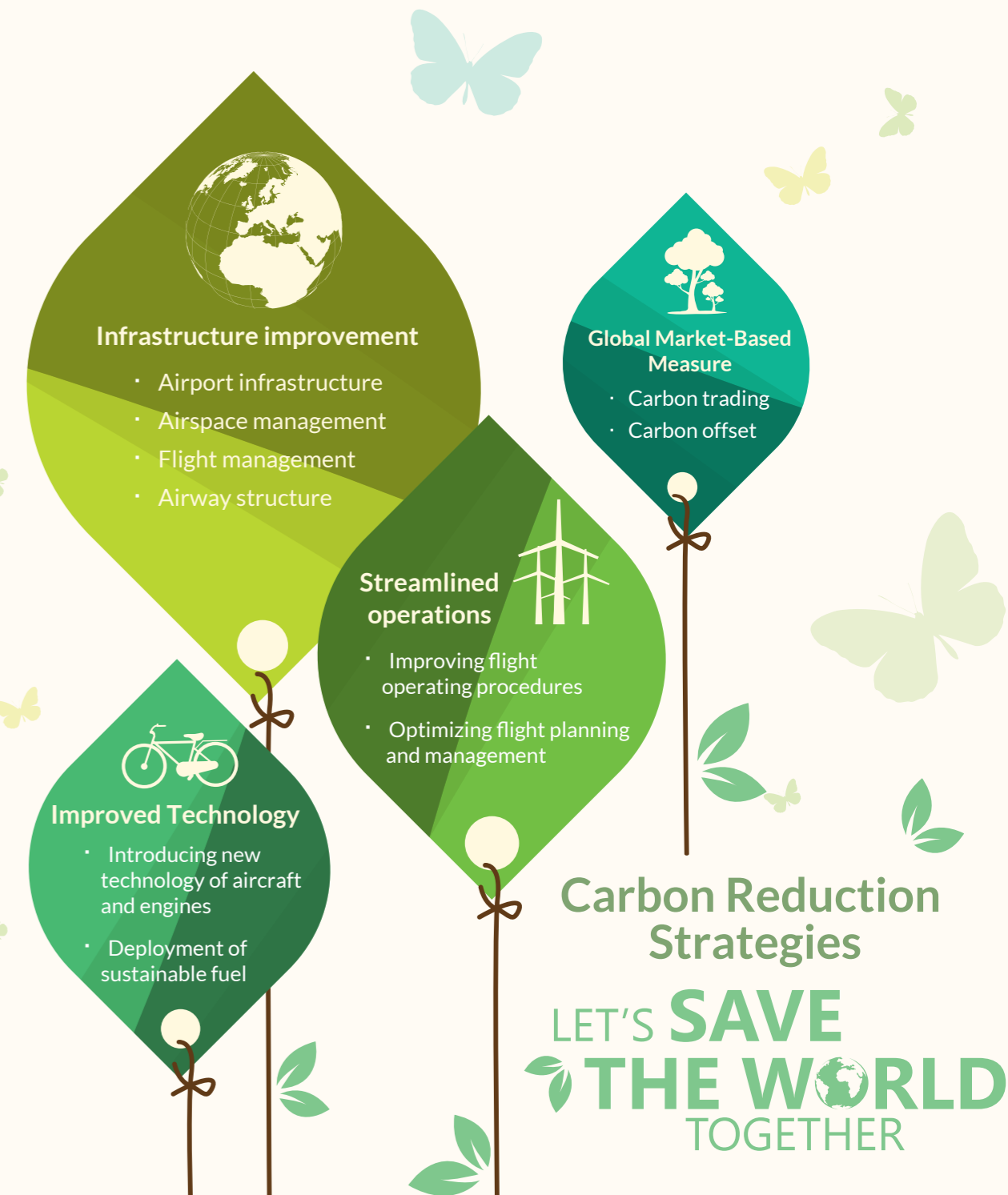
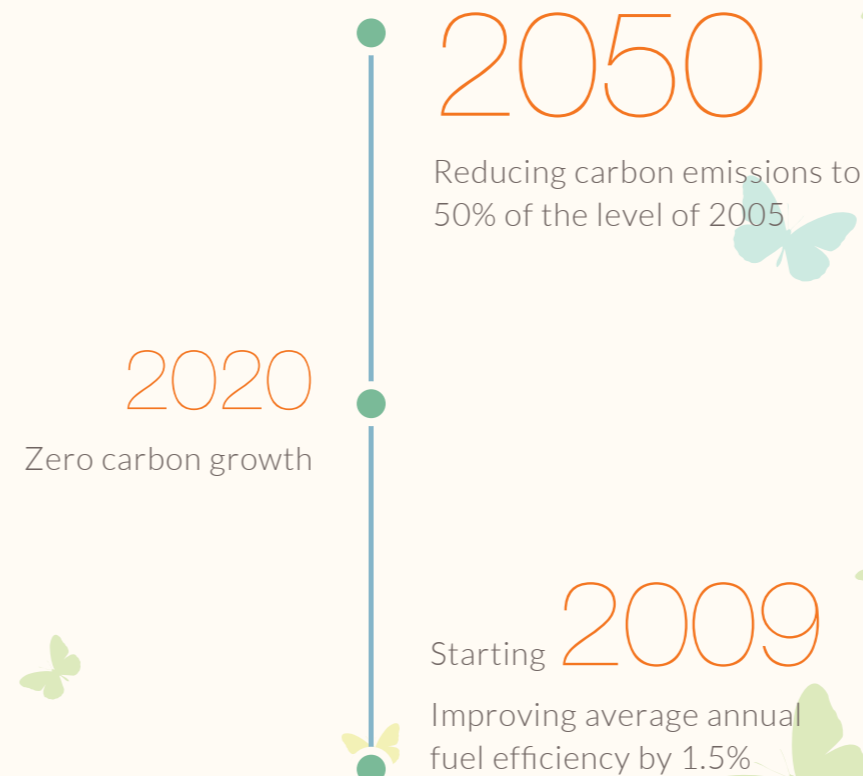
Moreover, EVA Air formed "Sustainable Environment Promotion Sub-Committee" under the "Corporate Social Responsibility Committee", to draw up corporate policies on environment and energy, as well as objectives with regard to control and management of fuel efficiency and carbon credit, and to push forward various management programs and action plans pertinent to corporate sustainability, environment and energy. EVA Air plans to receive certifications of international standards from the Environmental Management System (ISO 14001) and the Energy Management System (ISO 50001) in 2015. Through PDCA (Plan-Do-Check-Act) Management System Model, EVA Air continues to monitor, manage and improve its corporate environment and energy management practices with systematic and organizational approaches.



4-1-1 Greenhouse gas inventory

In order to effectively achieve the goal of reducing greenhouse gas emissions and slow down global warming, the International Air Transport Association (IATA) drew up cross-domain carbon reduction strategies and common targets of the industry, hoping to achieve the objective of carbon reduction with the joint efforts of the air transport industry.

Common Goal of the Industry on Carbon Reduction



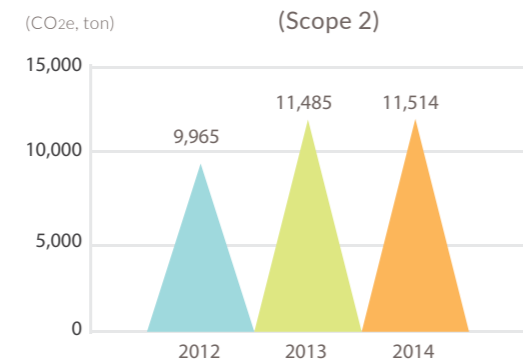
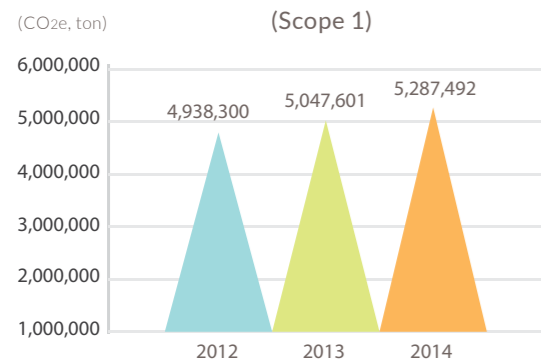
EVA Air supports carbon reduction strategies and goals set forth by the IATA for the air transport industry. Starting from the Company itself, EVA Air has implemented the greenhouse gas inventory by cooperating with various programs since 2011. Through the results of the aforesaid inventory, EVA Air examined the related actions and outcomes of greenhouse gas reduction and used the data as an important basis for the continuous promotion in the following years. In the aspect of actions, our "Sustainable Environment Promotion Sub-Committee" is committed to adhering to operations aimed at reducing our carbon footprint and minimizing fuel usage. In addition, we will continue to modernize the fleet and improve aircraft fuel efficiency to achieve the goal of GHG emission reduction.

Primary Energy Usage and GHG Emissions (Aircraft Operations):

Item	Unit	2012	2013	2014
Fuel Consumption	USG	517,934,851	529,905,531	555,027,204
Revenue Ton Kilometer	RTK	6,810,558,279	6,769,582,645	6,811,390,640
Energy Intensity	USG/ RTK	0.076	0.078	0.081
GHG Emission	Tonne CO ₂ e	4,928,987	5,042,908	5,281,981
GHG Emission Intensity	Tonne CO ₂ e /1,000 RTK	0.724	0.745	0.775

- Due to the rapid growth of the Company in recent years, the speed of delivery of new aircraft has accelerated, leading to an increase in the total fuel consumption of the entire fleet. New aircrafts mainly comprise the A321 fleet. Narrow-body aircraft have higher emission intensity than the wide-body aircraft because of the operating characteristics, which leads to the increasing average GHG emissions. However, fuel efficiency can be improved by 16% when comparing A321 aircraft with the phased out MD-90 aircraft.
- In addition, Taiwan Taoyuan International Airport has been operating with a single runway due to runway construction since 2013, resulting in additional aircraft fuel consumption.
- The figures listed include only the total fuel consumption of schedule flights, without counting the fuel consumption of maintenance, training and ferry flights of the newly delivered aircraft.
- Revenue Tonne Kilometer (RTK): Weight of Passengers and Cargos (tonne) ÷ Mileages (km)
- GHG Emission Intensity: GHG Emissions /RTK
- 331 USG = 1 tonne of jet fuel = 3.15 tonne CO₂e
- Emission factor source: IPCC Find EF website <http://www.ipcc-nggip.iges.or.jp/EFDB/find_ef.php>

Total Greenhouse Gas Emissions



- Scope 1 data inventory boundary includes: 100% aircraft fuel consumption, company vehicle fuel consumption, natural gas, and others (refrigerant, fire extinguisher, etc.)
- Scope 2 data inventory boundary includes: Electricity consumption of EVA Operations Building, First Training Building, Second Training Building, Dormitory Building, Bonded Warehouse Building and EVA Taipei Building
- Emission factor sources: GHG emission factors from the EPA's Taiwan National GHG Registry website, 2013 electricity emission factors promulgated by the Bureau of Energy, Ministry of Economic Affairs (MOEA), Global Warming Potential (GWP) values: IPCC Second Assessment Report (1995), IPCC Find EF website <http://www.ipcc-nggip.iges.or.jp/EFDB/find_ef.php>, and factors obtained from measurement/mass-energy balance

GHG Emission Intensity (excluding aircraft operations) and Energy Intensity:

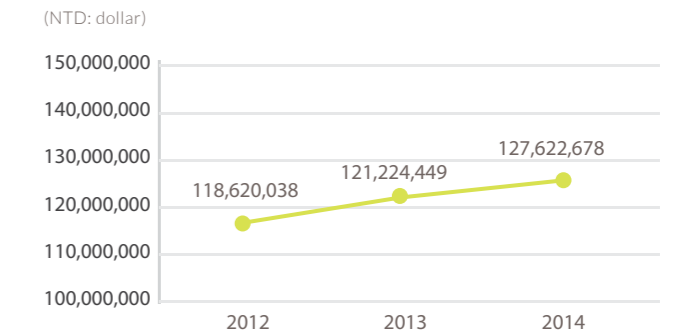
Item	Unit	Sum		
		2012	2013	2014
Total GHG Emissions (Scope 1 + Scope 2)	Tonne CO ₂ e	12,298	12,963	13,046
Total Energy Consumption	kWh	19,090,969	22,001,860	22,057,949
Floor Area	m ²	138,223	138,223	159,640
Energy Intensity	EUI (kWh/m ²)	138.12	159.18	138.17
GHG Emission Intensity	Tonne CO ₂ e / m ²	0.089	0.094	0.082

4-1-2 Noise Abatement Practices

With the continuous progress of technology, noise generated by a modern aircraft has been greatly lowered when compared to an aircraft made 20 years ago. EVA Air has made tremendous efforts in complying with noise value specification and certification standards required by International Civil Aviation Organization (ICAO) and the U.S. Federal Aviation Regulations (FAR) on newly-delivered aircraft when purchasing new aircraft. Noise standards of the whole fleet of EVA Air have met Stage 3 noise specifications on aircraft noise required by the ICAO and FAR. Aircraft A321, A330 and 777-300ER even comply with Stage 4 noise specifications that have tougher and quieter requirements. Furthermore, in order to maintain good living quality in local communities, EVA Air abides by noise abatement regulations and procedures of different airports to reduce the impact of the noise generated by an aircraft's take-off on the neighboring communities of the airports.

EVA Air will continue to comply with the requirements of "Charges for the Use of State-operated Airports, Navigation Aids and Related Facilities" to pay noise charges on a regular basis for all flights departing from airports in Taiwan, which will be used by related agencies for implementing noise abatement measures.

Aviation Noise Control Expenditures



4-2 Measures of Energy Conservation and Carbon Reduction

Since the establishment of the "Fuel Economy and Carbon Reduction Committee" in 2006, EVA Air has constantly promoted various fuel economy measures. The "EVA Air Statement on Voluntary Actions to Reduce GHG" published in 2014 not only supported IATA carbon reduction strategies and goals, but also gradually popularized GHG reduction-related concepts through promoting actions on various GHG reduction technologies, which will contribute to the GHG reduction in Taiwan. In 2015, EVA Air even set up the "Sustainable Environment Promotion Sub-Committee", under which the Fuel Emission Group conducted an overall review of the fuel policy in order to improve the consensus of employees on fuel saving and strengthen the training of ground staff and maintenance personnel, as well as flying skills of pilots.

In order to effectively perform GHG voluntary reduction operations, EVA AIR actively pushes forward various measures of fuel emission and carbon reduction, which are described as follows:

4-2-1 Flight plan optimization

In 2012, EVA AIR changed the Flight Planning System with more accurate calculation methodology. The most economic fuel load is computed based on the optimal selection of flight routes and flight level in order to reduce the aircraft's takeoff weight, thereby lowering fuel consumption and GHG emissions.

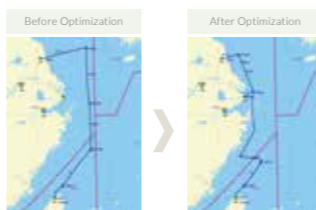
4-2-2 Adjustment of flight operating procedures

The flight crew operating procedures are revised according to the fuel economy programs and approaches recommended by the aircraft manufacturers, while incorporating relevant fuel saving measures and concepts into pilots' operating procedures. Apart from abiding by flight planning profile and standard operating procedures, pilots are encouraged to take the initiative to request the most efficient flight altitude with the permission of air traffic control when traffic is congested making the aircraft unable to maintain the altitude as planned, in order to achieve the best aircraft performance. Pilots may even request the shortcut to shorten the distance of the trip mission.

4-2-3 Optimization of aircraft flight routes

The latest Aeronautical Information Publication (AIP) is examined on a regular basis to select the best flight routes and enhance flight efficiency.

In the case of the flight departing from Taiwan Taoyuan International Airport to Yancheng Airport, China, the flight time can be shortened by 10 minutes for each trip after reviewing route structure and requesting permission from the authorities. Flying A321 aircraft can save about 500kg of fuel, which is equivalent to a reduction in 1,575kg of GHG emissions.



4-2-4 Monitoring of aircraft performance and fuel consumption of flight routes

Each aircraft's performance trend is periodically tracked and the fuel consumption condition of each flight route is monitored; the planned fuel load is adjusted based on actual needs to avoid extra fuel loads.



4-2-5 Selection of closer alternate airports

According to regulations, an alternate airport must be selected for the destination airport when preparing the flight plan for the purpose of an emergency response. Therefore, it is necessary to timely assess the latest status of nearby airports of the destination. A closer airport will be selected as the alternate airport to reduce fuel load and carbon emission under the circumstances that airport facilities and ground supporting equipment of the alternate airport meet take-off and landing requirements.



4-2-6 Aircraft weight reduction measures

- New types of catering carts and tableware with lighter materials are used to reduce aircraft loads;
- The amount of water loaded on board is adjusted according to flight route characteristics and actual number of passengers on board;
- The new type of baggage containers (honeycomb core structure) with lighter materials is used to replace the older and heavier style;
- Electronic manuals (Electronic Flight Bag (EFB)) are used to replace paper manual



4-2-7 Control of aircraft weight and center of gravity

Loading control department is required to provide information in regard to the exact number of passengers and cargo weight before preparing flight plans in order to accurately calculate aircraft weight and required fuel load.

Poor seat arrangement for on-board passengers or poor center of gravity of cargo load will seriously affect the performance of the aircraft and its fuel efficiency. It may even require more fuel load to maintain the best balance position of the aircraft. Therefore, EVA AIR has established sound passenger seat allocation and baggage/cargo loading procedures to provide the best center of gravity of the aircraft so as to enhance fuel efficiency and reduce carbon dioxide emissions.



4-2-8 Enhancement of aircraft maintenance and inspection

The dust and grease attached to the aircraft generated during the flight or the gap formed due to broken sealing on the maneuvering surface will increase fuel consumption due to the greater profile drag. Maintenance personnel will at any time pay attention to the aircraft condition prior to flight schedule or during regular maintenance service in order to maintain the best performance of the aircraft.

Closely monitoring any aircraft dispatches as per Minimum Equipment List (MEL). The MEL items with increased fuel consumption will be listed as priority repair targets in order to reduce extra fuel load and consumption, as well as to ensure safety and environmental protection. Moreover, aircraft and engines will be cleaned on a regular basis to enhance engine efficiency and decrease the aircraft's profile drag, thereby improving fuel efficiency.



4-2-9 Reducing the use of aircraft Auxiliary Power Unit (APU)

The aircraft will use the airport authority's ground supporting equipment to provide necessary electricity and air-conditioning after the aircraft is completely parked in order to decrease the use of the aircraft's auxiliary power unit (APU). Apart from lowering GHG emissions, it also reduces noise pollution at the ramp of airport.

Taking the Taiwan Taoyuan International Airport as an example, the monthly average usage hours by EVA Air in 2014 was more than 17,000 minutes, equivalent to a saving of about 70 tons of APU fuel consumption every month.



4-2-10 Modernization of the fleet

Since 2003, EVA Air has been implementing the modernization of its fleet. 11 Airbus A330-200 have been successively brought in to replace Boeing 767s. Starting from 2005, EVA Air again invested heavily in purchasing the latest model of Boeing 777-300ER long-range environmentally-friendly and energy-saving aircraft, which have become the main fleet of EVA Air operating long-range flight routes. As of 2014, there were already 18 Boeing 777-300ER aircraft. Meanwhile, 747-400 and MD-11 aircraft with relatively low fuel efficiency were gradually phased out. Starting in 2012, EVA Air again successively brought in the brand new A321 aircraft to replace the MD-90 aircraft. This new aircraft model is Taiwan's first aircraft equipped with fuel-saving devices - Sharklet, which can improve fuel efficiency and save about 4% of fuel consumption compared with the traditional A321 aircraft.

Achievements of Various Fuel Saving Measures

With the continual promotion of fleet modernization and various fuel-saving measures, the calculation based on the average hourly fuel consumption shows that under the condition of the same flight hours, the fuel consumption can be reduced by 5,336 tons compared to the figure of 2013, which is equivalent to a reduction of 16,808 tons of carbon dioxide emissions or a total of 1,400,000 planted trees.

Note: According to the "Planting Tree, Reducing Carbon" website < <http://lifetree.forest.gov.tw/cp05.asp> > of the Forestry Bureau, Council of Agriculture, one tree is expected to absorb about 12kg of carbon dioxide each year.

Year	Cumulative Fuel Saving Effect (Tons)	Reduction in Carbon Emissions (Tons)	Equivalent Number of Planted Trees
2010	16,847	53,068	4,422,338
2011	22,593	71,168	5,930,663
2012	24,343	76,680	6,390,038
2013	30,415	95,807	7,983,938
2014	35,751	112,616	9,384,638



4-3 Green Management

Apart from making great efforts to implement various measures of aircraft energy conservation and carbon reduction, EVA Air works toward the goal of more sustainable management in various operational aspects.

4-3-1 Energy saving measures in office areas

EVA Air has developed energy-saving plans for all office buildings, and has laid down contract power capacity with Taiwan Power Company in order to achieve the goal of energy conservation and carbon reduction.

In 2014, low power consumption LED luminous panels were installed in EVA Air Building in Taipei and part of the office areas in EVA headquarter in Nankan, Taoyuan to replace the traditional T8 or T9 fluorescent tubes. The newly installed lighting fixtures will not affect illumination in the offices, but instead provide greater energy conversion efficiency, while significantly reducing the use of electric power. In addition, infrared sensor devices were installed in areas requiring no whole day lighting to avoid the unnecessary waste of electricity.

The Air-conditioning Energy Center in EVA headquarter launched in June 2014 reduced total power consumption by 859,600 kWh, which was equivalent to 449 Tonne CO_{2e}, compared to the use of electricity in the previous year. Moreover, all lamps in the Taipei EVA Air Building were replaced by LED lighting fixtures in 2014, saving a total of 128,400 kWh of electricity compared to the total annual power consumption in the previous year, which was equivalent to 67 Tonne CO_{2e}.

CO₂ conversion is based on the 2013 energy coefficient of the Bureau of Energy, MOEA: 1 kWh of electricity = 0.52 kg CO_{2e}.

4-3-2 Optimization of the air conditioning system

A simple and economic type of air conditioning system was adopted in the design of air conditioning to achieve optimal spatial arrangement. Through the use of this new system of piping and controls, energy consumption efficiency was also improved. A variable air volume (VAV) energy-saving system was used on the air exit side of the air conditioner. The overall air conditioning energy consumption index was far lower than the recommended value of regulatory baseline.

The air conditioner of high efficiency and equipped with inverter was installed to replace the traditional lower efficiency system, in order to significantly improve power consumption. Central air conditioning system and temperature control were adopted as well.

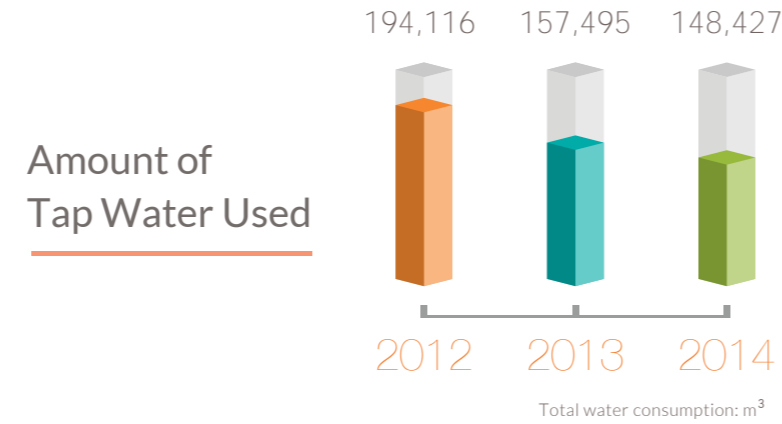
Meanwhile, the operational number of matching chillers was adjusted and the outlet water temperature was controlled according to the actual needs of office operations. Variable frequency equipment was installed to the regional pumps and cooling towers to avoid wasting resources. In addition, the main engines of air conditioners are regularly maintained, and condensers are cleaned periodically in order to improve the equipment's operating efficiency.

In addition, the original air-conditioning systems distributed in each building of EVA headquarter were replaced by the central air conditioning equipment of the Air-conditioning Energy Center, which was launched in June 2014, greatly improving air conditioning use efficiency in the office areas.

4-3-3 Use of water resources

EVA Air cherishes water resources by giving priority to adopting products with water conservation marks when purchasing water equipment for each building. Moreover, infrared automatic sensing faucets are installed in every lavatory to produce the most economic water yield. EVA Air will also irregularly implement promotional campaigns to increase the employees' awareness of water conservation in order to achieve the optimal usage of water resources.

A rainwater harvesting system improving the efficiency of recycling water resources was developed and located in Second Training Building which was completed and opened in 2014.



4-3-4 Waste disposal

The general waste generated by office buildings and areas of various domestic operation bases is placed in the storage site based on different categories pursuant to laws and regulations. Recyclable items that are defined in the announcement are entrusted to the professional and legal recycling and disposal service providers to perform recycling and disposal practices. The responsible units will track and audit the recycling practices on a regular basis in order to ensure the legality and safety of the ultimate disposal.

Waste Disposal Costs:

Item	Currency (dollar)	2012	2013	2014
Domestic Waste Disposal Costs	NTD	1,136,000	962,000	1,200,000
Waste Disposal Costs for Taoyuan Airport (TPE) /Songshan Airport (TSA) /Kaohsiung Airport (KHH)	NTD	722,488	796,163	904,277

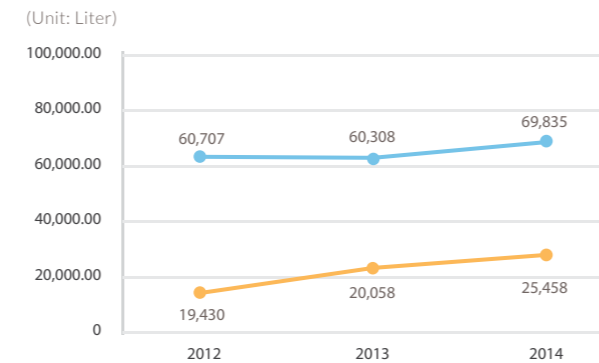
Note: The charges include incineration (KHH) / garbage disposal fee for offices and check-in counters (TPE) - the garbage disposal fee for office and waste on the plane (TSA/Business Center).

4-3-5 Use of ground vehicles

EVA Air will continue to promote renovation of equipment, improve fuel efficiency of engines and request drivers to turn off engines when vehicles are in standby mode, through campaigns and operating requirements in order to reduce unnecessary fuel consumption during engine idle mode. Meanwhile, we introduced hybrid vehicles with features of environmental protection and fuel economy to lower GHG emissions. As for the procurement of official vehicles, in addition to comfort, fuel consumption of vehicles is another important factor for making decisions.

Total Fuel Consumption of Company Vehicles in Taiwan

● Gasoline ● Diesel

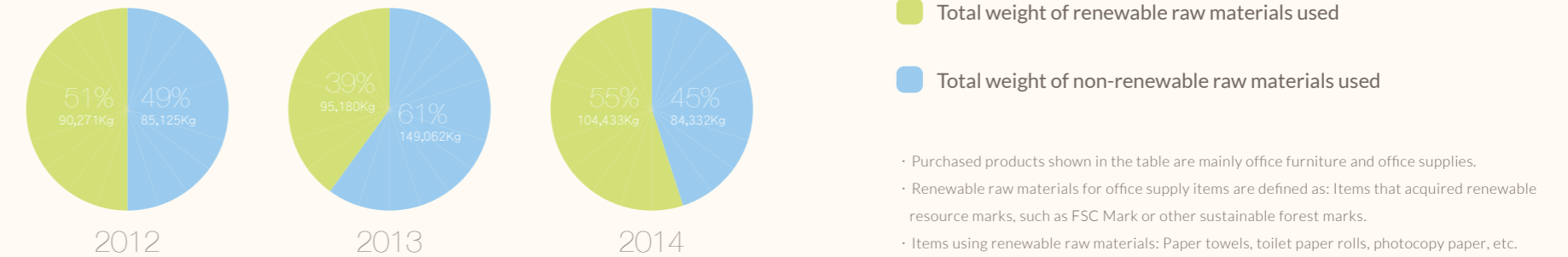


4-3-6 Procurement of green products

In the aspect of operations, the procurement of in-flight service supplies or office-related supplies will give priority to either environmentally-friendly materials or recyclable/renewable goods. EVA Air insists on its policy of purchasing green products, which will include more items with Green Marks in the future.

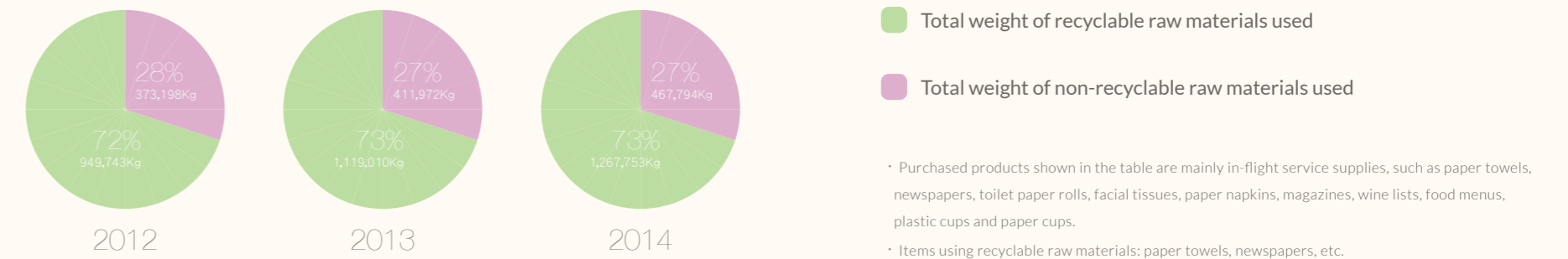
Office Supplies

Statistics on Use of Office Supplies



In-flight Service Supplies

Statistics on Use of In-flight Service Supplies





Other paperless actions

- An electronic document system is used for all official documents. Traditional paper documents and faxes have been replaced by the transmission of electronic files. The electronic system not only saves the use of paper, but also shortens delivery time of documents so as to improve operational efficiency.
- The office's main manuals and documents have been completely replaced by electronic files. Employees can make online inquiries on related information.
- As for aircraft maintenance, the Electronic Signature System for the Maintenance Job Card and Engineering Order was established after introducing the electronic signature technology to achieve the goal of paperless practices.

■ 4-3-7 Protect Environment anytime and anywhere

Incorporating the concepts of environmental protection into employees' everyday life, the Company expects every employee to make efforts to protect the environment all the time and to cherish the resources of the Earth in order to lead a green life. EVA AIR encourages colleagues to practice energy conservation policies in daily life and to jointly strive to protect the environment.

	Turn off unnecessary lights and air conditioning immediately after its use.		Taking the stairs is good for both your health and the environment; colleagues are encouraged to take the stairs when going up or down floors.
	Set the computer screen saver or turn off the monitor when leaving the computer temporarily.		Air-conditioning shall be set at the most comfortable temperature, with the automatic operation mode selected for health and environmental protection.
	Use the natural light during the daytime in public areas to reduce the use of lighting fixtures.		Keep doors shut when entering or exiting the staircase to avoid air-conditioning leakage.
	Conserve water resources, and make sure that the faucet does not drip after its use.		Set up outdoor smoking areas; smoking in office buildings and public areas is strictly prohibited.

Although each one is only a small step in daily life, it is a big step in protecting resources of the Earth.

Protecting the Earth



Employee Welfare and Training

EVA Air actively recruits talents from different domains, and values employees' physical and mental development. It shapes a professional and responsible corporate culture, realizing the business philosophy of "safe, punctual flights, friendly professional services and efficient, innovative operations" to create the safest and fastest flying experience, so as to fulfill our corporate commitment and social responsibilities.



05

Employee Welfare and Training

> 5-1 Employment Structure of Employees

Worldwide civil air transport services is a labor-intensive year round work. It is a time-based and global work requiring skills and services. Professional and technical manpower of civil air transport service can be divided into two categories: inflight service and ground service. For EVA Air, selection of quality employees is absolutely one of the keys to sustain business. In collaboration with the needs of various regional operations on job vacancies, EVA Air provides local residents with employment opportunities where possible. Talents are employed through public recruiting channels, where a prudent and fair selection process is conducted to acquire talents who are appropriate and competent for their positions.

The inflight service personnel of EVA Air includes flight pilots and cabin crew members. The ground service personnel are divided into several categories, including: airport services, passenger and freight business/reservation/ticketing, aircraft maintenance, flight dispatch, and other administrative positions. In 2014, EVA Air's 16 major overseas operational bases offices employed a total of 8,139 people regardless of nationality. They include 5,037 female employees (accounting for 61.89%) and 3,102 male employees (accounting for 38.11%); 7,876 of whom are regular employees and 263 are contingent employees, including 11 apprentice and 252 inflight service trainees.

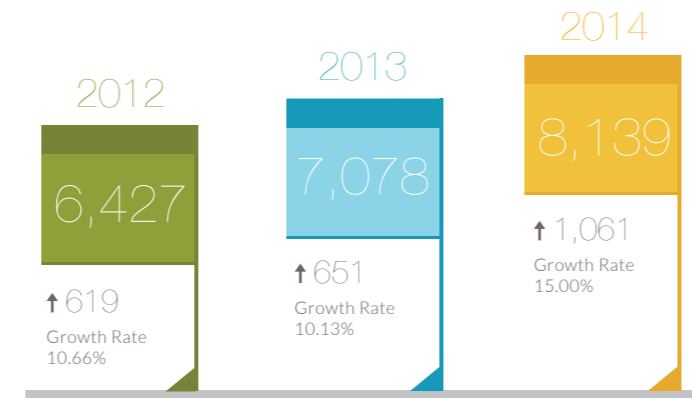
The total number of employees in Taiwan is 6,507 people, accounting for 79.95%, which has slightly increased compared to the year 2013. This is a demonstration of the Company's continuous commitment to providing stable and secure jobs for local residents at the Company's operation headquarters. The employment policy includes equal job opportunities for men and women, as well as equal pay for work of equal value. Discrimination in any form, or different treatment, is prohibited regardless of gender, race, physical condition, religion, political stand, or marital status.

Total Number of Employees

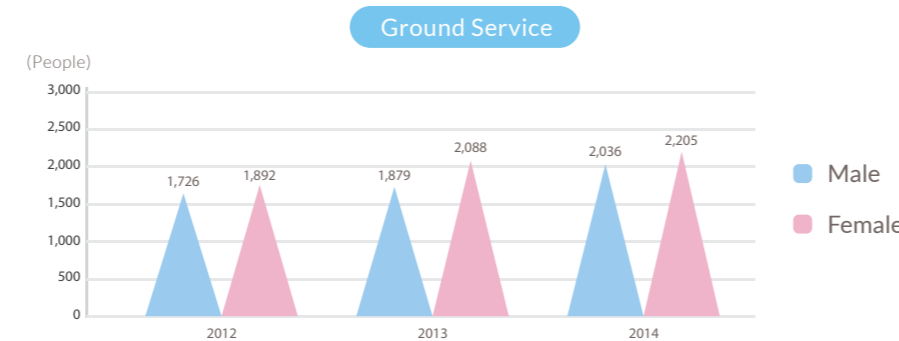
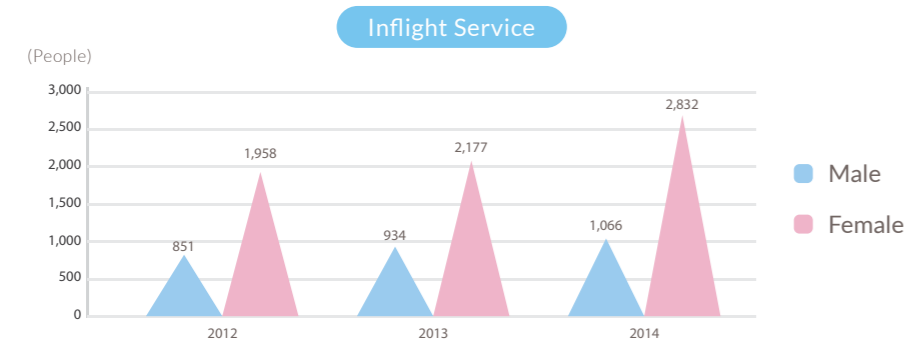
Changes in the number of employees:

In response to global market dynamics, the Company made an adjustment to flight routes and fleet, and/or made a substantial increase in the allocation of manpower pursuant to relevant safety laws and regulations. The growth rate of employees hired in 2014 exceeded 5% compared to the previous two years.

Growth Rate = (total number of employees on the job at the end of the year - total number of employees on the job at the end of previous year) / total number of employees on the job at the end of previous year



Employee Numbers by Category



Employee Numbers by Category & Age

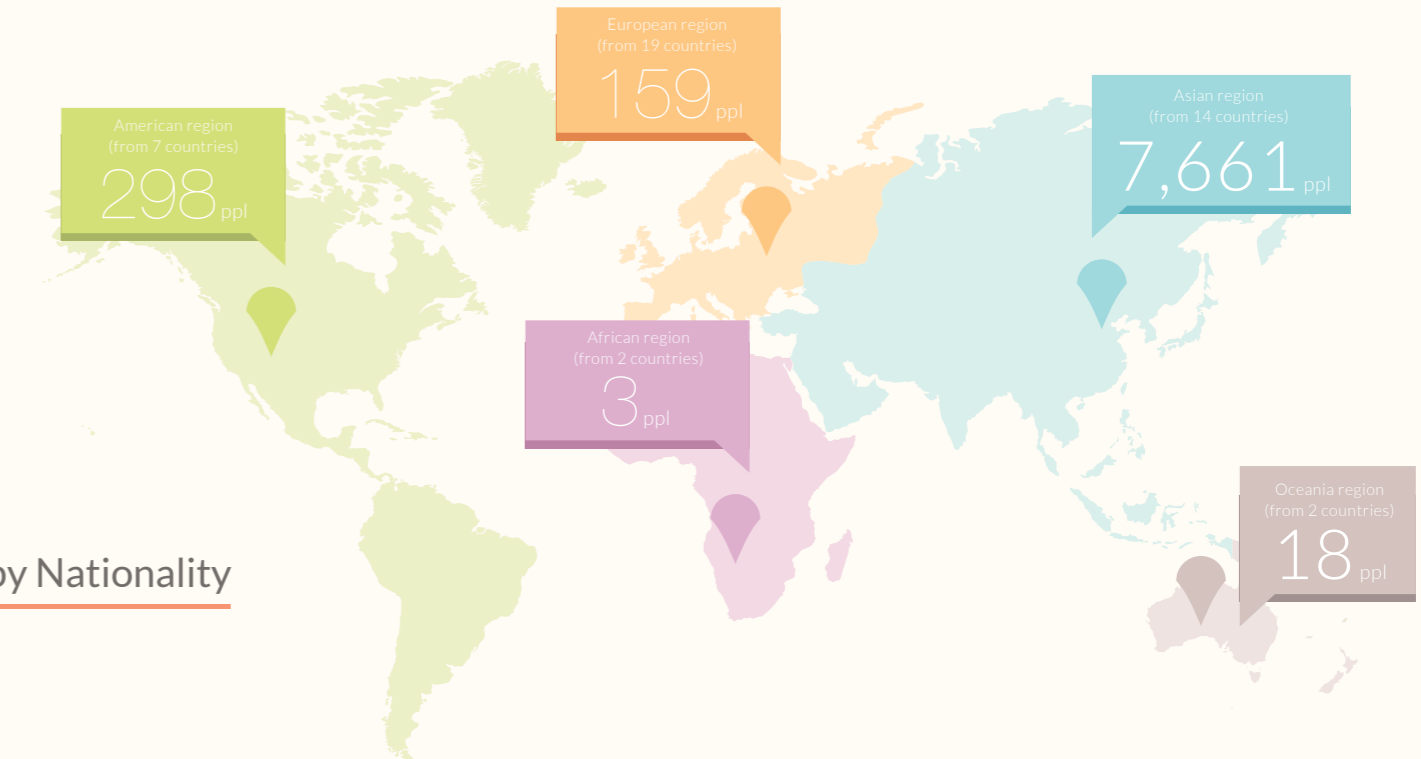
Note: The numbers include both regular and contingent employees.



- Male (employees < age 30)
- Female (employees < age 30)
- Male (employees age 30 - 49)
- Female (employees age 30 - 49)
- Male (employees > age 49)
- Female (employees > age 49)

2014

Employee Numbers by Nationality

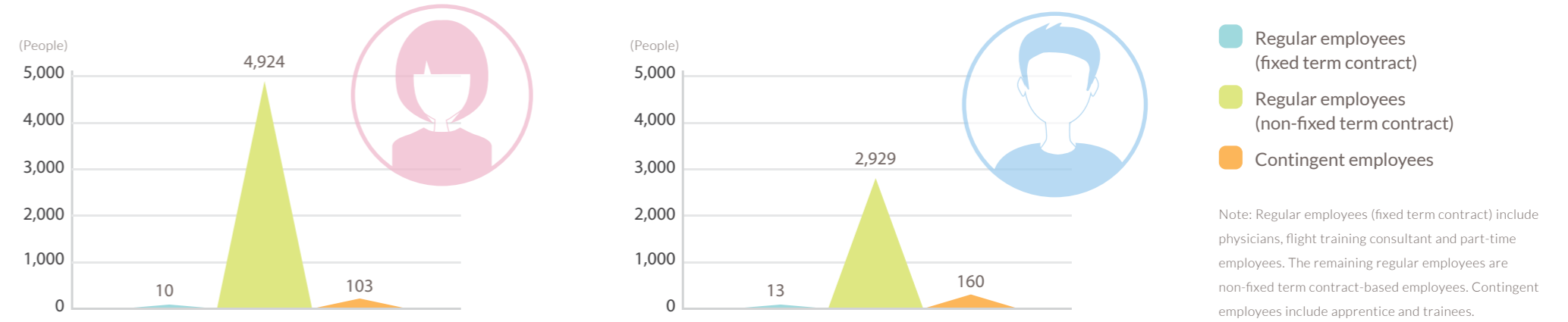


Region	Nationality	Female	Male
Asia (14 nations)	Taiwan	4,052	2,455
	China	168	106
	Hong Kong	11	5
	Macau	5	4
	Japan	184	86
	South Korea	10	1
	Singapore	3	10
	Malaysia	13	23
	Thailand	192	46
	Vietnam	170	19
	Indonesia	8	15
	Cambodia	11	6
	Philippines	23	32
	India	0	3
America (7 nations)	United States	105	118

Region	Nationality	Female	Male	
	Canada	10	16	
	Venezuela	2	30	
	Mexico	0	8	
	Brazil	1	5	
	Peru	0	2	
	Guatemala	0	1	
	Europe (19 nations)	England	23	15
		France	15	9
Belgium		1	1	
Netherlands		3	12	
Germany		8	5	
Switzerland		0	1	
Austria		8	15	
Slovakia		1	0	
Slovenia		0	1	

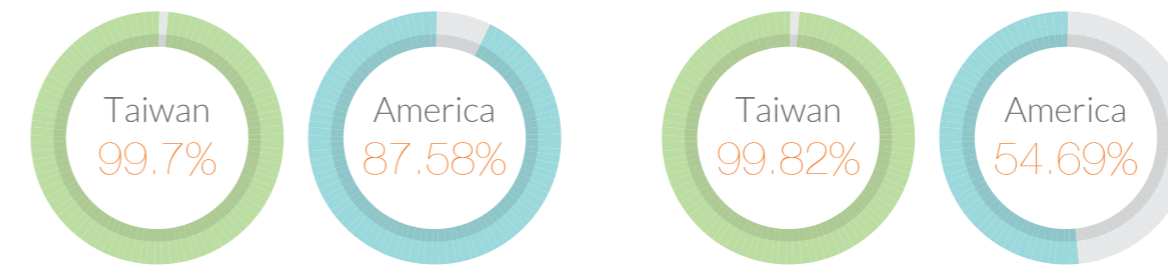
Region	Nationality	Female	Male	
	Spain	2	5	
	Portugal	3	1	
	Italy	1	14	
	Croatia	0	6	
	Hungary	0	2	
	Serbia	0	2	
	Sweden	0	1	
	Denmark	0	1	
	Finland	1	1	
	Iceland	0	1	
	Oceania (2 nations)	Australia	2	12
		New Zealand	0	4
Africa (2 nations)	South Africa	0	2	
	Sierra Leone	1	0	
TOTAL			8,139	

Employee Numbers by Employment Types



With operation bases throughout the world, EVA Air highly relies on the effort and dedication of local employees in each country. Therefore, high-level management executives (deputy senior vice president and above) are required to possess forward-looking and innovative ability, as well as leadership skills. It is the responsibility of the Company to select appropriate and competent persons to serve the positions of high-level executives in order to fulfill the operational needs of the Company. At major operational bases (i.e. passenger and freight revenue ratio of headquarters (branch offices) accounts for 20% or more of overall revenue), including Taiwan and America, 95.65% of high-level management executives are local residents.

Employment of Local Residents at Major Operational Bases

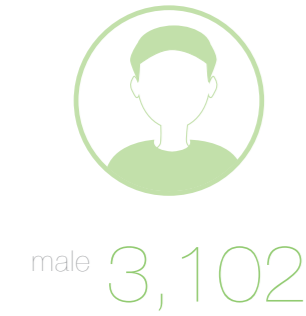


Employment rate of local residents

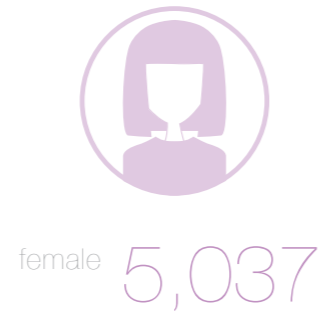
Employment rate of local residents in management positions

Note 1: The management level executives include high-level executives (ground service (deputy) assistant manager and above), mid-level executives (ground service (deputy) manager) and executives at grassroots level (ground service (deputy) section chief).
 Note 2: Calculation equation for rate of employment of local residents: Total number of employees from the local area / Total number of employees in the region

Employee Numbers by Rank & Gender

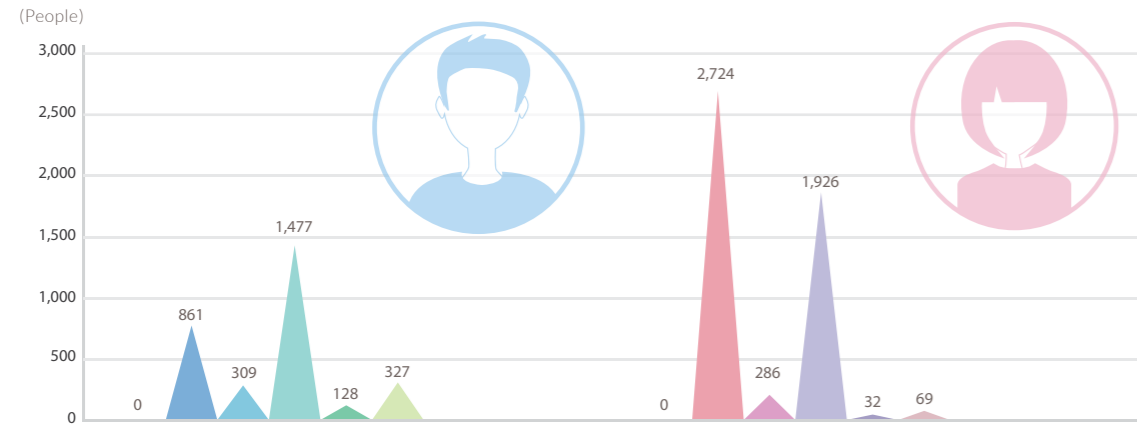


Management Level	
High-level executives	41 ppl
Mid-level executives	83 ppl
Executives at grassroots level	313 ppl
Subtotal	437 ppl
Non-Management Level	
Non-management level	2,665 ppl



Management Level	
High-level executives	11 ppl
Mid-level executives	50 ppl
Executives at grassroots level	257 ppl
Subtotal	318 ppl
Non-Management Level	
Non-management level	4,719 ppl

Employee Numbers by Rank & Age



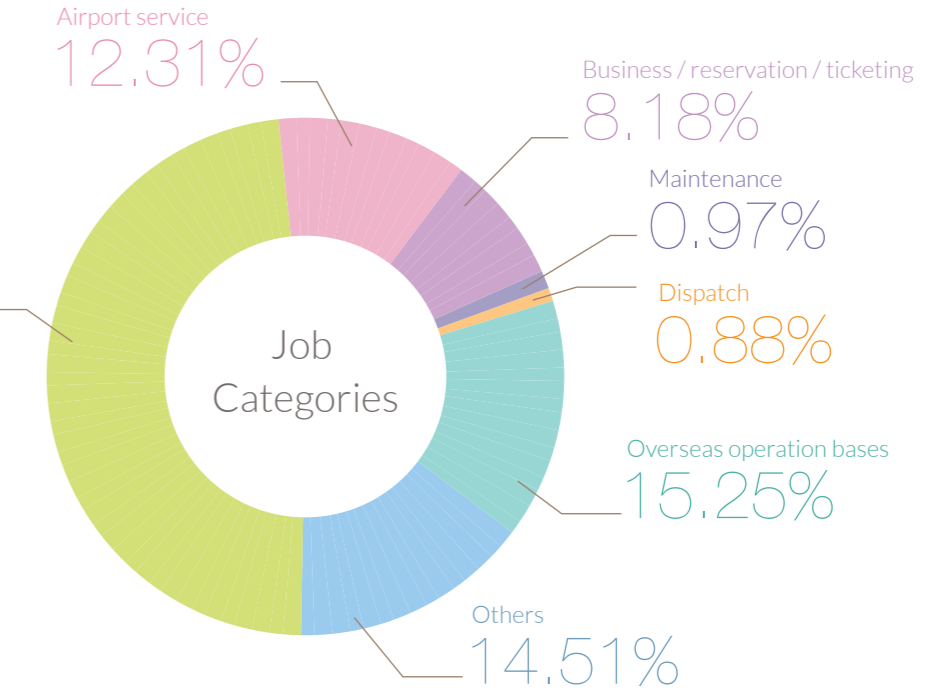
Note: EVA Air female executives account for 3.91% of company-wide management executives, and male executives account for 5.37%. Female non-management employees account for 57.98%, and male non-management employees account for 32.74%. 'Management executives' refers to ground service management executives, while non-management employees cover ground service non-management employees and air crew.

- Male (total number of management level employees < age 30)
- Male (total number of non-management level employees < age 30)
- Male (total number of management level employees age 30 - 49)
- Male (total number of non-management level employees age 30 - 49)
- Male (total number of management level employees > age 49)
- Male (total number of non-management level employees > age 49)
- Female (total number of management level employees < age 30)
- Female (total number of non-management level employees < age 30)
- Female (total number of management level employees age 30 - 49)
- Female (total number of non-management level employees age 30 - 49)
- Female (total number of management level employees > age 49)
- Female (total number of non-management level employees > age 49)

Employee Numbers by Job Category



Inflight service
47.90%



Job Category		Gender	Management Level	General Personnel	Percentage
Ground Service Personnel	Airport service	Female	24	439	5.69%
		Male	54	485	6.62%
	Business /reservation /ticketing	Female	84	358	5.43%
		Male	41	183	2.75%
	Maintenance	Female	0	13	0.16%
		Male	26	40	0.81%
	Dispatch	Female	1	6	0.08%
		Male	15	50	0.80%
	Overseas operation bases	Female	48	581	7.73%
		Male	138	474	7.52%
	Others	Female	161	490	8.00%
		Male	163	367	6.51%
TOTAL	Female	318	1,887	27.08%	
	Male	437	1,599	25.02%	
Inflight Service Personnel (1,105 pilots / 2,793 cabin attendants)		Female	2,832		34.80%
		Male	1,066		13.10%

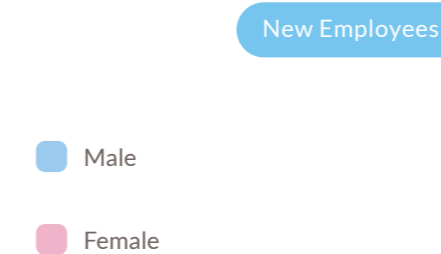
Note: Principle of calculation: Total number of employees with specified job category and specified gender (incl. management level and general level employees) / Total 8,139 employees

Newly Hired and Turnover Management

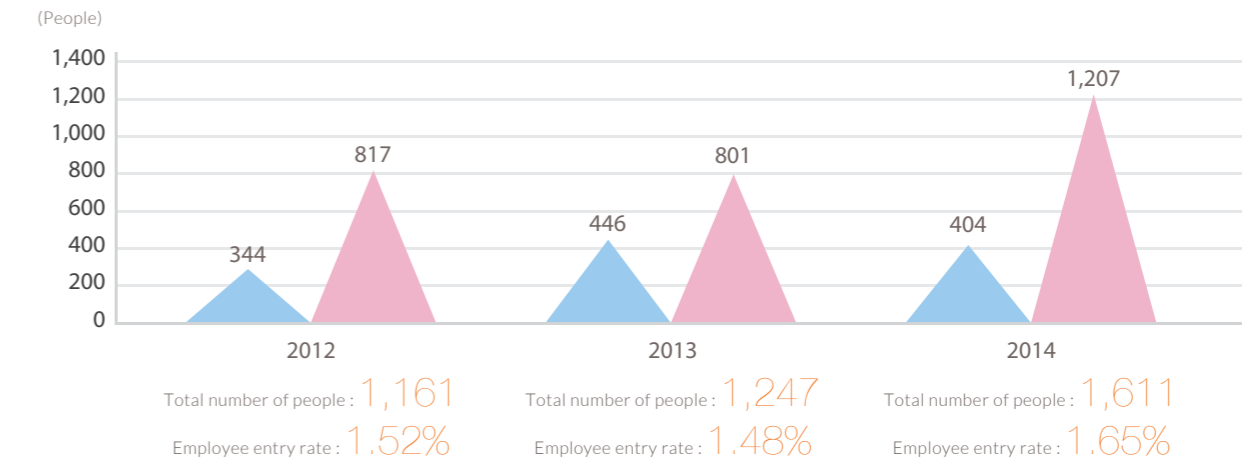
From 2012 to 2014, the total number of newly hired inflight and ground service employees of EVA Air for each year was 1,161 people, 1,247 people and 1,611 people, respectively, and the average employee entry rate was 1.55%. The total number of inflight and ground service employees who resigned was 540 people, 648 people and 668 people, respectively, and the average employee turnover rate was 0.72%. The overall average employee turnover rate from 2012 to 2014 was 1.14%.

When an employee files an application for resignation, the head of the employee's department takes the initiative to understand the case, and Human Resources Division also conducts a questionnaire concerning the reasons for the resignation and comments regarding the advantages and disadvantages of the Company, thereby providing the various management levels with enhancement or adjustment suggestions. In addition, Human Resources Division conducts regular data analysis on the job types, region categories and seniority of the employees resigned, in order to maintain an overview on the employee turnover condition. In 2014, 668 employees resigned; the turnover rate was the lowest in the recent three years, i.e. the turnover rate did not increase with the increase in newly hired employees. EVA Air also conducts internal job rotation or public talent recruitment from time to time, with the hope that all talents are well suited for their posts and enjoy sustainable career development.

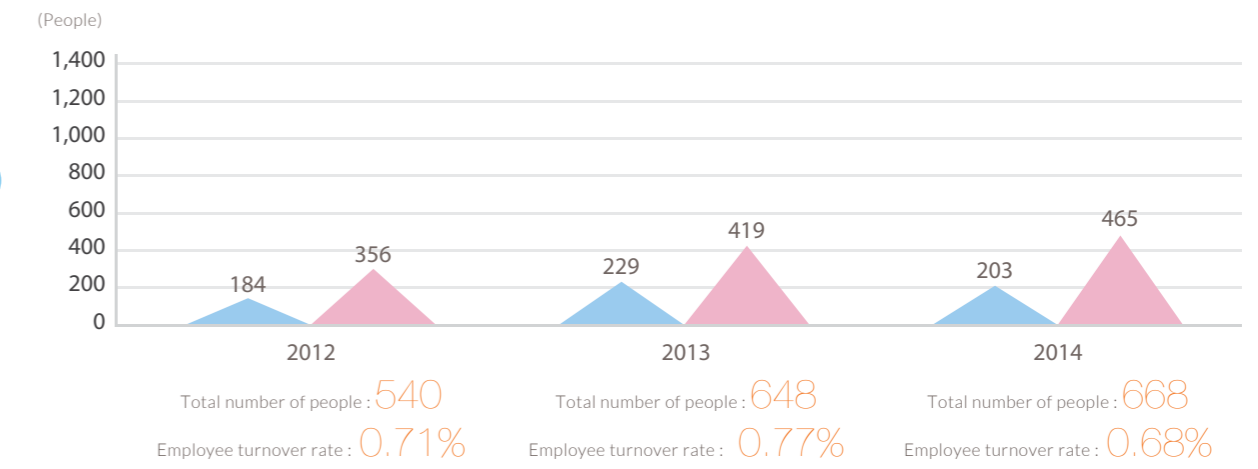
Analysis on Newly Hired and Resigned Employees



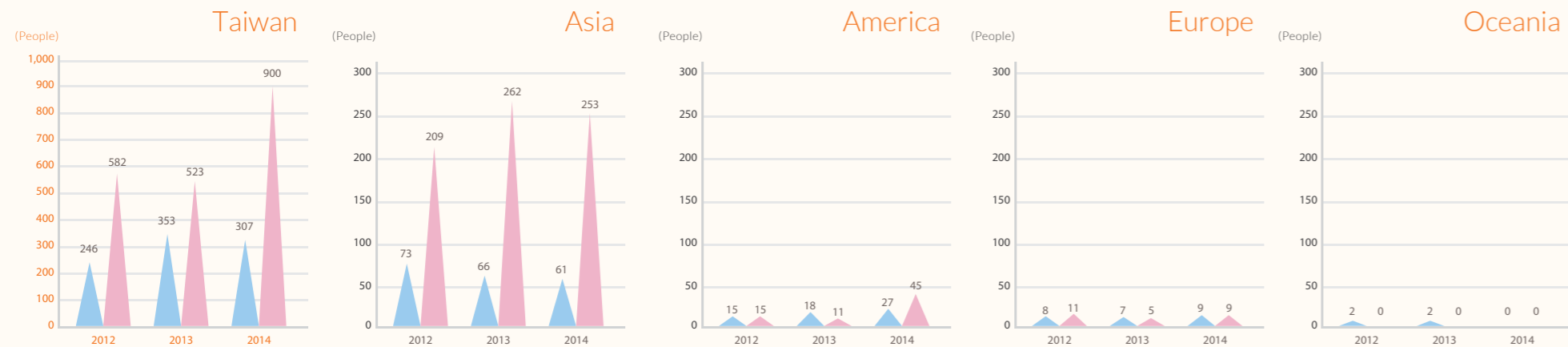
New Employees



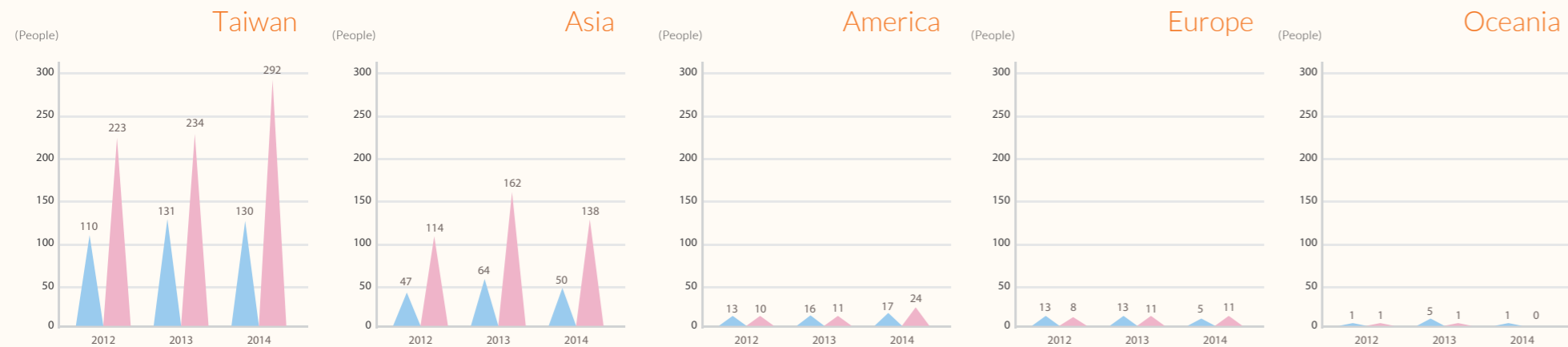
Resigned Employees



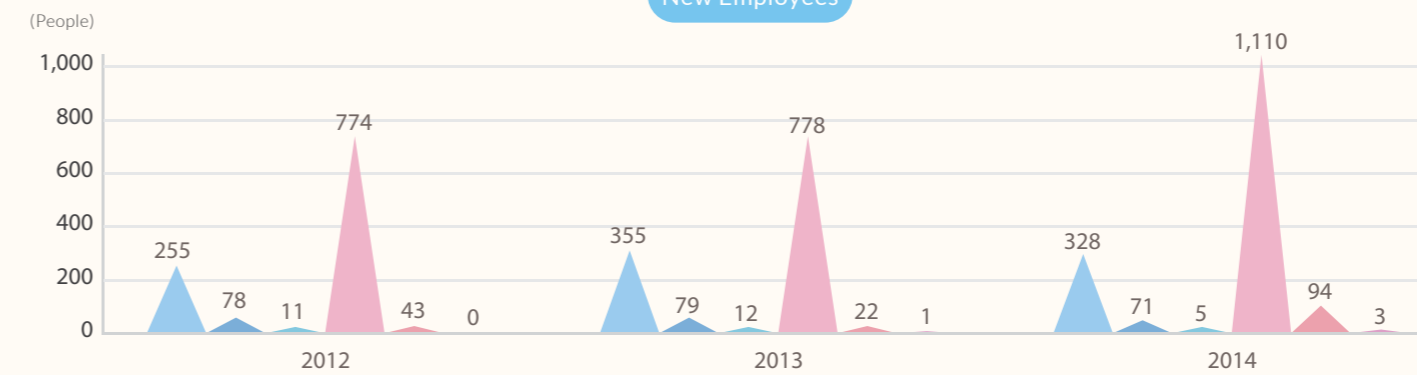
New Employees Male Female



Resigned Employees Male Female



New Employees



Resigned Employees



- Male (New Employees/Resigned Employees < age 30)
- Male (New Employees/Resigned Employees age 30 - 50)
- Male (New Employees/Resigned Employees > age 50)
- Female (New Employees/Resigned Employees < age 30)
- Female (New Employees/Resigned Employees age 30 - 50)
- Female (New Employees/Resigned Employees > age 50)

• The employee numbers listed herein exclude apprentice
 • Calculation equation for Employee Entry Rate: (number of new employees / 12 months) / total number of employees at the end of the year
 • Calculation equation for Employee Turnover Rate: (number of employees resigned / 12 months) / total number of employees at the end of the year

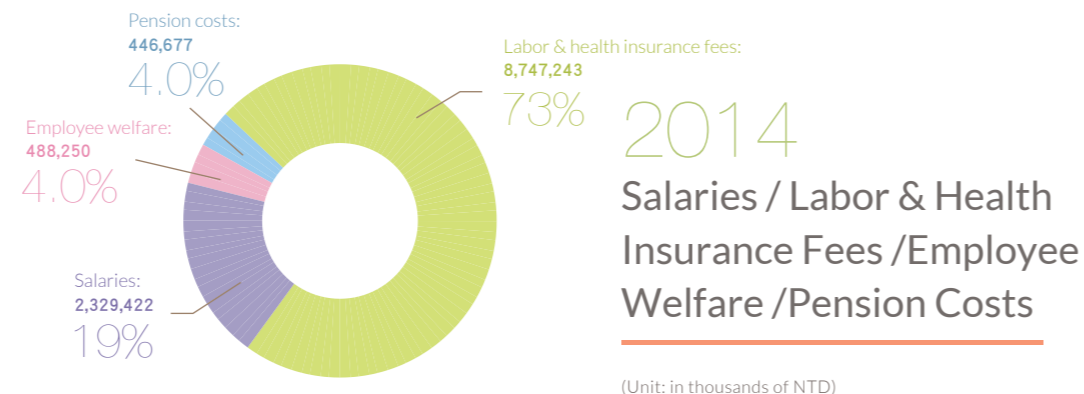
EVA Air takes the initiative to support the employment rights of the disabled by conducting content evaluation and job redesign in regard to general administrative jobs. Single routine works are assigned to the disabled employees according to their characteristics, and arrangements are made to other employees to assist the disabled employees, thereby facilitating a friendly working environment for the disabled employees, who also enjoy the same rights and benefits as general employees, thereby increasing their willingness to obtain employment and remain in office. Until the end of 2014, the employment of persons with disabilities has met the requirements of related laws and regulations.

Year	2012	2013	2014
Number of employees	19	25	48
Weighted number of employees	23	31	68

Note: The "Weighted number of employees" means weighted calculation of the disabled employees based on their disability rating. For example: one person is counted as one person with mild or moderate disability, and two persons are counted for one person with severe or very severe disability.

5-2 Generous Welfare System

In order to encourage employees to devote themselves to their post and to retain outstanding talents in various , so that customers can enjoy EVA Air's quality services no matter where in the world, EVA Air offers employee pay that meets local salary standards, and strictly observes the normative standards of local laws. Promotion assessment methods are established according to job categories, and employee performance evaluation (twice per year) is implemented in order to elect and promote talented people. In addition, the personnel divisions will refer to changing factors, such as price index and corporate competitiveness, to examine the overall remuneration policy on a regular basis. Year-end bonuses are also issued based on annual business performance and employee contributions.



(Unit: in thousands of NTD)

Analysis of Employee Pay Rates: :

ITEM		TOTAL					
		2012		2013		2014	
		Male	Female	Male	Female	Male	Female
Male/female minimum salary according to employee categories	Inflight Service	6.49		6.66		6.41	
	Ground Service	1.13		1.11		1.10	
Male/female minimum salary according to employee categories	Inflight Service	4.52		5.03		5.07	
	Ground Service	1.12		1.11		1.10	
Male/female minimum salary by important business bases	Taiwan	3.05		3.12		3.10	
	America	1.23		1.22		1.14	
Male/female remuneration rate by important business bases	Taiwan	2.25		2.73		2.75	
	America	1.23		1.22		1.14	

- Minimum salary is defined as base pay + duty allowance; remuneration is defined as minimum salary + overtime premium (ground staff) or flying allowance (inflight staff)
- Calculation of remuneration rate is: male average remuneration / female average remuneration
- Air service personnel include pilots and cabin attendants. As the salary of pilots is high and most pilots are male, this results in higher male/female pay rate.
- For male/female minimum salary and remuneration by business bases, employees in Taiwan area include air service personnel. Therefore, the result of male/female pay rate is higher.

2014 Male/Female Average Total Salary Ratio by Management Levels:

Management Level	Average Salary Ratio
High-level Executive (Male : Female)	1.11
Mid-level Executive (Male : Female)	1.03
First-line Manager (Male : Female)	1.02

Note: Average salary of male executives (base pay + duty allowance) / Average salary of female executives (base pay + duty allowance)

2014 Ratio between Standard Salary of Personnel at Grass-roots Level and Local Minimum Salary at Major Business

Major Business Bases	Taiwan (NTD)	America (USD)
Female	1.816	1.070
Male	1.816	1.070

Note: Beginning salary of female (male) personnel at grassroots level / Minimum salary regulated by local laws

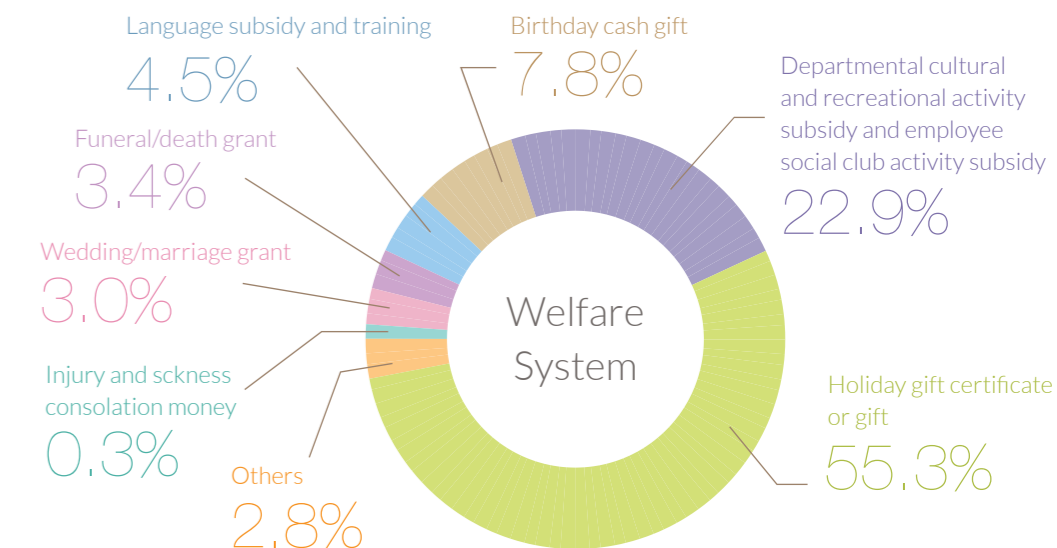
2014 Average Salary Rate of Management Executives at Major Business Bases:

Major Business Bases	Taiwan (NTD)	America (USD)
Female	1.66	1.71
Male	1.69	1.40

Note: Average salary of female (male) management executives / Average salary of total number of female (male) employees

Welfare System

The Employee Welfare Committee of EVA Air was established on October 30, 1997. EVA Air reserved 0.05% of business income and 0.05% of employee base pay in the Taiwan area for the handling of employee-related welfare in the Taiwan area.



In addition to the Company appropriating the retirement reserve funds every month pursuant to laws (11.9% for the old system and 6.0% for the new system), regular employees in the Taiwan area can also transfer their pension fund to their Individual Retirement Account (IRA) each month according to personal choice. The pension fund reserved by the Company pursuant to the provisions of the Labor Standards Act is managed by the Bureau of Labor Funds, Ministry of Labor. In accordance with the provisions of the "Regulations for Revenues, Expenditures, Safeguard and Utilization of the Labor Retirement Fund", with regard to the utilization of the fund, minimum earnings of the fund in the annual distributions on the final financial statement shall not be less than the earnings attainable from the amounts accrued from two-year time deposits with the interest rates offered by local banks. The information with respect to asset utilization of the Labor Retirement Fund includes rate of return of the fund and fund asset allocation. Please visit the website of the Bureau of Labor Funds, Ministry of Labor for details of announced information. As of December 31, 2014, the balance in the Labor Retirement Reserve Fund account of the Company at the Bank of Taiwan was NTD3,635,149,000, enough to pay labor vested benefits for employees who are eligible for retirement for the next year, which complies with the provisions of Article 56 of the Labor Standards Act.

Employee Welfare Items :

Employee Welfare Items	Regular Employees	
	Non-Fixed Term Contract-based Employees	Fixed-term Contract-based Employees
Wedding/marriage grant	√	√
Funeral/death grant	√	√
Injury and sickness consolation money	√	√
Annual leave	√	√
Parental leave applied pursuant to laws	√	√
Retirement in compliance with Labor Standards Act	√	√
Overseas medical insurance for air crew members / expatriates	√	
Group accident insurance, hospitalization and injury medical insurance for employees taking a duty travel abroad	√	√
Group term life insurance preferential premium rate	√	√
Bonuses	√	√
Employee stock options on cash capital increase	√	

Cash Capital Increase and Employee Stock Options

On September 30, 2014, EVA Air decided to make a cash capital increase of six billion NTD after the decision was approved by the Board of Directors, with the issuance of 600 million shares (the case was submitted to the Financial Supervisory Commission and was approved on November 17, 2014). In accordance with the provisions of Article 267 of the Company Act, 10% of the total amount of new shares of the capital increase was reserved, and a total of 60 million shares are available for employees to subscribe.

Employee stock options are available to formal domestic and foreign (air crew/ground crew) employees officially staffed by the base date of share subscription. Number of subscribed shares shall be allocated to employees with share subscription qualification according to job position and EVA Air seniority of the employee.

5-3 Sound Education and Training

EVA Air continues to contribute its efforts to strengthening employee's competence in order to enhance business performance. Mature and proper training planning are integral to the corporate culture "Challenge, Innovation and Teamwork" of the Evergreen Group. Three major training systems: pilot training, cabin attendants training and ground service personnel training have been developed. The overall education and training program has been standardized and passed ISO 9001:2008 certification.

Training courses are arranged based on demand factors, including annual business plans, aviation regulations and specifications, as well as functional development of employees. In 2014, the average time of training for each employee was 35.2 hours, including 34.1 hours for female employees and 37 hours for male employees.

Year		2012	2013	2014
Average training hours for each employee		36.1	61.5	35.2
Average training hours for each female employee		35.8	58.1	34.1
Average training hours for each male employee		36.5	66.7	37.0
Average training hours for each employee category	Pilot	72.6	84.9	69.5
	Cabin Attendant	50.4	55.7	43.1
	Ground Service Personnel	20.7	58.7	22.4

· In June 2013, EVA Air joined the Star Alliance; all employees were required to complete the relevant e-learning training. Therefore, average training time for the year was higher.

· The table above shows the average training time for regular employees, excluding contingent employee preparatory training time of about 22 months of cadet pilot which average training time was 1,598 hours for each trainee, and 2.5 months of cabin attendants which average training time was 464 hours for each trainee.

· Average training hours of employees = Total man-hour of training of the year / Total number of regular employees at the end of the year

5-3-1 Pilot training

Given the frequent occurrence of aircraft accidents caused by both mechanical failures and human errors in the recent two years, EVA Air can never emphasize enough its focus on the mission: "Safe and comfortable flight is an honor and a responsibility." The achievement of such a mission relies on rigorous trainings, and all stringent trainings begin with the cadet trainings. In addition, the Company also actively recruits and selects pilots with commercial pilot licenses (CPL), outstanding retired air force pilots and experienced civil aviation pilots (including pilots with ROC nationality and foreign nationality). Selected pilots are required to complete and pass strict trainings and examinations prior to joining the air service team of EVA Air.



Establishment of the EVA Flight Training Academy

To ensure training quality, EVA Air founded the EVA Flight Training Academy in California, USA, in May 2013. Through pilot training programs conducted by EVA Air itself, not only can the quality of basic flight training be improved, but it also can better meet the stringent flight safety requirements demanded by the Company.

EVA Flight Training Academy was officially inaugurated in December 2013. At present, there are 3 single-engine training aircraft and 1 multi-engine training aircraft. Maintenance hangar, aircraft T-Shed hangar and school buildings will be added to the Academy in the future. With the various infrastructures in place step by step, we expect to expand the fleet to 10 single-engine and 3 multi-engine training aircraft by the end of 2016. Beginning in 2017, the Academy will be able to accommodate 80 to 100 trainees each year. Apart from training our own flight trainees, the Academy will also provide pilot training for other airlines.



Flowchart of Training Program for Newly-Hired Pilots (4 phases for a total period of about 30 months)



During the pilot training process, the highest level (Level D) full-flight simulator for various aircraft models is adopted for aircraft training, to practice operating techniques under different conditions through realistic total-environment simulation. After the completion of training, the flight simulator Proficiency Training (PT) and Proficiency Check (PC) will be conducted twice a year on a regular basis. The difference between winter and summer operations will be used to design training and to check subjects.

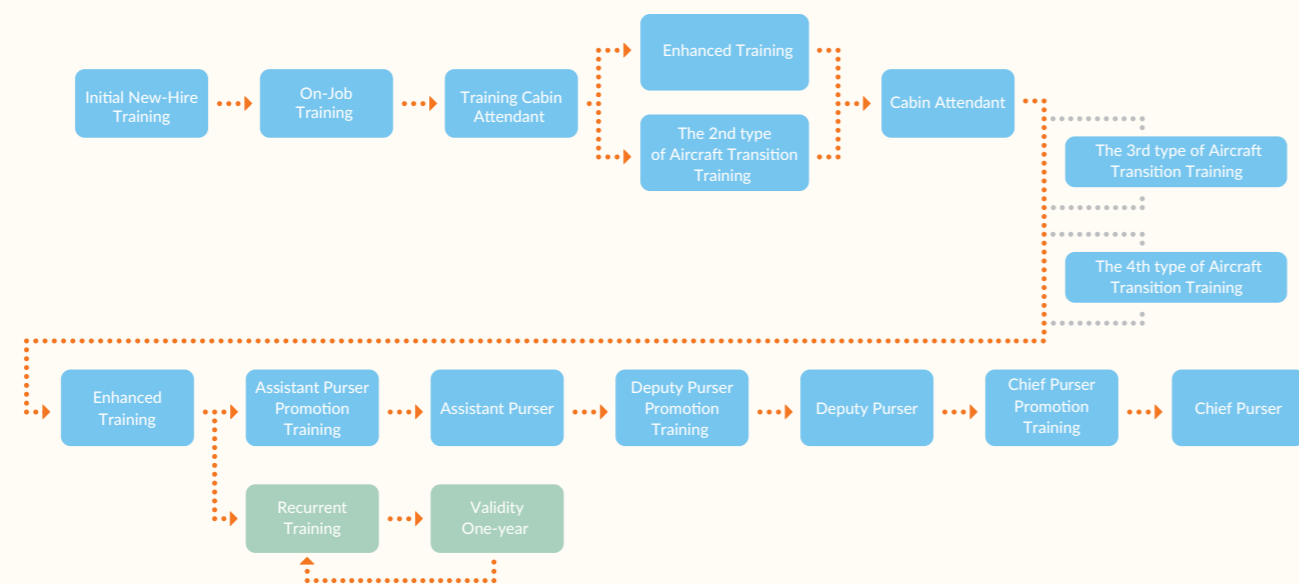
To make training better reflect actual needs, the focus has been placed on general mistakes easily made by pilots, based on the analysis of training outcomes and online check reports. The Evidence-Based Training, which is synchronized with advanced aviation industry, is incorporated into our training programs to significantly enhance the response capability and the ability of pilots to identify potential hazards.

5-3-2 Training of cabin attendants

EVA Air attaches great importance to the provision of high quality cabin services. Therefore, we execute sound training programs for cabin attendants by educating them to treat every passenger of EVA Air with the utmost sincerity. In addition to the basic knowledge training, cabin attendants are also required to comply with administrative measures to honestly perform their obligations with mutual assistance, so as to bring the spirit of teamwork into full play and make joint efforts to advance the business development of the Company.

All service and safety training courses of EVA Air are conducted through simulation exercises using simulation equipment and SOP. Training courses include exercise in operating various emergency supplies and equipment on the plane, simulation exercise of response and handling of particular emergency conditions, and learning specialized knowledge of various service domains. Cabin crew members will join flight services after passing training tests and examinations to supply the best quality services to passengers, meeting their needs and expectations.

Training Flowchart for Cabin Crew Members



Category of Course	Contents	
Initial New-Hire Training	<ul style="list-style-type: none"> Safety training course Service training course On-board first aid knowledge / CPR & AED training 	<ul style="list-style-type: none"> Other training courses On-Job Training
Regular recurrent training	<ul style="list-style-type: none"> Safety/security training course Crew Resource Management Job Task Skill Evaluation 	<ul style="list-style-type: none"> Service philosophy course E-Learning course Cabin Attendants Emergency Simulation Training
Aircraft transition training	<ul style="list-style-type: none"> Aircraft model / cabin structure course Safety training course 	<ul style="list-style-type: none"> Inflight Entertainment Course Other training courses
Job Task Course	<ul style="list-style-type: none"> Job duty course Leadership competency course 	<ul style="list-style-type: none"> Public Announcement Training Course Service Simulation Course

5-3-3 Ground Service Personnel training

Courses for ground service personnel training are divided into three categories: division/department functional training, annual training and international civil aviation organization training. Categories and contents are as follows:

Course by Category	Content	Objectives
Division and department functional training	<ul style="list-style-type: none"> Functional training for management executives Departmental specialized training General (basic) training New employee training On-the-job training 	Enhance management capacity of managerial officers at all levels to effectively lead employees to achieve organizational objectives; improve professional skills of employees and enhance soft skills; assist employees to identify with, and blend into, the corporate culture.
Annual Training	<ul style="list-style-type: none"> Ticketing and reservation course Passenger and freight service course Load balance course Baggage course Dangerous goods regulations course 	Enhance expertise, skills and service attitudes of air and ground service personnel to make them capable of providing passengers with quality services, and to achieve the business objectives of safe and efficient flights.
Trainings conducted by international civil aviation institutions	<ul style="list-style-type: none"> IATA* Training Star Alliance Training Aircraft manufacturer's training 	Meet the professional requirements of personnel advancement, absorb real-time aviation-related laws and regulations, and ensure seamless connection of the operation process with international standards.

* IATA: International Aviation Transportation Association

5-3-4 Employees' safety education and career planning for retirement

Education is the most direct and effective risk management measure to ensure flight safety. In order to put the safety concept fully into effect, EVA Air provides all employees with comprehensive safety education and training to strengthen employees' awareness of the flight safety concept, and thereby eliminate the occurrence of human errors. In addition, EVA Air actively shapes a quality safety culture by means of aggregating the safety awareness and values of all employees, and incorporates them into work discipline and operation standardization, while enhancing organizational management and improving system functions at the same time. The objective is to internalize the concept of "safety and quality first" in the mind and externalize it in actions.

A series of Safety Week activities is conducted every year to emphasize the importance of flight safety in the sustainable operation of the Company, and to raise the awareness of the air and ground crew members regarding the safety responsibility that they carry.

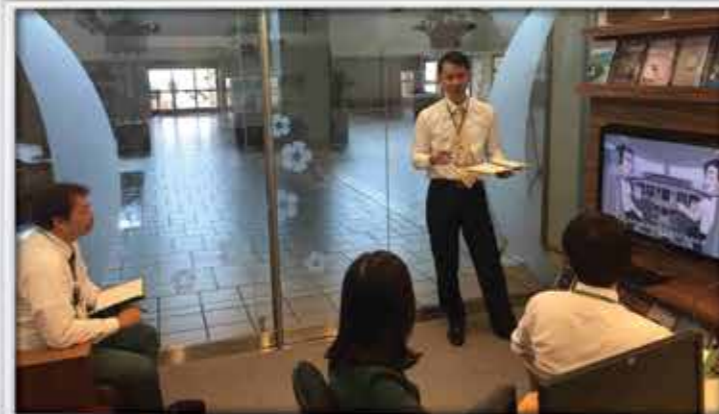
2014



Safety Week
Symposium

Safety Workshops

Station Safety Workshops



2014 Poster Contest

EVA Air supports retiring employees or terminated employees with a transition assistance program to help them transit to a non-working life. For example, health, travel and other soft-subject courses are arranged each year by EVA Air during the Safety Week to assist retiring employees in managing their retirement life. From 2012 to 2014, domestic renowned specialists and instructors were invited during the Safety Week to give keynote speeches to employees to share their practical experiences through lively contents.

Since cultivation of talents is not easy, some outstanding retired captains as well as high- and mid-level cabin attendants (Chief/Deputy Purser) who already left their posts were hired back under the manpower needs of the Company. From 2013 to 2014, seven retired captains were rehired consecutively to serve as teaching instructors or to perform online flight missions. In addition, 19 mid- and high-level cabin attendants were also rehired. In response to future manpower needs for the expansion of the fleet and flight route, the rehiring of outstanding employees will continue.

Safety Week Lecture Series: Health, Anti-aging and Integrated Medical Care

On October 21, 2014, EVA Air invited Dr. Cheng-Ji Lin, attending physician of the Department of Cardiology at Chung Shan Hospital, to give a speech on health, anti-aging and integrated medical services. The contents included the partnership between physicians and patients, and the stimulation and promotion of the innate self-healing power within the physical body through mixed utilization of conventional medicine, as well as alternative and complementary therapies.



Raising Awareness on SMS (Safety Management System) for Employees

The special edition "SMS - My Flying Partner" was published in 2014, targeting all EVA Air employees and encouraging them to take "I'm one of the best in the world" as the direction to work towards in their own areas of work.



5-3-5 Performance evaluation and career development

All ground staff of all branches will receive two performance evaluations every year. Achievements are evaluated according to the performance of employees. In the event that the performance evaluation of an employee is below expectation, an interview will be conducted to hold a discussion with, and assist, the employee to improve. The results also serve as reference in assessment criteria, promotions, year-end bonus, salary adjustment, transfer and training. The current achievement rate is 100%.

In addition to the annual technical performance assessment, administrative performance evaluation for pilots is implemented twice a year. Pilots with relatively poorer evaluation rating will be interviewed by management executives and be informed of required improvement; the opinions of the pilots will also be heard. Performance evaluation for cabin attendants will be conducted with different approaches according to the position of the cabin attendants. Counseling the competence test will be given to cabin attendants with poorer evaluation rating. The enhancement project or the cabin attendants performance evaluation will also be arranged for the cabin attendants according to their performance of inflight service results.

In order to place an employee in the right position according to his/her individual talent, the supervisors of Human Resources Division and the new employee cultivation department (airport, reservation, ticketing and sales department) will continue to assess an individual employee's potential, and conduct suitable job rotation for employees based on assessment outcomes, employee seniority, career planning, as well as the needs of corporate operation, so as to facilitate talent development and reserve expatriates, as well as to promote the continuous development of the Company. Job promotion assessment is also periodically conducted to improve business performance.



5-4 Proper Workplace Conditions

5-4-1 Interaction of labor-management relationship

In order to protect the rights and interests of employees and ensure a smooth channel for the positive interaction between labor and management, EVA Air holds business meetings, department meetings and employee interviews on a regular basis for the purpose of taking the initiative to convey initiation and abolition matters, including business strategy, goal setting and important measures, so that employees can fully understand the operating status of the Company, and amply express their views. Conveyance of important messages is made to employees through internal announcement or by holding briefing sessions. The follow-up process is then handled in accordance with laws, and communication is achieved. In recent years, labor and management were able to maintain a good interactive relationship. There were 22 complaints in regard to labor practice issues filed through the formal complaint mechanism from 2012 to 2014, during which 12 cases were resolved and 10 cases were submitted to the legal affairs unit for handling and active coordination (in process).

5-4-2 Safe working environment

EVA Air established the Labor-Management Meeting in August 1997, in accordance with the provisions of the Regulations for Implementing Labor-Management Meeting. A meeting was held for electing labor representatives and appointing management representatives, who shall both serve a term of four years. Management executives of the Company's internal (deputy) assistant manager and above shall be defined as Management; all remaining employees of the Company shall be defined as Labor. The Labor-Management Meeting consists of 5 management representatives and 5 labor representatives (2 males / 3 females). Representatives of Labor may serve a following term if reelected and representatives of the Management may serve a following term if reappointed.

The Labor-Management Meeting shall be convened once every three months (March, June, September and December) every year. If necessary, an ad hoc meeting may be held. The Labor-Management Meeting adheres to the principle of good faith to jointly ensure the smooth proceeding of the meetings and to promote coordination of Labor-Management parties. It is believed that a good interactive relationship and coordination channels can strengthen the relationship between labor and management, as well as protect the rights and interests of labor.

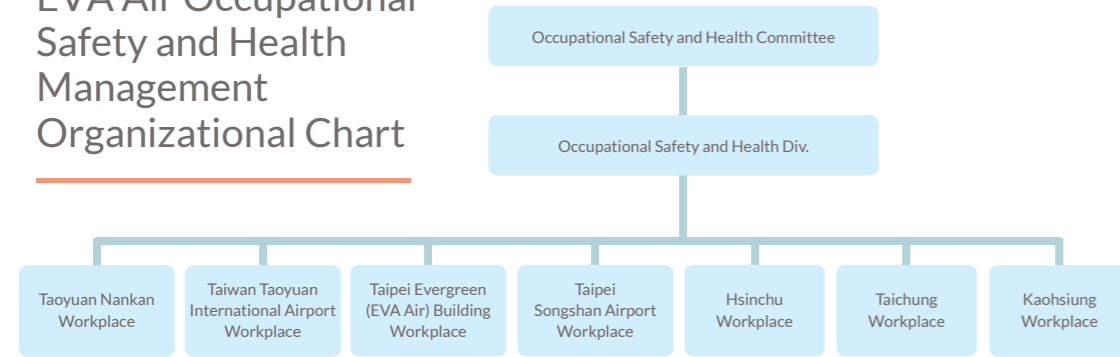
Although EVA Air does not have labor unions, employee health and safety-related issues are handled by the "Occupational Safety and Health Committee" to address recommendations on occupational safety and health policies, as well as to review, coordinate and suggest occupational safety and health-related matters to be handed over to the "Occupational Safety and Health Division" for implementation. Members of the Committee include: the person-in-charge of the business operation or proxy of the person-in-charge (1 person), occupational safety and health officer (1 person), head of relevant department within the business entity (3 persons), medical personnel (1 person) and labor representatives (5 persons). Labor representatives account for 45.5% of the committee members.

The Committee holds meetings every 3 months. Suggestions put forward by labor representatives at the meetings are highly valued. The head of a related operation department will reply to the aforesaid issues after sufficient discussion at the meetings. In addition, we plan to progressively include risk prevention and control concerning labor or human rights-related issues, hoping to better improve and strengthen the operational efficiency of the Committee. In 2014, EVA Air's occupational safety and health objectives were: "1. Regulatory compliance, zero violation; 2. Employee safety, zero occurrence (no significant occupational accident case); and 3. Environmental health, zero hazard". There was no occurrence of a significant occupational accident case in 2014. EVA Air will continue to retain this record and request that all targets be met.

Statistics on the Handling Status of Labor Practice Issues

ITEM	Total Number of Cases		
	2012	2013	2014
Total number of complaints regarding labor practice issues submitted through the formal complaint mechanism	1	11	10
Number of complaints handled	1	11	10
Number of complaints resolved	1	5	6
Number of complaints in process (unresolved)	0	6	4

EVA Air Occupational Safety and Health Management Organizational Chart



EVA Air Occupational Safety and Health Objectives



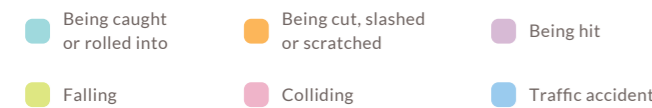
5-4-3 Handling of occupational accidents

When there is a "major occupational accident" in the workplace, the head of the unit involving the accident shall immediately notify the Occupational Safety and Health Management Division. Staff of the said Division shall then report the accident to the labor inspectorate. The current status of occupational accidents is examined on a regular basis at meetings of the Occupational Safety and Health Committee. The safety and health improvement plan are also proposed at the aforesaid meetings. EVA Air expects to build a Safety Report System in 2015 aimed at occupational accidents, to better execute safety and health management through the operation of the Safety Report System.

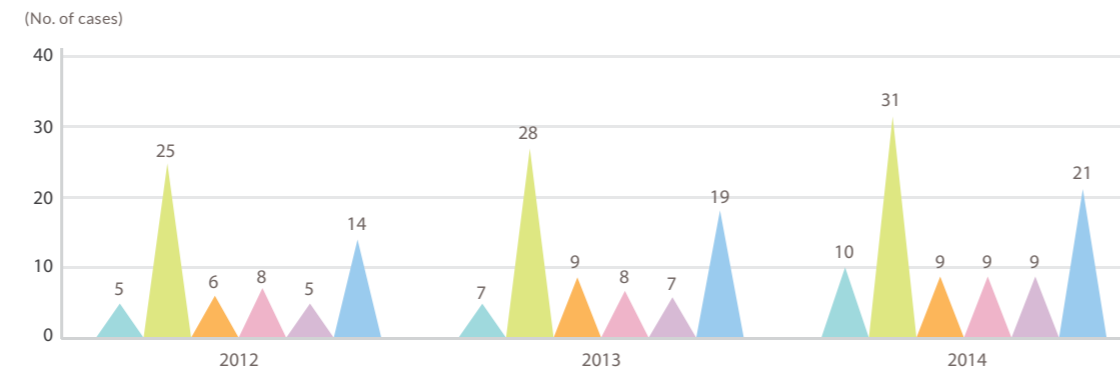
According to internal statistics, office employees using computers or taking phone calls for a long time are prone to occupational muscle and bone injuries. As for personnel working on the plane or at the airport, they are more likely to be exposed to high risk diseases, such as influenza or Ebola. On board cabin attendants may suffer from waist injury due to repetitive movements of serving food and beverages.

In addition, information and preventive countermeasures with regard to occupational diseases and high risk diseases are announced from time to time in order to raise employee's awareness concerning high risk diseases and occupational diseases, such as using E-learning to broadcast the CDC (Centers for Disease Control) online instructional video "Ebola: What Airline Crew and Staff Need to Know" to strengthen cabin attendants' basic awareness of the Ebola virus. Moreover, periodic flu shots are supplied to reduce the risk of influenza infection.

Statistics on the most prevalent work-related injury categories of EVA Air and major contractors in recent 3 years



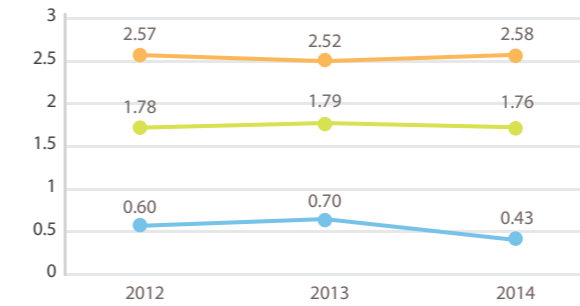
Note: Statistics are prepared according to the reported data on occupational accidents



ITEM		TOTAL		
		2012	2013	2014
Work-related Injury Rate (IR) - Domestic	Male	0.60	0.70	0.43
	Female	2.57	2.52	2.58
	TOTAL	1.78	1.79	1.76
Occupational Disease Rate (ODR) - Domestic	Male	0	0	0
	Female	0	0	0
	TOTAL	0	0	0
Lost Day Rate (LDR) - Domestic	Male	3.77	4.98	2.59
	Female	29.20	39.02	27.58
	TOTAL	18.99	25.26	18.05
Absence Rate (AR) - Flight Crew	Male	1.46%	1.80%	1.70%
	Female	1.59%	3.44%	2.81%
	TOTAL	1.47%	1.86%	1.74%

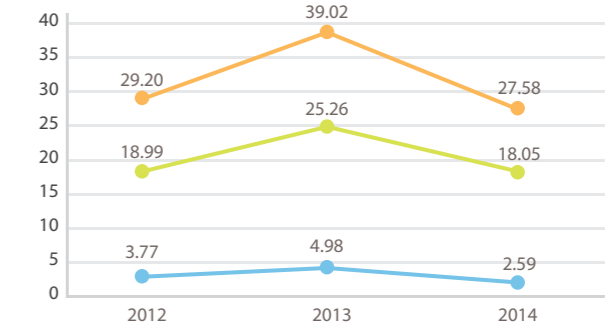


Work-related Injury Rate (IR)



● IR for female employees ● IR for Taiwan employees ● IR for male employees

Loss Day Rate (LDR) - Taiwan



● LDR for female employees ● LDR for Taiwan employees ● LDR for male employees

ITEM		TOTAL		
		2012	2013	2014
Absence Rate (AR) - Cabin Attendant	Male	0.00%	0.00%	0.00%
	Female	6.58%	7.02%	5.14%
	TOTAL	6.58%	7.02%	5.14%
Absence Rate (AR) - Domestic Ground Staff	Male	0.63%	0.61%	0.57%
	Female	1.18%	1.07%	1.13%
	TOTAL	0.92%	0.86%	0.86%

· Work-related Injury Rate (IR) = Total number of people having work-related injuries × 200,000 / Total working hours

· Loss Day Rate (LDR) = Total number of days lost × 200,000 / Total working hours

· Occupational Disease Rate (ODR) = Total number of occupational disease cases × 200,000 / Total working hours

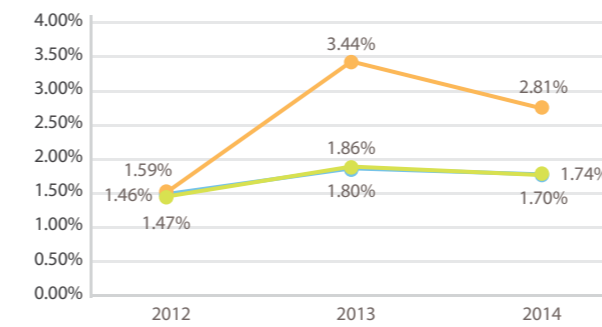
· Absence Rate (AR) = (Total absence hours / Total working hours) × 100%

· Definition of Absence: An employee leaves his/her post due to loss of ability to work, including sick leave (including work-related injury and occupational disease) and personal leave; excluding approved vacation, maternity leave, paternity leave and bereavement leave.

· 2015 work-related injury rate (IR) of occupational accidents occurring while working has been set to be lower than 1.3.

· Total number of fatal accidents occurring in Taiwan from 2012 to 2014 is zero.

Absence Rate (AR): All Flight Crew

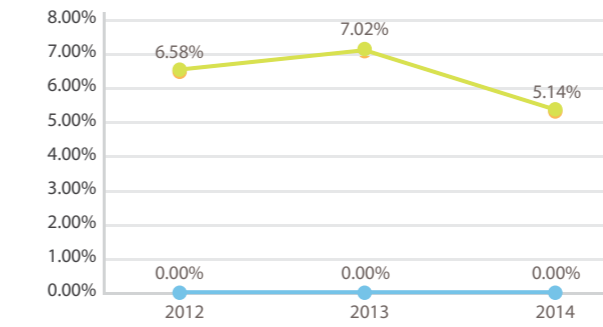


● AR for female flight personnel ● AR for male flight crew

● Total AR

Note : Absence rate of female flight crew in 2013 increased due to an increase in total absence hours (personal leave and sick leave).

Absence Rate (AR): All Cabin attendants

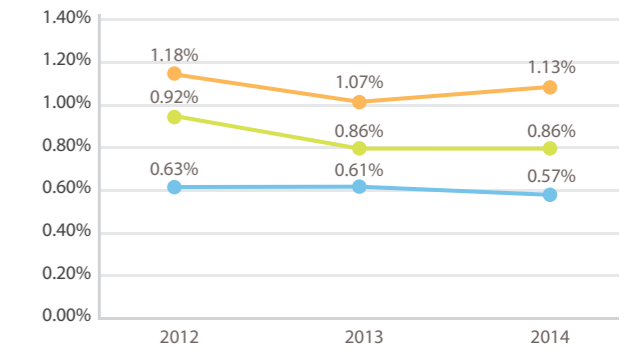


● AR for female Cabin Attendant ● AR for male cabin attendant

● Total AR

Note : Absence rate decreased in 2014 because of an increase in total number of employees and a decrease in total absence hours (personal leave and sick leave).

Absence Rate (AR): Domestic Ground Service Personnel



● AR for female employees ● AR for male employees

● Total AR

Upon the occurrence of an industrial safety event, the unit involved in the accident shall fill out and submit an Occupational Accident Report immediately. The Company infirmary, Occupational Safety and Health Division and Human Resources Division will investigate and analyze the accident as well as study and develop an effective improvement plan. The current status of occupational accidents is examined on a regular basis at meetings of the Occupational Safety and Health Committee. In view of industrial safety events which occur frequently or involve major injuries, the safety and health improvement plans shall be proposed at the aforesaid meetings to avoid similar incidents from happening again.

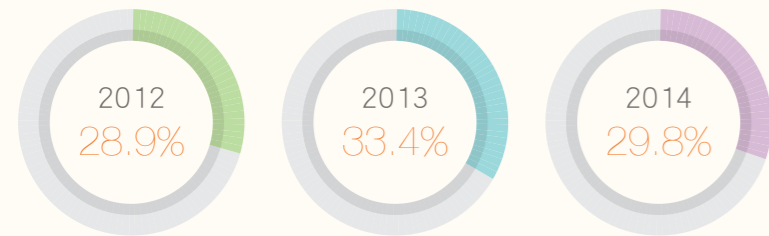
5-4-4 Prevention of sexual harassment

In order to maintain equal rights and a safe working environment, EVA Air takes further actions in preventing the occurrence of sexual harassment in the workplace. To protect gender equality in employment and human dignity, the Company has, in particular, formulated the "Measures of Prevention, Correction, Complaint and Punishment of Sexual Harassment in the Workplace" and promulgated the "Advocacy Matters on the Prevention of Sexual Harassment in the Workplace" on the internal website of the Company. Company employees can visit the Company's website to search for related information. If an employee is sexually harassed in the workplace, the employee is required to give their real name when filing a complaint. Complaints can be filed via the complaint hotline or email to report to the head of the Human Resources Division. EVA Air will continue to plan the prevention mechanism of human rights-related issues in order to better protect the human rights of employees.

Appeals Process for Sexual Harassment



Ratio of Total Number of Trainees to All Employees Regarding Training Relating to Gender Equality in Employment



Regarding the orientation training for newly employed ground service personnel, training instructors will give lectures on the prevention of sexual harassment and on gender equality in employment; relevant information also will be posted on the internal webpage of the Company for inquiries at any time. In case of any information updates, announcements will be made to all employees in regard to the updates. EVA Air has drawn up and promulgated measures of handling complaints to protect the rights and benefits of employees, and to assist employees in resolving work-related matters pertinent to individual rights and benefits or unequal treatment.

Year	2012	2013	2014
Total number of trainees	1,768	2,263	2,348
Total training hours (Note 1)	885	1,132	1,174
Ratio of total number of trainees to all employees (Note 2)	28.9%	33.4%	29.8%

· Note 1: About 30 minutes per related lesson
· Note 2: Equation for "Ratio of total number of trainees to all employees" = Total number of trainees of the year taking courses / Total number of regular employees of the Company at the end of the year

5-4-5 Sound parental care

In order to look after female employees requiring breastfeeding, EVA Air has set up the nursing room exclusively for women. The Company and the Employee Welfare Committee also signed agreements with nearby well-reputed childcare centers to provide employees with preferential daycare services. In response to government policy pertinent to unpaid parental leave for raising children, employees of EVA Air can apply for unpaid parental leave pursuant to the provisions of the "Act of Gender Equality in Employment" and "Regulations for Implementing Unpaid Parental Leave for Raising Children". In addition, employees may apply for an extension of unpaid parent leave depending on personal needs, or apply for early reinstatement. Labor insurance and health insurance can still be retained through the Company during the period of unpaid parent leave.

By the end of 2014, the vast majority of EVA Air employees applying for unpaid parent leave in Taiwan area were female employees (1.5% for male employees and 98.5% for female employees). The actual application rate for employees who were eligible for unpaid parental leave was 42%. All application cases for unpaid parental leave were approved. EVA Air protects the right to work for employees taking unpaid parent leave. Returning to his/her original work unit shall take precedence over other units for employees being reinstated after the expiry of unpaid parental leave.



Statistics on total number of employees applying for unpaid parental leave and total number of employees reinstated after expiry of unpaid parental leave in Taiwan area :

Unpaid Parental Leave	TOTAL					
	2012		2013		2014	
	Male	Female	Male	Female	Male	Female
Number of employees entitle to unpaid parental leave	175	164	173	145	147	135
Number of employees took unpaid parental leave	1	120	2	136	3	136
Number of employees expected to be reinstated after expiry of unpaid parental leave	1	116	1	125	1	129
Number of employees actually reinstated after expiry of unpaid parental leave	1	104	1	110	1	117
Percentage of employees actually reinstated after expiry of unpaid parental leave (Actual Reinstatement Rate)	100%	90%	100%	88%	100%	90%
Number of employees reinstated and are still employed by the end of the following year	-	78	1	100	1	105
Percentage of employees reinstated and are still employed by the end of the following year (Retention Rate)	-	94%	100%	96%	100%	95%

· Reinstatement Rate = Number of employees actually reinstated / Number of employees expected to be reinstated
· Retention Rate = Number of employees reinstated and are still employed at the end of the following year / Number of employees reinstated in the previous year

Community Engagement

EVA Air has always shown concern for society, and takes practical actions in taking care of the less privileged groups. It also actively injects resources into public welfare, across different sectors to culture, education, music and sports events. We hope that through our actions, we can motivate others in contributing to the community, gain public recognition and support, and together do our part for society. Looking ahead, EVA Air will continue to fulfill its social responsibilities as a corporate citizen.

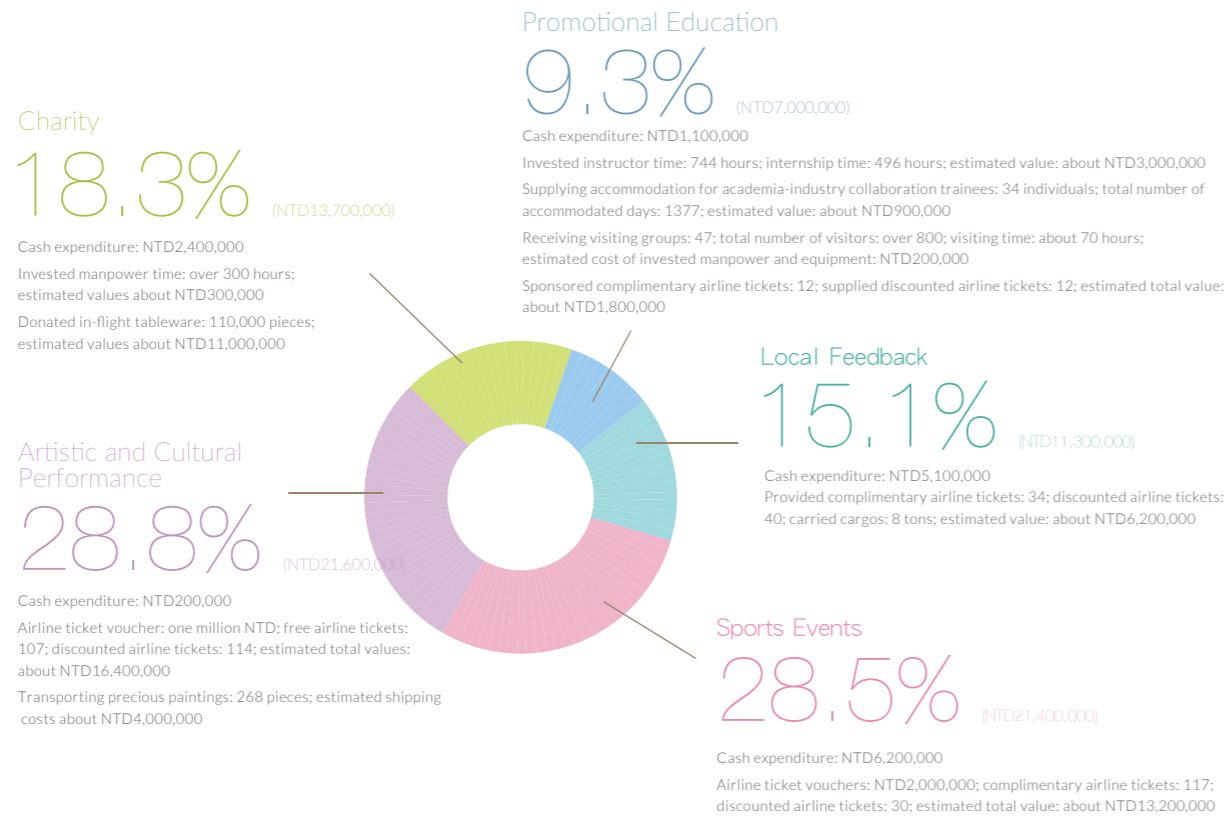


Community
Engagement

■ Caring, Devotion and Commitment to Social Welfare

EVA Air's policies on corporate social responsibility clearly state its support for the disadvantaged population by partaking in community living, sponsoring public welfare activities and actively contributing to society in order to achieve the goal of a happy and prosperous society. In addition, EVA Air not only gives long-term support to various community-friendly, sports, arts and culture activities, but also supplies manpower, resources and funds to realize acts of goodwill. By the end of 2014, the Company has participated in many diverse social activities and helped many individuals and groups. We prioritize five categories of social welfare listed on the right:

In 2014, the total value that EVA Air invested in social welfare donation, resources, manpower and airline ticket sponsorship reached NTD75,000,000, among which artistic and cultural performance and sports events sponsorship accounted for NTD20,000,000, showing EVA Air's active involvement in promoting national arts and culture as well as sports. Putting great emphasis on safety, EVA Air has invested nearly 10% of the funds in the promotional education of flight safety.



> 6-1 Charity Activity

Upholding the spirit of "Whatever you take from society, give back to society" EVA Air has actively participated in charitable activities over a long period of time. Through diverse channels and professional charity services, the Company is able to help disadvantaged groups, increase its overall energy spent on welfare, and create a sense of happiness and stability in our society. In 2014, the total value of funds and resources that EVA Air contributed to charitable activities exceeded NTD13,000,000.

■ 6-1-1 Sponsoring Chang Yung-Fa Foundation

Cash is supplied each year to the Chang Yung-Fa Foundation in sponsoring overall planning for supplying materials, airline tickets and manpower to help charity activities, including supporting disadvantaged families, education in remote areas, emergency relief and disaster relief. The total amount of cash sponsored in 2014 was NTD2,400,000, and the total value of invested manpower, materials and other related expenses exceeded NTD3,000,000.



■ 6-1-2 Donation of second-hand items

EVA Air worked with Chang Yung-Fa Foundation, Taichung City Government, Changhua County Government and Taitung County Government to organize the charity event of Second-hand Items Donation in April 2014. Approximately 110,000 pieces of replaceable tableware of the business class section, including bone china soup bowls, teacups and plates, were donated to food and beverage departments of various schools and families in need of assistance, so that resources achieved their utmost benefit.

Donation recipients included: World Vision Taiwan – Taitung Service Center, Taiwan Family Care Association, Saint Mary's Hospital, Taitung Christian Hospital and dozens of other public welfare organizations. The donation amount exceeded NTD10,000,000.

Donated Items

Tableware in Business Class section

Bone china soup bowls, teacups, and plates

Total donated quantity reaching 110,000 pieces

Parties Receiving Donations

- World Vision Taiwan – Taitung Service Center
- Taiwan Family Care Association
- Saint Mary's Hospital
- Taitung Christian Hospital
- Food and Beverage Department, Yu-Ren Junior High School
- National Taitung Senior High School
- Department of Hospitality Management, National Taitung Junior College
- Taitung County Indigenous People Social Welfare Association
- Taitung County Mind Farm Intelligence Development Center
- Lee Shan Hsien Foundation

- A Kernel of Wheat Foundation
- Guanshan Day Care Center
- Yilan Branch Office, Taiwan Fund for Children and Families
- Yilan County Home for Happy Elders
- Yilan County Star Babies Association
- Yilan County St. Camillus Senior Citizens Long-term Care Center
- Lanyang Foundation of Senior Citizens' Home
- Luodong Township Nursing Home
- Taoyuan Heartlight Education and Nursing Institution

(Source: Chang Yung-Fa Foundation)



> 6-2 Promotional Education

EVA Air has been devoted to educational charity activities for a long time, especially in the efforts of aviation education. Apart from setting up the Safety Gallery to implement the concepts of safety education, EVA Air has been actively involved in academia-industry collaboration to cultivate professional aviation talents in order to enhance Taiwan's aerospace standards. In the meantime, international seminars are organized in order to grasp international trends and meet international standards. Moreover, EVA Air frequently takes part in the promotion of general social education in the hope of making a contribution to the enhancement of social education. In 2014, the total amount of funds, manpower and other relevant resources which amount to nearly NTD7,000,000 were invested by EVA Air on education and charity.



■ 6-2-2 Cooperation program with Civil Aviation University of China

EVA Air signed a cooperation agreement with the Civil Aviation University of China in 2006. Since then, the Civil Aviation University of China has sent students and faculty members from the College of Air Traffic Management and Sino-European Institute of Aviation Engineering to study at EVA Air with an internship for 3 to 4 weeks. This program not only provides students with a learning opportunity of the practical fields, but also takes the lead on the cross-strait collaboration between academia and industry on civil aviation education.

Furthermore, the Engineering Techniques Training Center, Basic Experimental Center and other engineering colleges also dispatched faculty members to EVA Air to exchange experience of aircraft system and maintenance practice. The academia-industry collaboration program not only enhances maintenance knowledge of airlines, but also strengthens practical aspects of academia. In 2014, a total of 5 faculty/students from the College of Air Traffic Management took part in the practical trainings for 3 weeks, while 6 people (including the Dean and professors) from the College of Air Traffic Management and 11 instructors from Engineering Techniques Training Center / Basic Experimental Center paid a one-day visit, respectively.

■ 6-2-1 Academia-industry collaboration program with National Cheng Kung University

In 2012, EVA Air established long-term collaboration with National Cheng Kung University to provide students with practice-oriented basic teaching and internship, in order to accelerate talent training and quality enhancement. Senior executives and professional engineers of basic flight, safety management and aircraft maintenance are assigned as instructors of training classes, while students are arranged to visit the training center and maintenance shop for a field trip or on-site practice.

The "Program on Civil Aviation Engineering" comprises multiple disciplines of Department of Aeronautics and Astronautics, Department of Mechanical Engineering and Department of Engineering Science of the College of Engineering, offering a total of 14 subjects and 36 credits. Courses include: electrical engineering, electronics, electronic circuits, aviation materials, aircraft structures, flight mechanics, aircraft engines, introduction to communications, aircraft systems and operation, aircraft maintenance and skill training, basic flight operations, special topics on aircraft maintenance, and aviation safety management. The professors of National Cheng Kung University or top executives of EVA Air are in charge of these courses, which amount to 630 hours in instruction and teaching and NTD3,000,000 in total investment in manpower and other resources. As the requirements for the courses are very strict, EVA Air guarantees that the employment priority will be given to students who have passed all levels of these courses, in order to achieve the goal of academia-industry collaboration.

■ 6-2-3 Establishment of the Safety Gallery

EVA Air established its Safety Gallery in 2012 to provide safety awareness training and to accept the applications of visitation from aviation-related schools and agencies. The approach of "learning in a fun way" is adopted to promote safety management concepts and aviation safety environment, in the hope of increasing safety awareness. A total of over 800 domestic and foreign guests visited the Safety Gallery in 2014.

■ 6-2-4 Hosting international flight safety seminars

Several flight safety-related seminars are organized from time to time each year. Flight safety specialists at home and abroad are invited to share the latest information on flight safety management.

A seminar on the "Current Status and Future Development of China ATC (Air Traffic Control)" was held in July 2014, and the ALAR (Approach & Landing Accident Reduction) Workshop was held in November 2014, which attracted participants from the Civil Aeronautics Administration, Aviation Safety Council, Flight Safety Foundation-Taiwan, Institute of Transportation, the Air Force and airlines.

■ 6-2-5 Sponsoring United Daily News special column "International Primary School"

Since 2012, EVA Air has sponsored the special column "International Primary School" of United Daily News for three consecutive years. This special column is specifically designed for teenagers, enabling them to learn about international news in a simple and straightforward way, and to develop a global perspective. With the recognition of United Daily News, EVA Air was invited to sponsor this special column to jointly fulfill its media and corporate social responsibility. The total amount sponsored in 2014 was NTD500,000.

Towards the Future

6-3 Feedback to Local Communities

EVA Air spares no effort in promoting Taiwan's tourism and contributing to local communities by actively participating in tourism events under various city/county governments in order to create more tourism revenue for local communities. A total of over NTD10,000,000 was invested in 2014 for local promotional programs. In particular, the 2013 advertisement "I SEE YOU", which redefined Taitung's tourism, successfully popularized Chishang Township. In 2014, to urge tourists to cherish its tourism resources, Taitung County launched a series of events for local communities, creating more than NTD500,000,000 tourism value for the County.

6-3-1 To Chishang with love

Mr. Brown Avenue and the Tea Serving Tree, both of which are made famous due to advertisements, are major attractions in Chishang Township. To effectively reduce the impact of tourism on local communities of Chishang, EVA Air takes the initiative in sponsoring the following events to help maintain their peaceful atmosphere:

Introducing the "Tour Bus of Chishang"

During the summer vacation, EVA Air sponsors Taitung County Government by providing ten "Tour Buses of Chishang". Apart from providing shuttle services for visitors parking their cars off road, the Tour Bus also connects all major attractions to make touring around Chishang highly convenient. Tourists are encouraged to take the Tour Bus to reduce the traffic of private vehicles in Chishang, creating quality tourism in the local area.

Tea Serving

In August 2013, EVA Air began serving tea on a regular basis under the bischofia javanica tree, which was made famous due to Takeshi Kaneshiro's TV ad, with the help of residents in Wan-an Village to receive tourists with the unique hospitality of the Taiwanese people.



■ 6-3-2 Installation art of ‘Tea Serving Tree’ in Taitung’s Chishang

EVA Air, Taitung County Government and Lovely Taiwan Foundation jointly held the “EVA Air I SEE YOU - Presentation of Installation Art of Tea Serving Tree in Taitung’s Chishang” in Chishang Rice Village House. The establishment of the landmark and installation arts accentuates the inherent cultural heritages of Taitung Country. It not only fully demonstrates a high level of corporate social responsibility, but also gradually arouses the spontaneous self-disciplined behavior of tourists who show respect for, and love towards, local life and environment.

■ 6-3-3 Sponsoring the “2014 Chishang Autumn Rice Harvest Arts Festival”

The “Chishang Autumn Rice Harvest Arts Festival” is one of the representative activities of Taitung County. The most significant features of the event include its stage, a golden rice paddy and the majestic backdrop, Central Mountain Range. In November 2014, EVA Air invited overseas media to visit Chishang to jointly popularize the beauty of Taitung’s Chishang.

■ 6-3-4 Adoption of public green land beautification project adjacent to the Company’s headquarters

Since late 2013, EVA Air has adopted the beautification project around the freeway’s side slopes (land No. 504) for three consecutive years. The project was completed in July 2014, in which EVA Air continuously sponsored outsourcing costs of cleaning and maintenance of the environment in order to provide freeway travelers with a nice road landscape. The total adopted areas reached 1,306 m2, and the total amount of installation and maintenance fees is near NTD2,800,000.

■ 6-3-5 The ‘Tree Doctor’ of Japanese Emperor, Tokuo Yamashita, gave free medical consultation on the “Tea Serving Tree” [YouTube](#)

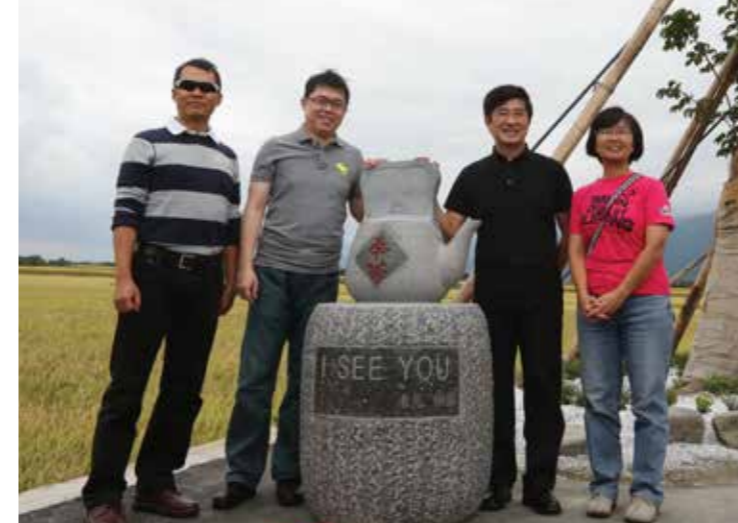
The “Tea Serving Tree” growing on the Mr. Brown Avenue in Taitung’s Chishang was uprooted by Typhoon Matmo. With the support of EVA Air, Taitung County Government, Chishang’s residents and various fields, the tree was replanted on its original site. To help the Tea Serving Tree regain its health and vigor as soon as possible, Friends of Daan Forest Park Foundation particularly helped by inviting Tokuo Yamashita, the tree doctor of the Japanese Emperor, and his team to visit Chishang on July 25, 2014 and give free medical consultation on this 40-year-old the bischofia javanica tree. Afterwards, EVA Air sponsored complimentary round-trip airline tickets many times for Tokuo Yamashita to conduct follow-up checks on the tree, which not only helps the recovery of Tea Serving Tree, but also preserves the wishes of the general public.

■ 6-3-6 Sponsoring the “2014 Taiwan International Hot Air Balloon Fiesta”

EVA Air sponsored the “2014 Taiwan International Hot Air Balloon Fiesta”, which was organized by Taitung County Government. The sponsorship includes the transportation of all special-shaped hot air balloons from foreign countries to Taiwan, or visiting other countries to participate in hot air balloon events and complimentary round-trip air tickets also for international pilots coming to Taiwan, and domestic pilots flying abroad to participate in the related activities. The total weight of free cargo transportation was close to 8,000 kilograms, and the total number of complimentary or discounted airline tickets offered to pilots for coming to, and leaving from, Taiwan without restriction on points of departure or destination was over 40.

■ 6-3-7 The 2014 Kaohsiung Lantern Festival, “Love and Happiness Parade”

The 2014 Kaohsiung Lantern Festival, “Love and Happiness Parade” was an innovative activity of the Festival. The activity will provide the opportunity for people to share the festive fun through the expression of the traditional spirit of the Lantern Festival with a touch of innovation. The event integrates Asia New Bay Area, Kaohsiung’s image and international characteristics, coupled with the energy of private enterprise, to deliver a diverse, artistic festive atmosphere, in the hope of attracting domestic and foreign tourists to visit Kaohsiung, and promoting the development of the local tourism industry. EVA Air took part in the parade with the rented light box truck, showing its active participation in local festive events.



6-4 Arts and Culture Activities

EVA Air has been involved in the promotion of artistic and cultural events every year by inviting world-renowned musical groups to perform in Taiwan so that domestic music fans can enjoy world-class performances without leaving the country. EVA Air also provides professional technical services for artistic exhibits, sponsors transportation of cargos and airline tickets for personnel coming to Taiwan for various major artistic and cultural events, which offer Taiwanese people rich artistic feasts. The amount of freight and airline tickets sponsored for artistic and cultural activities exceeded NTD20,000,000 in 2014.

6-4-1 Supporting music, arts and culture activities

To popularize music and quality artistic and cultural activities, EVA Air has been sponsoring internationally famous performance groups to tour in Taiwan for a long time. In 2014, EVA Air sponsored performance groups such as: Mark Morris Dance Group, Saint Petersburg Ballet Theatre, Japan's Airship Theatrical Company, Joe Hisaishi with Vienna State Opera Chorus, and Yo-Yo Ma with the Silk Road Ensemble.



6-4-2 Supporting special exhibition of arts and culture

For enterprises, the cultivation of cultural awareness means an investment in intangible assets. EVA Air offers preferential transport prices through its own specialty in transport services. In 2014, EVA Air sponsored many internationally renowned artistic and cultural exhibitions in Taiwan, including: "Marie Laurencin", "To see Life, To see the World - LIFE Photography Exhibition", "Dracula: History and Art of Vampires" and "Le Petit Prince".



- (upper left) Marie Laurencin
- (upper right) To see Life, To see the World - LIFE Photography Exhibition
- (lower left) Dracula: History and Art of Vampires
- (lower right) Le Petit Prince

2014



Love & Art

6-4-3 Sponsoring the UnThinkTank

In order to encourage the exchange of literature, design, aesthetics and music with Singapore, an UnThinkTalk event was held in Singapore. Taiwan's renowned directors Po-Lin Chi and Te-Sheng Wei were invited to visit Singapore in June 2014 to give talks. EVA Air offered complimentary round-trip airline tickets to sponsor this event in Singapore.

6-4-4 Sponsoring the awarding ceremony of the 51st Golden Horse Awards

Winning a Golden Horse Award is the highest honor for creations of Chinese films. In November 2014, the total amount EVA Air sponsored for the event of Golden Horse Awards exceeded NTD1,000,000 by offering cash and complimentary airline tickets, in the hope of encouraging film art creators to make greater efforts through practical actions of corporate support, while contacting prominent filmmakers by means of the event in order to promote Taiwan film industry.

6-5 Sporting Events

EVA Air has been paying close attention to the development of Taiwan's sports circles. Since 2008, complimentary airline tickets have been provided to sponsor many athletes. The total amount of cash and airline tickets sponsored was approximately NTD20,000,000. Through the practical support on transport, finance and spirit, EVA Air lessened many excellent Taiwanese athletes' worries while they competed abroad. Taiwan's international visibility will be improved through high exposure in the sporting events, which can also successfully foster more "Glories of Taiwan" in the sports world. Meanwhile, to better develop the sports environment in Taiwan and allow athletes to accumulate more experience in international competitions, EVA Air continuously sponsored many international sports events to stimulate the interest of Taiwanese in sports and to promote the image of Taiwan.

6-5-1 Supporting the development of Taiwan sports

EVA Air sponsors complimentary airline tickets and related training funds for domestic professional tennis and golf players. During 2014, EVA Air sponsored domestic tennis players, including: Yung-Jan Chan and Hao-Ching Chan (they are sisters), as well as Chia-Jung Chuang and Ching-Wen Hsu, and golf player Yani Tseng.

The sponsored international sports events in 2014 included: Swinging Skirts LPGA Classic San Francisco Ladies' Tournament, 2014 Swinging Skirts Amateur Team Championship, OEC Taipei Ladies Open, Fubon LPGA Taiwan Championship, etc.

6-5-2 Sponsoring the 2014 TLPGA Jing-Du Charity Cup Ladies' Tournament

In August 2014, EVA Air sponsored the TLPGA Jing-Du Charity Cup Ladies' Tournament by offering complimentary airline tickets. All sponsorship and donations of the event were donated to the HAVE-LOVE Social Welfare Foundation for the purpose of future welfare activities.

6-5-3 Sponsoring the broadcasts of the "17th Asian Games - Incheon 2014" in CTS

In 2014, EVA Air gave its support to a great event, the 17th Asian Games in Incheon, by investing NTD5,000,000 and offering more than 30 Taipei-Seoul round-trip airline tickets, allowing people in Taiwan to cheer for our teams together through live broadcasting.



Appendix

Appendix 1: GRI (Global Reporting Initiative) G4 Index Comparison Table

General Standard Disclosure:

● Disclosed ■ Undisclosed

Standard Disclosures		Disclosing status	Referencing Chapter/Description	Page	External Assurance
STRATEGY AND ANALYSIS					
G4-1	Provide a statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	●	Message from Management	01	✓
ORGANIZATIONAL PROFILE					
G4-3	Report the name of the organization.	●	About this Report	03	✓
G4-4	Report the primary brands, products, and services.	●	EVA Overview	13	✓
G4-5	Report the location of the organization's headquarters.	●	About this Report	03	✓
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	●	EVA Overview	13	✓
G4-7	Report the nature of ownership and legal form.	●	EVA Overview	13	✓
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	●	EVA Overview	13	✓
G4-9	Scale of the organization (incl. 1. Total number of employees, 2. Total number of operation locations, 3. Net sales (for private sector organizations) or net revenue (for public sector organizations), 4. Total capitalization broken down in terms of liabilities and equity (for private sector organizations), 5. Quantity of products or services provided)	●	EVA Overview Financial status and operating performance Content of Products and Services Employment Structure of Employees	13 16 57 93	✓
G4-10	<ul style="list-style-type: none"> Report the total number of employees by employment contract and gender. Report the total number of regular employees by employment contract and gender. Report the total workforce by regular/contingent employees and gender. Report the total workforce by region and gender. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or regular employees (incl. the regular/contingent employees of contractors). Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries). 	●	Employment Structure of Employees	93	✓
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	●	The Company has no workers union, and hence the Index is not applicable	-	✓

6-4-3 Sponsoring the UnThinkTank

In order to encourage the exchange of literature, design, aesthetics and music with Singapore, an UnThinkTalk event was held in Singapore. Taiwan's renowned directors Po-Lin Chi and Te-Sheng Wei were invited to visit Singapore in June 2014 to give talks. EVA Air offered complimentary round-trip airline tickets to sponsor this event in Singapore.

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6-5 Sporting Events

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ORGANIZATIONAL PROFILE					
G4-3	Report the name of the organization.	●	About this Report	03	✓
G4-4	Report the primary brands, products, and services.	●	EVA Overview	13	✓
G4-5	Report the location of the organization's headquarters.	●	About this Report	03	✓
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	●	EVA Overview	13	✓
G4-7	Report the nature of ownership and legal form.	●	EVA Overview	13	✓
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	●	EVA Overview	13	✓
G4-9	Scale of the organization (incl. 1. Total number of employees, 2. Total number of operation locations, 3. Net sales (for private sector organizations) or net revenue (for public sector organizations), 4. Total capitalization broken down in terms of liabilities and equity (for private sector organizations), 5. Quantity of products or services provided)	●	EVA Overview Financial status and operating performance Content of Products and Services Employment Structure of Employees	13 16 57 93	✓
G4-10	<ul style="list-style-type: none"> ■ Report the total number of employees by employment contract and gender. ■ Report the total number of regular employees by employment contract and gender. ■ Report the total workforce by regular/contingent employees and gender. ■ Report the total workforce by region and gender. ■ Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or regular employees (incl. the regular/contingent employees of contractors). ■ Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries). 	●	Employment Structure of Employees	93	✓
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	●	The Company has no workers union, and hence the Index is not applicable	-	✓

Standard Disclosures		Disclosing status	Referencing Chapter/Description	Page	External Assurance
G4-12	Describe the organization's supply chain.	●	Supply Chain Management	33	✓
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	●	Financial status and operating performance Supply Chain Management	16 33	✓
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	●	Environment and Energy Management	79	✓
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	●	Environment and Energy Management	79	✓
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations	●	Participation in External Organizations, and Participating Identity	19	✓
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES					
G4-17	List all entities included in the organization's consolidated financial statements or equivalent documents.	●	Identification of material aspects	04	✓
G4-18	<ul style="list-style-type: none"> ▪ Explain the process for defining the report content and the Aspect Boundaries. ▪ Explain how the organization has implemented the Reporting Principles for Defining Report Content. 	●	Identification of material aspects	04	✓
G4-19	List all the material Aspects identified in the process for defining report content.	●	Identification of material aspects	04	✓
G4-20	For each material Aspect, report the Aspect Boundary within the organization, report any specific limitation regarding the Aspect Boundary within the organization	●	Identification of material aspects The contents of various chapters	04	✓
G4-21	For each material Aspect, report the Aspect Boundary outside the organization, report any specific limitation regarding the Aspect Boundary outside the organization	●	Identification of material aspects The contents of various chapters	04	✓
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	●	The contents of various chapters		✓
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	●	The contents of various chapters		✓
STAKEHOLDER ENGAGEMENT					
G4-24	Provide a list of stakeholder groups engaged by the organization.	●	Communication and exchange with stakeholders	08	✓
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	●	Communication and exchange with stakeholders	08	✓
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	●	Communication and exchange with stakeholders	08	✓
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	●	Degree of concern stakeholders have towards the issues Communication and exchange with stakeholders	06 08	✓
REPORT PROFILE					
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	●	About this Report	03	✓
G4-29	Date of most recent previous report.	●	About this Report	03	✓

Standard Disclosures		Disclosing status	Referencing Chapter/Description	Page	External Assurance
G4-30	Reporting cycle.	●	About this Report	03	✓
G4-31	Provide the contact point for questions regarding the report or its contents.	●	About this Report	03	✓
G4-32	Report the 'in accordance' option the organization has chosen, the GRI Content Index for the chosen option, the reference to the External Assurance Report, if the report has been externally assured.	●	Appendix	136	✓
G4-33	Report the organization's policy and current practice with regard to seeking external assurance for the report.	●	About this Report	03	✓
GOVERNANCE					
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	●	Senior Operating Management	24	✓
G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	●	CSR Implementation	31	✓
G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	●	CSR Implementation	31	✓
G4-38	Report the composition of the highest governance body and its committees by: <ul style="list-style-type: none"> ▪ Executive or non-executive directors ▪ Independence directors ▪ Tenure on the governance body ▪ Each individual's other significant positions and commitments, and the nature of such commitments ▪ Gender ▪ Membership of under-represented social groups ▪ Competences related to economic, environmental and social impacts ▪ Stakeholder representation 	●	Senior Operating Management	24	✓
G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	●	Senior Operating Management	24	✓
G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders, which shall at least include: <ul style="list-style-type: none"> ▪ Cross-board membership ▪ Cross-shareholding with suppliers and other stakeholders ▪ Existence of controlling shareholder ▪ Related party disclosures 	●	Senior Operating Management	24	✓
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	●	CSR Implementation	31	✓
G4-48	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	●	Identification of material aspects	04	✓
G4-52	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.	●	Remuneration Committee	29	✓

Standard Disclosures		Disclosing status	Referencing Chapter/Description	Page	External Assurance
ETHICS AND INTEGRITY					
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	●	Law Compliance The contents of various chapters	30 See the respective chapters	✓
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	●	Organization operation	30	✓
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	●	Organization operation	30	✓

Specific Standard Disclosure:

■ CATEGORY: ECONOMIC

● Disclosed ■ Undisclosed

Specific Standard Disclosures		Disclosing status	Referencing Chapter/Description	Page	External Assurance
ECONOMIC PERFORMANCE					
DMA	Generic Disclosures on Management Approach	●	Operating performance	16	✓
G4-EC1	Direct economic value generated and distributed	●	Operating performance Community Engagement	16 123	✓
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	●	Risk Management and Preventive Mechanism	43	✓
G4-EC3	Coverage of the organization's defined benefit plan obligations	●	Generous Welfare System Operating performance	103 16	✓
MARKET PRESENCE					
DMA	Generic Disclosures on Management Approach	●	Employment Structure of Employees	93	✓
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	●	Generous Welfare System	103	✓
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	●	Employment Structure of Employees	93	✓
INDIRECT ECONOMIC IMPACTS					
DMA	Generic Disclosures on Management Approach	●	Community Engagement	123	✓
G4-EC7	Development and impact of infrastructure investments and services supported	●	Promotional Education	127	✓
G4-EC8	Significant indirect economic impacts, including the extent of impacts	●	Feedback to Local Communities	130	✓
PROCUREMENT PRACTICES					
DMA	Generic Disclosures on Management Approach	●	Supply Chain Management	33	✓
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	●	Supply Chain Management	33	✓

■ CATEGORY: ENVIRONMENTAL

● Disclosed ■ Undisclosed

Specific Standard Disclosures		Disclosing status	Referencing Chapter/Description	Page	External Assurance
MATERIALS					
DMA	Generic Disclosures on Management Approach	●	Environment and Energy Management	79	✓
G4-EN1	Materials used by weight or volume	●	Procurement of green products	88	✓
G4-EN2	Percentage of materials used that are recycled input materials	●	Procurement of green products	88	✓
ENERGY					
DMA	Generic Disclosures on Management Approach	●	Environment and Energy Management	79	✓
G4-EN3	Energy consumption within the organization	●	Greenhouse gas inventory	80	✓
G4-EN5	Energy intensity	●	Greenhouse gas inventory	80	✓
G4-EN6	Reduction of energy consumption	●	Measures of Energy Conservation and Carbon Reduction	83	✓
WATER					
DMA	Generic Disclosures on Management Approach	●	Environment and Energy Management	79	✓
G4-EN8	Total water withdrawal by source	●	Use of water resources	87	✓
EMISSIONS					
DMA	Generic Disclosures on Management Approach	●	Environment and Energy Management Greenhouse gas inventory	79 80	✓
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	●	Greenhouse gas inventory	80	✓
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	●	Greenhouse gas inventory	80	✓
G4-EN18	Greenhouse gas (GHG) emissions intensity	●	Greenhouse gas inventory	80	✓
G4-EN19	Reduction of greenhouse gas (GHG) emissions	●	Greenhouse gas inventory	80	✓
PRODUCTS AND SERVICES					
DMA	Generic Disclosures on Management Approach	●	Environment and Energy Management	79	✓
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	●	Measures of Energy Conservation and Carbon Reduction	83	✓
COMPLIANCE					
DMA	Generic Disclosures on Management Approach	●	Environment and Energy Management	79	✓
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	●	Environment and Energy Management	79	✓

Specific Standard Disclosures		Disclosing status	Referencing Chapter/Description	Page	External Assurance
TRANSPORT					
DMA	Generic Disclosures on Management Approach	●	Measures of Energy Conservation and Carbon Reduction	83	✓
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	●	Green Management	86	✓
OVERALL					
DMA	Generic Disclosures on Management Approach	●	Measures of Energy Conservation and Carbon Reduction	83	✓
G4-EN31	Total environmental protection expenditures and investments by type	●	Noise Abatement Practices Waste disposal	82 87	✓

■ CATEGORY: SOCIAL SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK ● Disclosed ■ Undisclosed

Specific Standard Disclosures		Disclosing status	Referencing Chapter/Description	Page	External Assurance
EMPLOYMENT					
DMA	Generic Disclosures on Management Approach	●	Employment Structure of Employees	93	✓
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	●	Employment Structure of Employees	93	✓
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	●	Welfare System	104	✓
G4-LA3	Return to work and retention rates after parental leave, by gender	●	Sound parental care	122	✓
LABOR/MANAGEMENT RELATIONS					
DMA	Generic Disclosures on Management Approach	●	Proper Workplace Conditions	116	✓
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	●	Proper Workplace Conditions	116	✓
OCCUPATIONAL HEALTH AND SAFETY					
DMA	Generic Disclosures on Management Approach	●	Proper Workplace Conditions	116	✓
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	●	Safe working environment	116	✓
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	●	Handling of occupational accidents	117	✓
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	●	Safe working environment	116	✓
TRAINING AND EDUCATION					
DMA	Generic Disclosures on Management Approach	●	Sound Education and Training	105	✓
G4-LA9	Average hours of training per year per employee by gender, and by employee category	●	Sound Education and Training	105	✓

Specific Standard Disclosures		Disclosing status	Referencing Chapter/Description	Page	External Assurance
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	●	Employees' safety education and career planning for retirement	110	✓
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	●	Performance evaluation and career development	115	✓
DIVERSITY AND EQUAL OPPORTUNITY					
DMA	Generic Disclosures on Management Approach	●	Employment Structure of Employees	93	✓
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	●	Senior Operating Management Employment Structure of Employees	24 93	✓
EQUAL REMUNERATION FOR WOMEN AND MEN					
DMA	Generic Disclosures on Management Approach	●	Generous Welfare System	103	✓
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	●	Generous Welfare System	103	✓

■ CATEGORY: SOCIAL SUB-CATEGORY: HUMAN RIGHTS ● Disclosed ■ Undisclosed

Specific Standard Disclosures		Disclosing status	Referencing Chapter/Description	Page	External Assurance
INVESTMENT					
DMA	Generic Disclosures on Management Approach	●	Prevention of sexual harassment	121	✓
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	●	Prevention of sexual harassment	121	✓

■ CATEGORY: SOCIAL SUB-CATEGORY: SOCIETY ● Disclosed ■ Undisclosed


Specific Standard Disclosures		Disclosing status	Referencing Chapter/Description	Page	External Assurance
ANTI-COMPETITIVE BEHAVIOR					
DMA	Generic Disclosures on Management Approach	●	Passenger and cargo service	30	✓
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	●	Passenger and cargo service	30	✓
COMPLIANCE					
DMA	Generic Disclosures on Management Approach	●	Law Compliance	30	✓
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	●	Passenger and cargo service	30	✓

■ CATEGORY: SOCIAL SUB-CATEGORY: PRODUCT RESPONSIBILITY

● Disclosed ■ Undisclosed

Specific Standard Disclosures		Disclosing status	Referencing Chapter/Description	Page	External Assurance
CUSTOMER HEALTH AND SAFETY					
DMA	Generic Disclosures on Management Approach	●	Customer Services	56	✓
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	●	Flight Safety In-flight meal safety control	39 58	✓
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	●	Compliance with flight safety regulations	49	✓
PRODUCT AND SERVICE LABELING					
DMA	Generic Disclosures on Management Approach	●	Law Compliance	30	✓
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	●	Passenger product use	31	✓
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	●	Passenger product use	31	✓
G4-PR5	Results of surveys measuring customer satisfaction	●	Customers' Service Satisfaction and Safeguard of Customers' Interest	63	✓
MARKETING COMMUNICATIONS					
DMA	Generic Disclosures on Management Approach	●	Law Compliance	30	✓
G4-PR6	Sale of banned or disputed products	●	Passenger and cargo service	30	✓
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	●	Passenger and cargo service	30	✓
CUSTOMER PRIVACY					
DMA	Generic Disclosures on Management Approach	●	Customer Privacy and Confidentiality	65	✓
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	●	Customer Privacy and Confidentiality	65	✓
COMPLIANCE					
DMA	Generic Disclosures on Management Approach	●	Law Compliance	30	✓
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	●	Passenger and cargo service	30	✓

■ Third Party Assurance Statement



ASSURANCE STATEMENT

SGS TAIWAN LTD.'S INDEPENDENT ASSURANCE REPORT ON SUSTAINABILITY ACTIVITIES IN THE EVA AIRWAYS CORPORATION'S CORPORATE SOCIAL RESPONSIBILITY REPORT OF 2014

NATURE AND SCOPE OF THE ASSURANCE/VERIFICATION
 SGS Taiwan Ltd. (hereinafter referred to as SGS) was commissioned by EVA AIRWAYS CORPORATION (hereinafter referred to as EVA AIR) to conduct an independent assurance of the Corporate Social Responsibility Report (hereinafter referred to as CSR Report) of 2014. The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the text, and data in accompanying tables contained in this report.

The information in the EVA AIR'S CSR Report of 2014 and its presentation are the responsibility of the superintendents, CSR committee and the management of EVA AIR. SGS has not been involved in the preparation of any of the material included in the EVA AIR'S CSR Report of 2014. Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of assurance set out below with the intention to inform all EVA AIR'S stakeholders.

The SGS Group has developed a set of protocols for the Assurance of Sustainability Reports based on current best practice guidance provided in the Global Reporting Initiative (hereinafter referred to as GRI) Sustainability Reporting Guidelines and the AA1000 Assurance Standard (2008). These protocols follow differing options for Assurance depending the reporting history and capabilities of the Reporting Organization.

This report has been assured using our protocols for:

- evaluation of content veracity at moderate level of scrutiny for EVA AIR and applicable aspect boundaries outside of the organization covered by this report;
- evaluation of the report content and supporting management systems against the AA1000 Accountability Principles (2008);
- evaluation of the report against the GRI Sustainability Reporting Guidelines (G4 2013).

The assurance comprised a combination of pre-assurance research; interviews with relevant superintendents, CSR office members and the senior management at headquarter; documentation and record review and validation with external bodies and/or stakeholders where relevant. Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process.

STATEMENT OF INDEPENDENCE AND COMPETENCE
 The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirms our independence from EVA AIR, being free from bias and conflicts of interest with the organization, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with ISO 26000, ISO 20121, ISO 50001, SA8000, EICC, OMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance service provisions.

VERIFICATION/ ASSURANCE OPINION
 On the basis of the methodology described and the verification work performed, we are satisfied that the information and data contained within EVA AIR'S CSR Report of 2014 verified is accurate, reliable and provides a fair and balanced representation of EVA AIR sustainability activities in 01/01/2014 to 12/31/2014.

The assurance team is of the opinion that the report can be used by the Reporting Organization'S Stakeholders. We believe that the organization has chosen an appropriate level of assurance for this stage in their reporting. The report is the first time to be assured by an independent assurance team and EVA AIR has taken a bold step by offering the report to evaluation against both GRI G4 guidelines and the AA1000 Assurance standard. This shows a deserved confidence in their reporting process.

In our opinion, the contents of the report meet the requirements of GRI G4 Core Option and AA1000 Assurance Standard (2008) Type 1, Moderate level assurance.

AA1000 ACCOUNTABILITY PRINCIPLES CONCLUSIONS, FINDINGS AND RECOMMENDATIONS


Inclusivity
 EVA AIR has demonstrated a good commitment to stakeholder engagement. Comprehensive inclusiveness is observed in this report which demonstrates good practice of AA 1000 accountability principles. For future reporting, EVA AIR may proactively consider having more direct two-ways involvement of stakeholders during future engagement.

Materiality
 EVA AIR has established effective processes for determining issues that are material to the business. Formal review has identified stakeholders and those issues that are material to each group and the report addresses these at an appropriate level to reflect their importance and priority to these stakeholders.

Responsiveness
 The report includes coverage given to stakeholder engagement and channels for stakeholder feedback.

GLOBAL REPORTING INITIATIVE REPORTING GUIDELINES CONCLUSIONS, FINDINGS AND RECOMMENDATIONS
 The report, EVA AIR'S CSR Report of 2014, is adequately in line with the GRI G4 Core Option. The material aspects and their boundaries within and outside of the organization are properly defined in accordance with GRI'S Reporting Principles for Defining Report Content. Disclosures of identified material aspects and boundaries, and stakeholder engagement are correctly located in content index and report. More disclosures on the specific actions taken to achieve CSR goals and targets are recommended. Disclosures on Management Approach components for other material aspects, such as goals and targets, may be further enhanced in next report. Extension of scope/boundary to cover subsidiaries and joint ventures is also recommended.

Signed:
 For and on behalf of SGS Taiwan Ltd.

Dennis Yang, Chief Operating Officer
 Taipei, Taiwan
 12 June, 2015
 WWW.SGS.COM

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EVA AIR 

A STAR ALLIANCE MEMBER 