



EVA AIR

2015

Corporate Social Responsibility Report

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Safety & Services –
the Start of Sustainability



2015 EVA AIR Corporate Social Responsibility Report

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Safety & Services

the Start of Sustainability



Message from the Management

Looking back at 2015, EVA Air reached and surpassed a milestone by carrying more than 10 million passenger. With continuing enhancement of flight safety and service quality, the Company achieved outstanding performance. EVA Air has concentrated on its core business, upholding enterprise's spirit of "Challenge, Innovation and Teamwork" and business philosophy of "safe, punctual flights, friendly professional services, and efficient, innovative operations", we continue to strive to become the world's best airline. In 2016, we have launched new routes to Istanbul, Turkey and Cebu, Philippines in March, and plan to launch a new route to Chicago in November.

Mr. Steve Lin, Chairman of EVA Air (left); Mr. Derek Chen, President of EVA Air (right)



Message from the Management

Flight safety and quality service have always been at the core of EVA Air's sustainable development. They are our commitment to our customers and the goal towards which all our employees strive. In 2015, we continued to maintain a good safety record. Besides being selected as one of the World's Top Ten Airlines by the world-renowned website, AirlineRatings.com, the Company was also ranked in third place among the World's Safest Airlines by the Germany-based Jet Airliner Crash Data Evaluation Centre (JACDEC). Flight safety has been internalized in EVA Air's culture of excellence. In terms of services, the Company has embarked on a fleet renewal program. Starting 2018, 24 new-generation Boeing 787 Dreamliners will be introduced progressively to our current fleet of Boeing 777-300ER. The newest Boeing 777 Freighters will be introducing into service in 2017. In addition, EVA Air was ranked in ninth place for "World's Best Airlines" and in first place for "Best Airline Cabin Cleanliness" by SKYTRAX, the world's leading organization for aviation service surveys. Voted as "Best Airline in Asia" for the second consecutive year by readers of Premier Traveler, a US-based professional travel magazine and the Company was also honored with the "Technological Innovation for Brands and Service Industry" award in the Top 15 Brands Awards by the Institute for Information Industry. In addition, the top prize under the airline category in the "2015 Super Power Brand Award" was awarded by Manager Today. EVA Air would like to share our achievements with all our stakeholders.

Despite international and domestic miscellaneous events that greatly impacted the airline industry in 2015, EVA Air continues to be active in promoting CSR activities, including the economic, environmental and social aspects with tangible achievements as follows:

In the economic aspect, EVA Air adheres to the principle of managing with integrity, and formulated the "Code of Practice for Corporate Social Responsibility" to serve as the guidelines for conducting CSR activities. In the "12th Information Disclosure Evaluation for Listed Companies" and "2nd Corporate Governance Evaluation" held by Taiwan Stock Exchange, the Company received the highest ranking level of A++ and was placed in the top 5 percent of the best listed companies.

With regard to the environmental aspect, EVA Air received dual certifications in 2015: ISO14001 for the environmental management system and ISO50001 for the energy management system. Moreover, in response to the new agreement on global greenhouse gas reduction announced at the 2015 COP 21 in Paris, we participated in the "Voluntary Green Power Pilot Project" implemented by the Ministry of Economic Affairs in 2016, adopting 2.5 million kWh of green power. We have also planned to introduce the ISO14064-1 greenhouse gas inventory system. In addition, the Company formulated and supervised the implementation of policies in the four major aspects which include fuel conservation, environmental management, energy management and carbon rights management via newly established "Sustainable Environment Promotion Sub-Committee". Tangible achievements for 2015 include the saving of 15,927 tons in fuel, the setup of rainwater and air conditioning condensate collection systems, the installation of high-performance, energy-saving LED illumination equipment, etc. EVA Air will continue to take every endeavors on energy conservation and carbon emission reduction measures.



In the social aspect, EVA Air is committed to providing an excellent and safe working environment for the welfare of our employees. In 2015, the Company introduced the TOSHMS (Taiwan Occupational Safety & Health Management System) and acquired certification to offer more comprehensive assurance of occupational safety and health for our employees. In terms of supplier management, we also completed the formulation of the "Supplier Partnership Social Responsibility Policy for Sustainable Development" in 2015, raising the environmental and social awareness of our suppliers while emphasizing the importance of observing the law. With regard to social caring, following the previous Tea Service Tree tourism promotional event, EVA Air once again collaborated with Chishang Township of Taitung County to jointly propel Chishang Rice on our international flights.

Looking ahead to 2016, EVA Air shall continue to stand by its core values of flight safety and quality service. In the face of challenges posed by the external environment, we will uphold our enterprise spirit of excellence and realize our corporate social responsibility for sustainable aviation with a professional and proactive attitude.

Lin Bou-Shiu
Chairman, EVA Air

林寶水

Chen Hsien-Hung
President, EVA Air

陳憲弘



About this Report

Since our establishment 27 years ago, EVA Air has been committed to observing strict flight safety standards and providing quality service. Our efforts have received recognition by through many important local and international awards. The Company values corporate social responsibility which includes operational performance, environmental sustainability and social integration. To strengthen the interaction with our stakeholders and respond to their expectations concerning economic, environmental and social issues, we abide by the principle of open and transparent information, and published our first Corporate Social Responsibility (CSR) Report in 2014. This is the third CSR Report published by EVA Air. We herein disclose the implementation results of 2015 as well as our outlook for the future.

Publication

EVA Air publishes our Corporate Social Responsibility Report every year, and provides a downloadable electronic version from the EVA Air CSR website.

Website: <http://www.evacsr.com/>

Current version: Published in June 2016

Previous version: Published in June 2015

Next version: To be published in June 2017

Contact Information

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Scope and basis of calculation

This Report details EVA Air's accomplishments and various performance data in the corporate governance, economic, environmental and social aspects for the year 2015 (January 1st – December 31st, 2015), and describes the results of relevant plans. The financial and human resource information disclosures cover our operating locations all over the world. If the indicators of other regions are involved, explanations will be included in the Report. The content and performance data comprise information on EVA Air (subsidiaries and affiliates are excluded), and feature Taiwan, our main region of operation, at the core of the Report's scope of disclosure.

In terms of scope and the measurement method of quantitative data, this Report displays no significant difference compared to the previous report. Should there be any difference to 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 were compiled and provided by EVA Air's various business departments. The financial performance data are published information certified by independent auditors and are consistent with the data in the Company's annual report. The basis of calculation and estimation for environmental performance are derived from the governmental public information and self-calculated.

Report writing principles and guidelines

EVA Air gathered important economic, environmental and social issues from around the world, and communicated with our stakeholders via various communication channels to find out which CSR issues they are concerned about and the level of concern they have regarding these issues. Our CSR Committee conducted an analysis to assess and identify issues of high concern and impact, corresponding economic, environmental and social aspects as well as their indicators. Upon approval by the President of EVA Air, the details were presented in this Report.

The writing principles of this Report are based on the G4 Sustainability Reporting Guidelines released by the Global Reporting Initiative (GRI). With regard to the major issues identified, the relevant strategies, objectives, response measures and implementation outcomes are disclosed to meet our external stakeholders' need for the Company's business information. In order to strengthen the degree of conformity of this Report with the GRI G4 and AA1000 AS standards, and improve the transparency and credibility of the Company's business sustainability information, the CSR Committee passed the resolution to send this Report to a third-party certification organization for verification. This Report has been verified by Bureau Veritas Certification Taiwan (BVC) to comply with the GRI G4 guidelines on the "Core" level and AA1000AS (2008) Type II high assurance standards. The respective assurance statements issued by BVC are included as the Report's appendix.

EVA AIR

EVA Overview

To extend Evergreen Marine Corp.'s world-renowned international sea freight services to the sky, the founder of Evergreen Group, Dr. Chang Yung-Fa, established EVA Air in April 1989. We made our maiden flight on July 1, 1991. As of mid-April 2016, EVA Air has established 108 operating locations in 21 major countries around the world, as well as flight destinations across 62 major cities in Asia, Australia, Europe and America.

To become a more internationalized and competitive airline, EVA Air officially joined Star Alliance on June 18, 2013. A close-knit global network was formed through the strategic alliance of the member airlines, to provide more than 21,900 flights every day to nearly 1,400 destinations in 195 countries. We also collaborate with Uni Airways Corp. to provide flight services to major cities in mainland China.

Major services provided by EVA Airways Corporation and Subsidiaries:

- (1) International air passenger transport and charter services
- (2) International air cargo, express delivery, mail and parcel transport services
- (3) In-flight duty-free sales service
- (4) Aircraft and component maintenance services
- (5) Baggage/cargo loading & unloading and aircraft cleaning services
- (6) Airline catering services
- (7) Aircraft component manufacturing services
- (8) Pilot training services

Adhering to the concept "Never compromise on safety", EVA Air holds a perfect flight safety record and is ranked time and again among the top airlines in flight safety inspections conducted by civil aviation authorities in various countries and independent certification companies. We have been honored as one of the "World's Top 10 Safest Airlines" by JACDEC for many consecutive years and in 2015, our ranking has moved up to the third place. Furthermore, according to 2015 flight safety rating results announced by AirlineRatings.com, a global professional airline review site, EVA Air once again entered the ranks of "World's Top 10 Safest Airlines" among other top international airlines, and earned a 7 star rating for safety.

EVA Air's Core Values

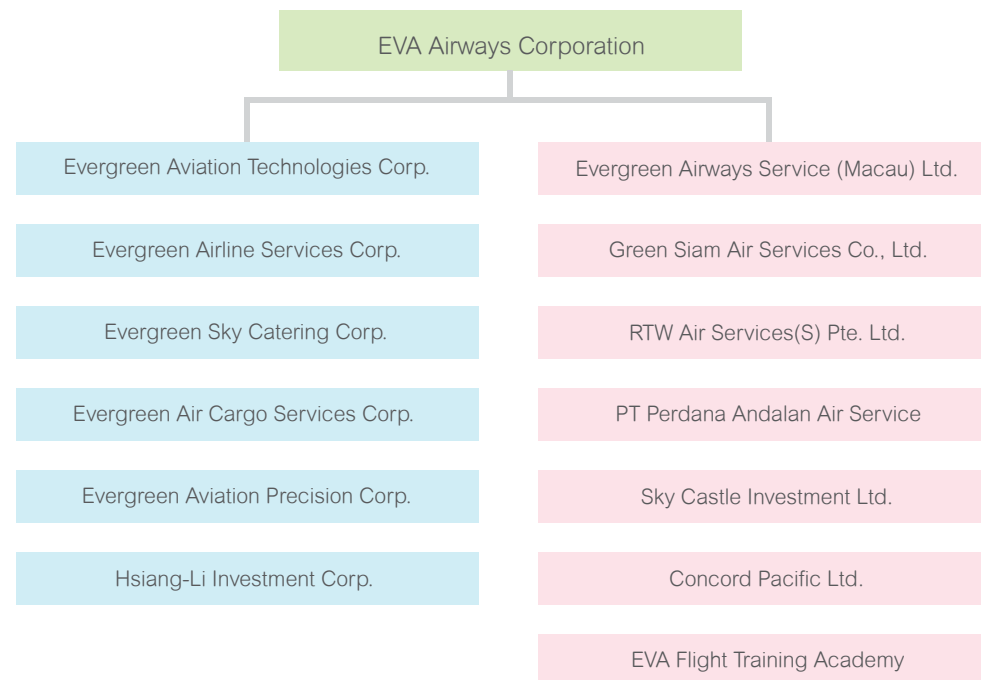
Corporate Culture



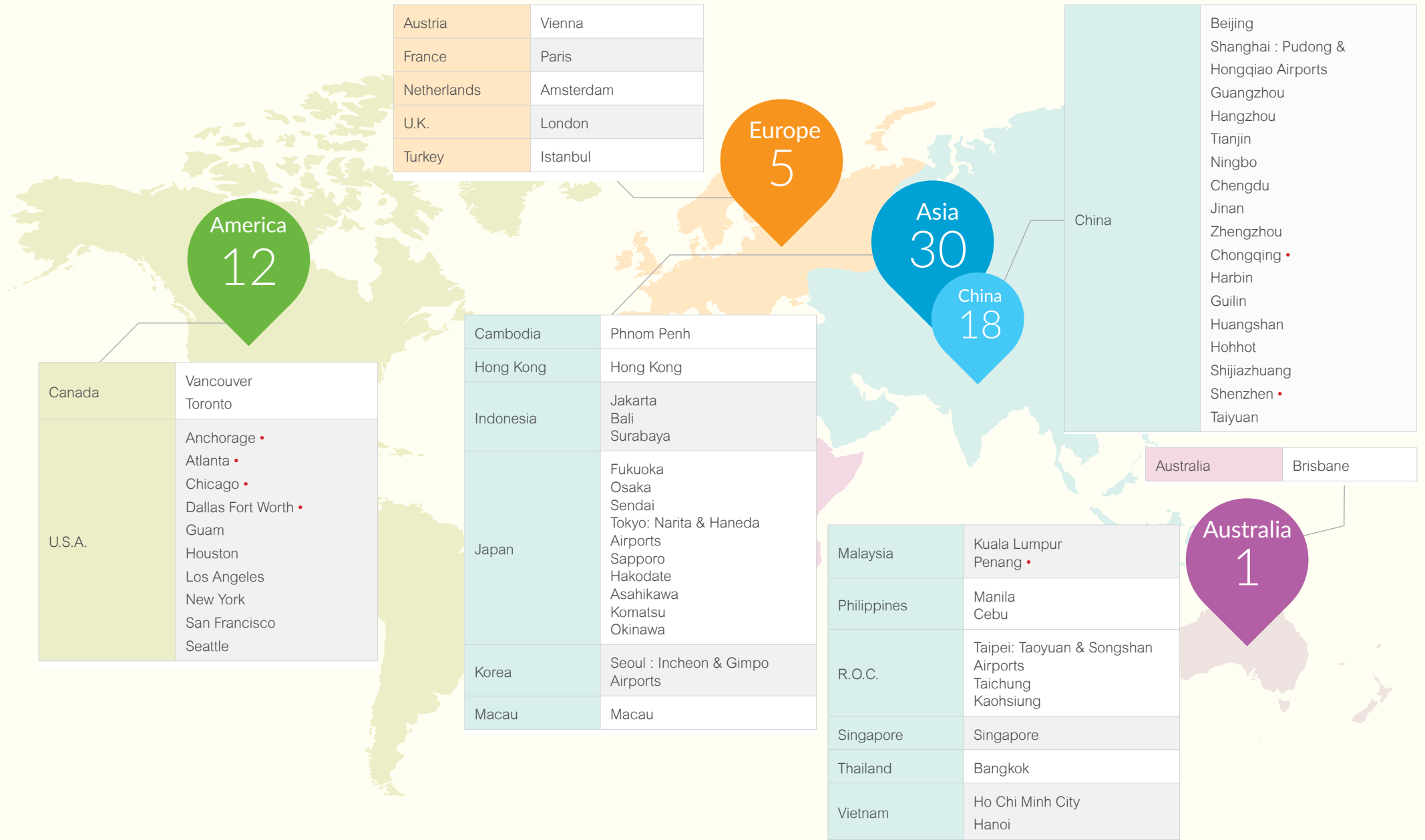
Business Philosophy



EVA Airways Corporation and Subsidiaries



Global Air Route Distribution

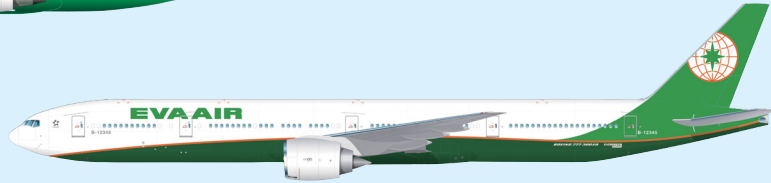


Note 1: Data updated as of March 2016

Note 2: Destinations marked with red dots (•) provide freighter services only.



747-400



777-300ER



A330-300



A330-200



A321-200



747-400F



MD-11F

Aircraft Model	Quantity
747-400 (ALL PAX)	3
777-300ER (ALL PAX)	22
A330-300 (ALL PAX)	5
A330-200 (ALL PAX)	9
A321-200 (ALL PAX)	18
Average age of the passenger aircrafts	5.62 years
747-400F (FREIGHTER)	8
MD-11F (FREIGHTER)	4
Average age of the freighters	18.42 years
Total number of aircrafts	69
Average age of all aircrafts	7.84 years

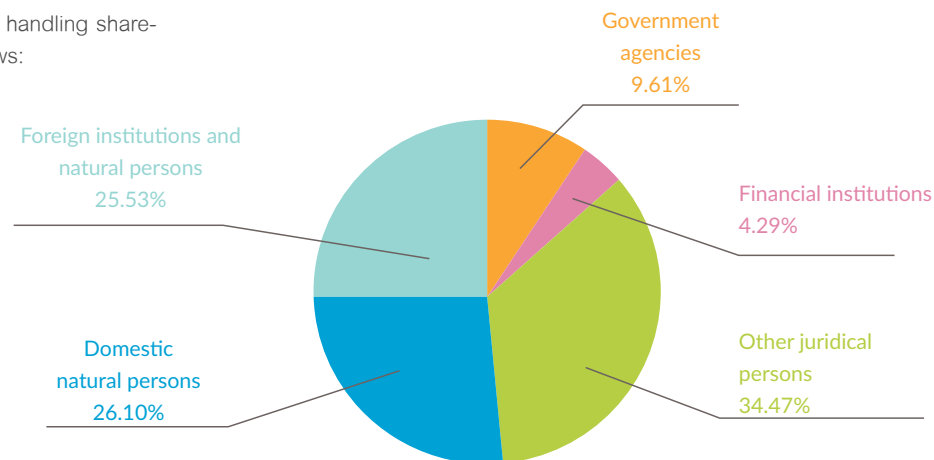
Note: EVA Air added a total of 12 new aircraft in 2015 (4 x Boeing 777-300ER, 2 x Airbus A330-300 and 6 x Airbus A321-200). To prepare for the opening of new destinations in the coming future, another 26 aircraft of existing models, such as 777-300ER, A330-300, A321-200 and ATR72-600, will be added by 2017. Moreover, in coordination with EVA's fleet renewal plan and consideration of overall fleet expansion, 24 brand new Boeing 787 Dreamliners will be introduced from 2018. In addition, five Boeing 777F will be introduced from 2017 to deal with the demands of airfreight.

• Shareholding Structure

EVA Air designates its Stocks Department as contact window for handling shareholders' feedback. The structure of major shareholders is as follows:

Structure of Major Shareholders

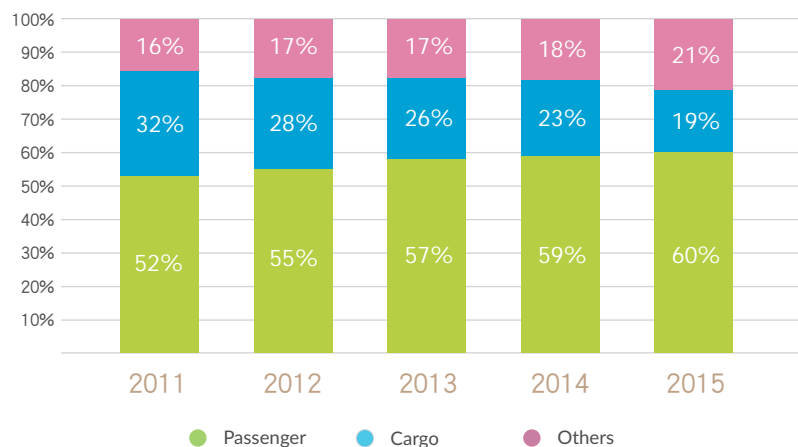
Note: Data were updated as of April 18, 2015.



• Operating performance

With a slacking global economy, slow economic growth in China and a weak financial system in the Eurozone, global economic and trade growths continue to face the risk of a downward trend. Taiwan, as the main hub of EVA Air, enjoys geographical advantages in worldwide operation. Besides continuing with our proactive strategizing, we will utilize our close-knit global network to further enhance the function of our operating and transit center in Taiwan.

Ratios of Consolidated Operating Revenue over the Years



Revenue for various regions over the recent 5 years

Unit: NT\$ thousands

Region	2011	2012	2013	2014	2015
Taiwan	48,312,344	51,352,423	55,453,400	61,442,036	69,748,029
Asia	36,708,178	38,568,646	37,561,459	39,467,111	35,628,765
Europe	6,282,917	5,969,144	5,994,859	5,951,322	4,937,027
North America	21,974,225	23,932,612	24,779,667	25,832,005	26,518,634
Others	341,709	335,642	375,066	397,534	336,089
Total	113,619,373	120,158,467	124,164,451	133,090,008	137,168,544

Note 1: The consolidated operating revenue shown in the chart above incorporates its subsidiaries operating revenue.

Note 2: The year-over-year increase in ratio for other categories is due to an increase in business for aircraft and aircraft component maintenance.

Note 3: For the year 2011, the audited financial statements by ROC GAAP are certified by independent auditors.

For the years from 2012 to 2015, the audited financial statements by IFRS are certified by independent auditors.

- Description of the Company's financial status

EVA Air is dedicated to elevating our financial information transparency and strengthening our investor relations to protect our shareholders' rights and interests, to enhance our corporate value and reduce financing cost. The Company's performance in 2015 was appraised by the "2nd Corporate Governance Evaluation" held by Taiwan Stock Exchange Corp. and placed in the top 5% of excellent listed companies, signifying our top ranking among local listed companies in terms of our performance in corporate governance and transparency of financial information.

Unit: NT\$ thousands						Unit: NT\$ thousands					
Item \ Year	2011	2012	2013	2014	2015	Item \ Year	2011	2012	2013	2014	2015
The Company's operating revenue	102,192,051	107,147,807	110,747,462	116,921,858	115,892,656	Consolidated profit (loss)	750,933	1,195,687	1,279,725	(789,918)	6,859,210
Consolidated operating revenue	113,619,373	120,158,467	124,164,451	133,090,008	137,168,544	The Company's total assets	139,245,912	142,293,950	139,394,778	151,487,620	176,487,661
The Company's gross profit	7,780,266	8,075,673	10,284,596	9,570,778	17,352,315	Consolidated total assets	151,395,712	155,524,317	152,722,934	167,560,200	195,406,312
Consolidated gross profit	10,255,304	10,902,960	12,967,732	12,249,000	20,239,442	The Company's total equity	37,873,275	35,367,922	35,838,033	34,391,884	48,858,814
The Company's net operating income (loss)	447,553	196,107	1,588,253	636,236	7,372,937	The Company's gross profit margin (%)	7.61	7.54	9.29	8.19	14.97
Consolidated net operating income (loss)	2,440,954	2,409,150	3,470,319	2,634,889	9,205,241	The Company's ROA (%)	1.11	1.42	1.39	(0.08)	4.70
The Company's profit (loss) before tax	237,367	754,023	901,711	(878,081)	6,539,529	The Company's ROE (%)	0.53	1.83	2.10	(3.72)	15.46
Consolidated profit (loss) before tax	1,119,182	1,695,167	1,840,338	48,945	7,365,204	The Company's debt ratio (%)	72.80	75.14	74.29	77.30	72.32
The Company's profit (loss)	209,028	655,200	747,450	(1,306,724)	6,436,425						

Note: For the year 2011, the audited financial statements by ROC GAAP are certified by independent auditors; for the years from 2012 to 2015, the audited financial statements by IFRS are certified by independent auditors.

Unit: NT\$ thousands			
Direct economic value allotted	2013	2014	2015
Operating cost	100,462,866	107,351,080	98,540,341
Employee salaries and welfares	10,505,248	12,011,592	13,889,813
Donation amount	2,400	2,400	62,400





Note 1: For more details, please refer to EVA Air's Parent-Company-Only Financial Statements for the respective years that are certified by independent auditors.

Note 2: The donation amounts disclosed here only refer to the amounts donated to Chang Yung-Fa Foundation, Chang Yung-Fa Charity Foundation and related parties. For other charitable causes and donation amounts, please refer to Philanthropic Efforts under Chapter 6 Social Integration.

- Periodic assessment of certified auditors' independent status

The CPA firm appointed by EVA Air is a world-renowned accounting firm. Its certified auditors do not have mutual or conflicting interests with the Company and are professional and independent. Appointment and compensation of these certified auditors are approved by the Board of Directors, with an evaluation chart produced, and the professionalism and independence of the certified auditors assessed once a year in accordance with Bulletin No. 10 of the Norm of Professional Ethics for Certified Public Accountant of the R.O.C.

• Participation in External Organizations and Participating Identity:

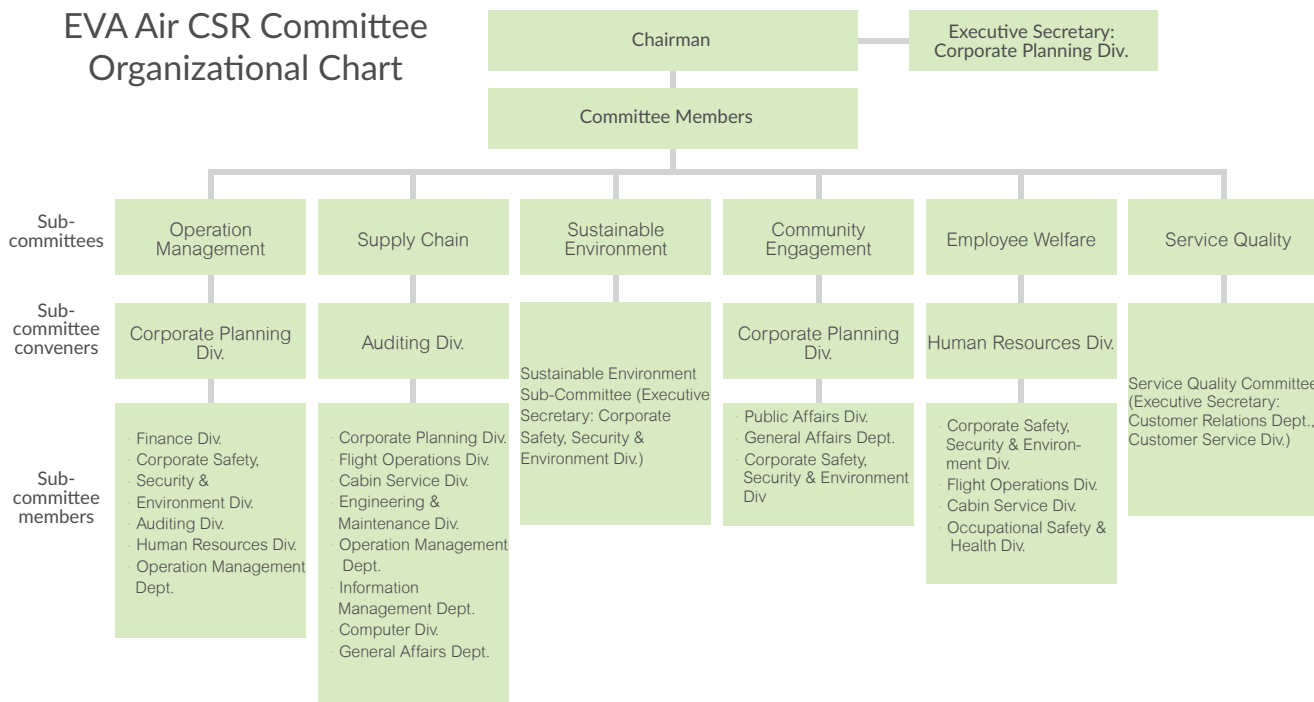
Organization name	Managing Unit	Functions	Participating members	Description
 International Air Transport Association (IATA)	Nominating Committee Member	Responsible for submitting the list of nominated IATA Board Members to the annual conference for resolution	•	IATA is a trade association of the world's airlines that coordinates and manages airline activities and issues such as flight operation, air cargo, safety, service and environmental protection for civil air transport. Joining IATA will help the Company keep abreast of the latest developments in the global airline industry, aviation law and regulations.
 Association of Asia Pacific Airlines (AAPA)			•	AAPA comprises Security, Aeropolitical, Airline Service and Technical Committees, as well as various project task forces, which can help the Company keep abreast of the latest developments in the Asia-Pacific region, the global airline industry and aviation law 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, comprising representatives from the member airlines. Its function is to negotiate and formulate Star Alliance's global marketing and annual plans, and submit them to the Chief Executive Board for approval.	•	One of the organization members <ul style="list-style-type: none"> • Expand aviation network • Reinforce flight alliance cooperation • Frequent flyer's mileage rewards program cooperation • Sales promotions for ticket products and global corporate clients • Alliance procurement, joint system development and resource sharing
 International Society of Air Safety Investigators (ISASI)			•	Exchanges of information on event investigation, so as to take preventive measures.
 台北市航空運輸商業同業公會 Taipei Airlines Association (TAA)	Chairperson			<ul style="list-style-type: none"> • Bridge the communication among the government, industry and practitioners, and provide services as commissioned by the government agencies and groups. • Subsidize the operating fund for "Airport Coordination Taipei" under the Association.
 飛行安全基金會 Flight Safety Foundation - Taiwan		Committee convener	•	Provide various flight and ground safety-related courses and publish quarterly flight safety magazines.
 中國民用航空學會 Chinese Society of Civil Aviation	Chairperson		•	Conduct civil aviation academic activities; promote civil aviation knowledge and integrate with modern technology to strengthen civil aviation technologies and exchanges of experience.
 CCS 台灣企業永續研訓中心 Center for Corporate Sustainability (CCS)	Council		•	<ul style="list-style-type: none"> • Introduce the global ideological trend for corporate sustainability and create the vision of sustainable development for enterprises • Encourage sustainable innovation and seek transparent governance. Demonstrate business integrity and build a prosperous society with economic sustainability. • Respond to climate change and avoid any excessive use of resources. Reduce environmental impacts to ensure a living space with environmental sustainability. • Devote efforts to social integration and improve the living standard to reduce income inequality and create the happy future of a sustainable society

Fulfillment of CSR

In order to fulfill corporate social responsibility and implement the concept of sustainable business development, the Board of Directors of EVA Air passed the "Corporate Social Responsibility Best Practice Principles" and the "Corporate Social Responsibility Policy" to declare to the public the board members' expectations and commitment towards economic, environmental and social issues. EVA Air also established the "Corporate Social Responsibility Committee" (CSR Committee), with our President serving as the chairman to implement the Corporate Social Responsibility Policy and formulate concrete plans for sustainable business development.

As the chairman of the CSR Committee, our President coordinates and manages issues related to the economic, environmental and social aspects. The sub-committees engage with stakeholders via various communication channels, and set annual goals. After the relevant plans are rolled out, the CSR Committee tracks their effectiveness. The CSR Committee holds a meeting once every six months to discuss economic, environmental and social issues, review the effectiveness of implemented plans and report on the plans and implementation results of the year to the Board of Directors.

To optimize the CSR Committee's operational efficiency, adjustments made to the sub-committees as of January 2016 are as follows:



Sustainable Development Strategic Planning

EVA Air's sustainability vision is rooted in our commitment to establish a new sustainable business management and service model to provide safer flight measures, a greener environment and superior customer service. We encourage our partners to work hand in hand with us to create sustainable flight services, in a bid to become a globally influential and iconic airline. To keep up with the progress of sustainable development, the Company has drawn up a strategy blueprint, setting the strategic direction and the CSR Committee's goals to fulfill our vision.

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, genuineness and enthusiasm".

Harmonious Teamwork: looking after employees' welfare

Show concern for employees' standard of living, assist them in their career development, protect their rights and interests, and establish a friendly and fair working environment.

Mutual Benefits: growing with our partners

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

Energy Saving and Carbon Reduction: safeguarding the Mother Earth

Implement the Environmental Sustainability Development Policy in conjunction with environmental laws and regulations to maintain a green earth.

Care and Dedication, Contributions: 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.

Blueprint for Sustainable Development Strategic Planning

Become a globally influential and iconic airline



2015 CSR Committee Implementation Results

<p>Operation Management Sub-Committee</p>	<p>Established the communication channels for stakeholders Strengthened the information disclosure for corporate governance Strengthened the link between the Board of Directors and Corporate Social Responsibility</p>
<p>Supply Chain Sub-Committee</p>	<p>Conducted evaluations on suppliers regarding the environmental, human rights, labor practice and social impact aspects Established response measures when suppliers encountered negative impacts</p>
<p>Service Quality Sub-Committee</p>	<p>Improved the passenger service performance, promoted an accessible environment and enhanced the member service quality Improved airmail handling efficiency</p>
<p>Sustainable Environment Sub-committee</p>	<p>Established the ISO14001:2015 and ISO 50001:2011 Environmental and Energy Management Systems and passed the certifications</p>
<p>Employee Welfare Sub-Committee</p>	<p>Responded to anti-corruption issues with increased audits for potentially risky operating locations to achieve ethical management Established TOSHMS and OHSAS18001:2007 Occupational Health and Safety Management System, and passed the certifications</p>
<p>Community Engagement Sub-Committee</p>	<p>Social welfare cash expenditure accounted for 1.32% of net income Supported sports, arts and culture activities by providing free and special fare tickets</p>

CSR Committee's Future Goals

<p>Operation Management Sub-Committee</p>	<p>Establish the Audit Committee Hold institutional investor conferences to communicate with our investors</p>
<p>Supply Chain Sub-Committee</p>	<p>Increase the proportion of suppliers signing the "Letter of Commitment"</p>
<p>Service Quality Sub-Committee</p>	<p>Continue to improve passenger services Develop a mobile app for cargo operations Develop a mobile app for in-flight lost and found</p>
<p>Sustainable Environment Sub-Committee</p>	<p>Establish information disclosure mechanisms for energy, emissions, wastewater, waste and transportation</p>
<p>Employee Welfare Sub-Committee</p>	<p>Reinforce awareness on personal information protection. Promote human rights issues (e.g. gender equality, anti-discrimination)</p>
<p>Community Engagement Sub-Committee</p>	<p>Conduct impact evaluations and development plans for the communities where our operating locations are located</p>

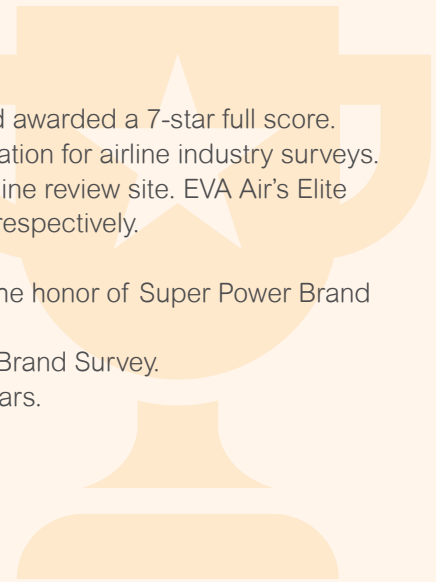
EVA Air's 2015 Sustainability Performance

Business sustainability

Number of Revenue Passenger Flown	10,064,855
Revenue Passenger Flown year-on-year growth rate	13.06%
Freight tonnage	622,150
Cargo tonnage year-on-year growth rate	-9.08%
Passenger revenue (NTD)	81,871,572,233
Passenger revenue year-on-year growth rate	5.02%
Cargo revenue (NTD)	26,093,053,377
Cargo revenue year-on-year growth rate	-16.52%
Overall passenger service satisfaction	4.32
Year-on-year growth rate for number of members	6.70%
Year-on-year growth rate for number of members taking our flights (excl. group passengers)	11.68%
Year-on-year growth rate for number of Non-Air partners	17%
No. of EVA Mobile App downloads	169,513
No. of EVA Sky Shop App downloads	33,217
No. of EVA Air Home Delivery Shopping App downloads	17,520
No. of visits for cargo tracking service	3,725,765
No. of EVA Cargo App downloads	7,924
No. of times EVA Cargo App is used	87,251
Overall cargo service satisfaction	4.40
Cold chain business locations	18

To grasp corporate sustainability trends, EVA Air invites external experts to hold CSR training sessions from time to time, to raise our employees' business sustainability awareness and introduce the CSR concept to our subsidiary companies. Through EVA Air's influence, we hope that the concept of corporate sustainability can be widely disseminated.

- Passed the biennial IATA Operational Safety Audit (IOSA) with the results of “zero findings” for 6 consecutive times, and was the first airline in Taiwan to pass the IOSA.
- Passed the even more stringent standards of Enhanced IOSA (E-IOSA) in 2015.
- Ranked third in the top 60 safest airlines announced by the Jet Airliner Crash Data Evaluation Centre (JACDEC) in 2015.
- Rated as one of the “World’s Top 10 Safest Airlines” by AirlineRatings.com, a world’s most indicative airline rating website, and awarded a 7-star full score.
- Awarded ninth place for “World’s Best Airlines” and “Best Airline Cabin Cleanliness” by SKYTRAX, the world’s leading organization for airline industry surveys.
- Rated as one of the “World’s Top 10 Airlines for Best Inflight Service” by AirlineRating.com, a world-renowned professional airline review site. EVA Air’s Elite Class and Economy Class earned high ratings in the categories of “Premium Economy” and “Long Haul Airline Asia/Pacific” respectively.
- Voted by Premier Traveler readers as “Best Airline in Asia”.
- Awarded the top prize under the airline category in the 2015 Super Power Brand Award by “MANAGER today” and received the honor of Super Power Brand for two consecutive years.
- Ranked first for “Most Often Used Brand” and “Most Wanted Brand” under the airline category in the 2015 Young Generation Brand Survey.
- Ranked first place under the International Flights category in the Top Service Awards by Next Magazine for 12 consecutive years.



Sustainable Environment

EVA Air is the first airlines in Taiwan to pass the new ISO 14001:2015 Environment Management System certification.
EVA Air passes the ISO 50001:2011 Energy Management System certification.

Fuel conservation measures	17
Amount of fuel saved by fuel conservation measures	15,927 tons
CO ₂ emissions reduced by fuel conservation measures	50,169 tons CO ₂ e
Office energy conservation	273,058 kWh
CO ₂ emission reduced by Office energy conservation	131 tons CO ₂ e
Total volume of recycled water	2,213 tons
Waste reduction measures	10
Total weight of waste recycled	108,786.6 kg

Sustainable Society

1. EVA Air was the first in Taiwan’s airline industry to gain approval from the Civil Aeronautics Administration (CAA) to conduct flight crew refresher training using the evidence-based training mode.
2. Cheers Magazine ranked EVA Air in 5th place for “Favorite Enterprises of the New Generation” in 2015 and 1st place for the transportation service industry category.
3. EVA Air was the first airline in Taiwan to pass the TOSHMS certification.
4. EVA Air participates actively in charitable activities and spreads love efficiently via various channels to places lacking in resources. In 2015, EVA Air’s cash sponsorship reached a total of NT\$62.4 million, which went toward educational and charitable projects, with a focus on emergency aid, medical subsidy, disaster relief and funeral/burial financial assistance.
5. EVA Air promotes safety education. In 2015, EVA Air’s Safety Gallery welcomed a total of 47 domestic and foreign delegations, comprising more than 610 visitors. EVA Air invites more people to join us in our safety efforts.
6. EVA Air participates in academia-industry collaborations; administering regular exchange programs with two universities in China and Taiwan, or assigning senior employees to teach in these universities. In so doing, we help to nurture aviation talents and facilitate academia-industry information exchanges.
7. EVA Air promotes local tourism. We joined local tourism authorities to hold two tourism promotional events overseas, helped transport Taiwan-grown floriculture products to participate in one overseas exhibition, and sponsored local governments to hold two local sight-seeing tours for more people to see the beauty of Taiwan.

Identifying Sustainability Issues

When EVA Air gathered economic, environmental and social issues, we took into consideration the research and standards relevant to global sustainability issues, such as Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), Governance & Accountability Institute, The Initiative for Responsible Investment (IRI), etc. Furthermore, along with the CSR Committee's professional recommendations, major aspects of the airline industry that our stakeholders from around the world are concerned about were also included in the compilation of EVA Air's 40 Sustainability Issues.

Sustainable Development



- Ethical and honest operation management
- Fair trade
- Fair competition
- Corruption
- Flight safety maintenance
- Transportation management (incl. air and land transport network)
- Fleet management
- Compliance with laws and regulations
- Risk management and preventive mechanisms
- Supply chain management: Human rights protection
- Supply chain management: Social impacts
- Supply chain management: Labor practices

Economic Aspect



- Financial performance
- Procurement policies and practices
- Development of potential markets
- Indirect economic impacts
- Market image

Environmental Aspect



- Environmental and energy resources management
- Energy efficiency
- Noise control
- Waste discharge and disposal
- Wastewater discharge and disposal
- Energy-saving and carbon reduction actions
- Greenhouse gas emissions and climate change responses

Social Aspect



- Service quality enhancement
- Customer service satisfaction
- Customer privacy and confidentiality measures
- Innovative service/product supply
- Customer health, hygiene and safety
- Remuneration, welfare and career development
- Fair recruitment and employee retention
- Labor-management relations
- Labor rights protection
- Complaint mechanism for human rights practices
- Forced and compulsory labor
- Freedom of association and collective bargaining
- Workplace health and safety
- Charitable activity engagement
- Interaction with local communities

Degree of concern stakeholders have toward sustainability issues

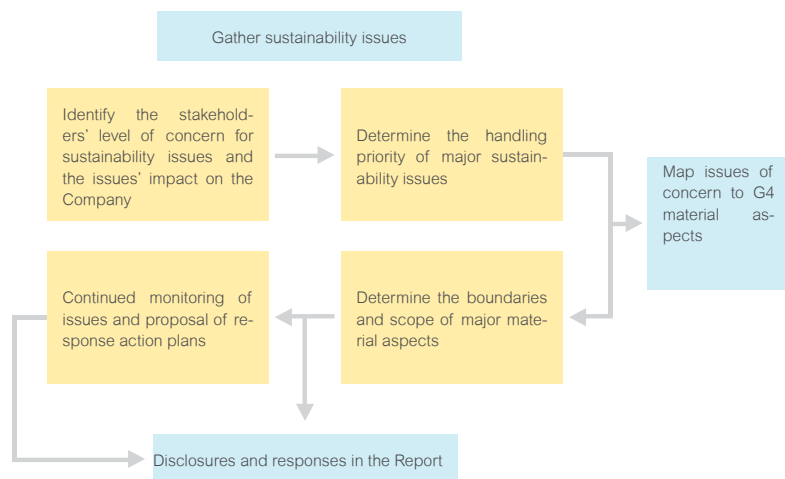
The CSR Committee determined the "Stakeholders' degree of Concern" by reviewing the proportion of stakeholders whom the Committee had communicated and engaged with regarding sustainability issues in 2015. The assessment standard was based mainly on the diversity of the stakeholders who were affected by these issues. However, if the issue in question was a special issue, the population ratio of the concerned stakeholders was used instead as the basis of assessment.

In order to better understand our stakeholders' responses regarding the development of EVA Air's sustainability issues, we will be taking the initiative to communicate with them in the days to come. The "CSR Questionnaire" will be made available on our CSR website in 2016 to gather our stakeholders' concerns and suggestions in the sustainable development, Economic, Environmental and Social aspects. These concerns and suggestions will be integrated and included as important references for our CSR Committee members' future formulation of sustainability-related action plans. The Company also plans to participate in consultation meetings with CSR experts and scholars in the future. The main objective is to offer recommendations for issues of concern that the airline industry should pay attention to, so as to work towards the goal of increasing our stakeholder inclusiveness and expanding the diversity of sustainability issues.

Level of impact of sustainability issues on Company's operations

EVA Air rated all sustainability issues for their level of impact on the Company's operations on a scale featuring five levels of impact, from high to low. The average rating was then calculated to determine each sustainability issue's "Level of Impact on the Company's Operations".

Identification Process for Issues of Concern

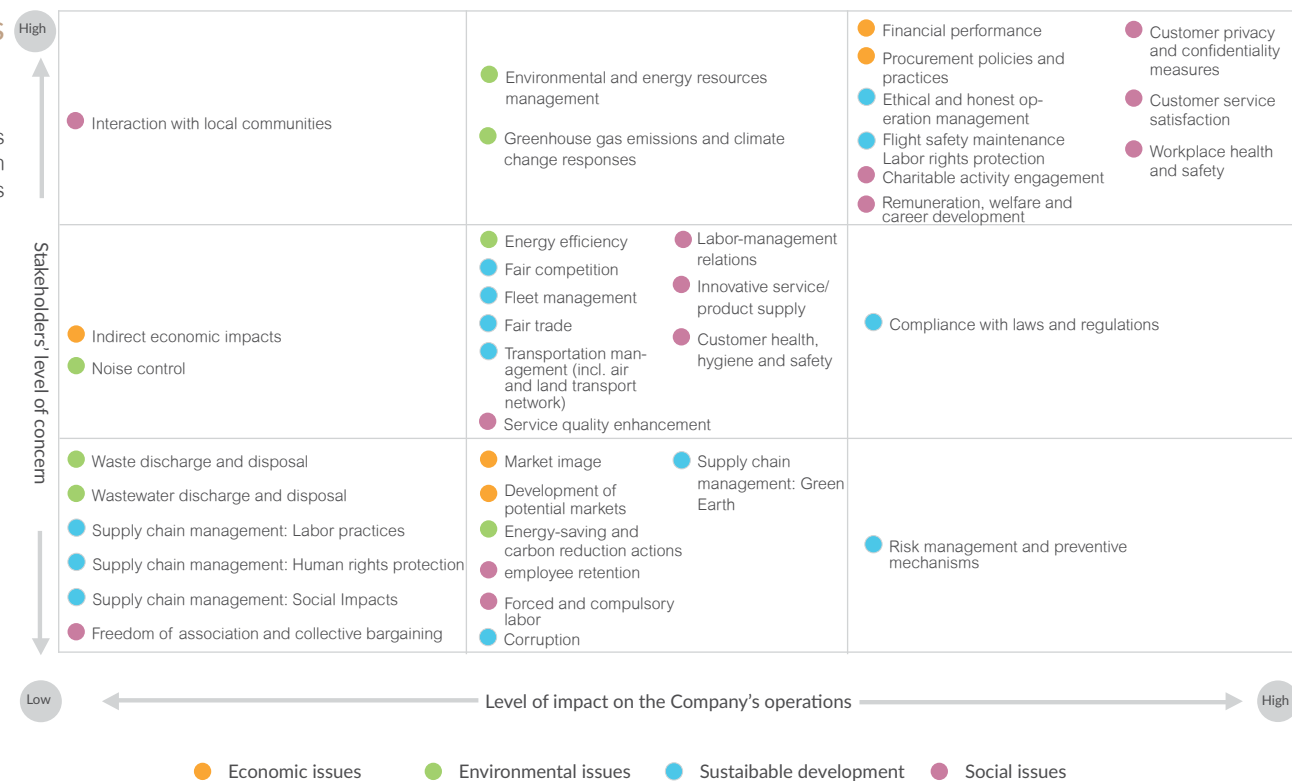


Major Sustainability Issues

EVA Air determined the major sustainability issues in accordance with the GRI G4 Guidelines. The cross-impact matrix analysis was conducted for the "Stakeholders' Degree Level of Concern" and "Level of Impact on the Company's Operations". Sustainability issues that were high in both the "Stakeholders' Degree of Concern" and "Level of Impact on the Company's Operations" were identified as the 2015 major sustainability issues to be disclosed first. Moreover, additional issues for disclosure in 2015 included "Interaction with local communities", "Environmental and energy resources management", "Greenhouse gas emissions and climate change responses", "Compliance with laws and regulations" and "Risk management and preventive mechanisms".

Based on the results prioritized above, the CSR Committee conducted discussions and added/removed material aspects before reporting to the President for validation.

Note: The method of analysis for major issues in the 2014 CSR Report involved 38 CSR Committee members. These members identified the degree level of concern for the issues based on the significant level of impact and the potential influence these issues had in relation to the economic, environmental and social aspects. Issues with ratings in the top 50% were identified as major issues.



Material Aspects and Boundaries for Major Sustainability Issues

Based on the analysis of the sustainability issues, the material aspects and the boundaries within and outside the organization are defined as follows:


	Major Sustainability Issues	Material Aspects	Disclosure Index	Within the organization		Outside the organization					Disclosure Chapters
				Within the organization	Suppliers (Subsidiaries)	Investors	Government and authorities	Customers	Suppliers	Community and non-governmental organizations	
Corporate Governance	Ethical and honest operation management	Governance Ethics and integrity Anti-competitive behavior	G4-34, 36-39, 41, 42, 48, 52 G4-56-58			•					ABOUT CSR 1-1 Senior Operating Management 1-2 Ethical management
	Flight safety maintenance	Customers' health and safety	G4-PR1	•			•	•			2-1 Flight Safety Risk Management 2-2 Flight Path Management and Maintenance Quality 2-3 Pilots' Safety Control
	Compliance with laws and regulations	Environment: regulatory compliance Product responsibility: regulatory compliance Society: regulatory compliance	G4-EN29 G4-PR9 G4-SO8		•		•		•	•	1-2 Ethical Management 3-2 Compliance with Laws and Regulations 4-1-3 Compliance with Environmental and Energy Laws and Regulations 5-4-1 Interactions of Labor-Management Relations
	Risk management and preventive mechanisms	Organization overview	G4-14			•					1-3 Internal Control System
Economic Aspect	Financial performance	Organization overview Economic performance	G4-9 G4-EC1			•			•		EVA Overview
	Procurement policies and practices	Procurement practices	G4-EC9		•				•		1-4 Supply Chain Management
	Charitable activity engagement	Indirect economic impacts	G4-EC7						•		6-1 Charitable Activities 6-2 Education Initiatives
	Interaction with local communities	Indirect economic impacts	G4-EC7						•		6-3 Giving Back to Local Communities

	Major Sustainable Issues	Material Aspects	Disclosure Index	Within the organization		Outside the organization					Disclosure Chapters
				Within the organization	Suppliers (Subsidiaries)	Within the organization	Suppliers (Subsidiaries)	Within the organization	Suppliers (Subsidiaries)	Within the organization	
Environmental Aspect	Environmental and energy resources management	Energy	G4-EN3 G4-EN5 G4-EN6				•	•	•	•	4-2-2 Greenhouse Gas Inventory 4-3-2 Fuel Conservation Measures 4-3-4 Ground Operation Energy-saving Actions
	Greenhouse gas emissions and climate change responses	Emissions	G4-EN15 G4-EN16 G4-EN18 G4-EN19				•			•	4-2-2 Greenhouse Gas Inventory 4-3-2 Fuel Conservation Measures 4-3-4 Ground Operation Energy-saving Actions
Social Aspect	Remuneration, welfare and career development	Training and education; Diversified and fair opportunities; Equal pay for both genders	G4-LA09 G4-LA11 G4-LA12 G4-LA13	•			•				5-1-2 Employee Categories 5-2-1 Remuneration Standards 5-3 Sound Education and Training 5-3-5 Performance Evaluation and Career Development
	Labor rights protection	Employment relationship; Labor-management relations; Complaint mechanism for labor practice issues; Complaint mechanisms for human rights practices	G4-LA01 G4-LA02 G4-LA03 G4-LA04 G4-LA16 G4-HR12	•			•				5-1-1 Total Number of Employees 5-2-2 Employee Welfare 5-2-3 Family Care 5-4-1 Interactions of Labor-Management Relations
	Workplace health and safety	Occupational health and safety	G4-LA05 G4-LA06 G4-LA07	•			•				5-4-2 Occupational Safety and Health Management 5-4-3 Occupational Accident Prevention and Handling
	Customer service satisfaction	Customers' health and safety Product and service labeling Marketing communication	G4-PR1 G4-PR3 G4-PR4 G4-PR5 G4-PR7						•		3-1-1 Passenger Satisfaction Survey 3-2 Compliance with Laws and Regulations 3-3 In-flight Meal Safety 3-9 Cargo service 3-9-1 Cargo Customer Satisfaction Survey
	Customer privacy and confidentiality measures	Customer privacy	G4- PR8						•		3-7 Customer Privacy

Stakeholder Communication and Engagement



Communication with Stakeholders

EVA Air's stakeholders are divided into six main categories: investors, government and competent authorities, employees, customers, suppliers, as well as community and non-governmental organizations. The expectations and recommendations of these stakeholders are collected through various channels.

Stakeholder	Communication Channel	Communication mode	Frequency	Content	Main Issues of Concern
 Investors (individuals and legal persons)	Shareholders' meeting	Proactive	Once/year	Report operation status, directors' and supervisors' board meeting attendance, dividend policies, reinvestment returns and budgeting	Ethical and honest operation management
	Legal person and investor meetings	Proactive	Once/3 years		
 Government and competent authorities (CAA, MOL, EU: UK Environment Agency, BOE, Customs of various countries)	CAA Monthly Meeting	Passive	Once/month	Communicate with the CAA regarding flight operations	Flight safety maintenance Transportation management (incl. air and land transport network)
	Online Occupational Accident Statistics Reporting System	Proactive	Once/month	Monthly Occupational Accident Report and Major Occupational Accident Notification	Compliance with laws and regulations Environmental and energy resources management
	EU Emission Trading Scheme	Proactive	Once/year	Declaration and trading of greenhouse gas emissions within EU airspace	Energy efficiency Noise control
	Energy Declaration System	Proactive	Once/year	Declaration of annual energy consumption and the results of energy conservation measures	Greenhouse gas emissions and climate change responses Remuneration, welfare and career development
 Employees (All employees, labor representatives)	Employee Welfare Committee	Proactive	3 times/year	Plan, negotiate and apply employee welfare and benefits	Flight safety maintenance Remuneration, welfare and career development Fair recruitment and employee retention Labor-management relations Labor rights protection Complaint mechanism for human rights practices Forced and compulsory labor Workplace health and safety
	Labor-management meeting	Proactive	Once/quarter	Complaints, negotiations and engagements for labor-management related issues (Labor condition changes, unfair treatments, employee training compensation)	
	Occupational Safety and Health Committee	Proactive	Once/quarter	Examine, negotiate and recommend safety and health-related matters	
	Safety Mailbox Safety Hotline	Passive	Immediate	Discover potential safety risk factors in operating procedures before the problems occur and adopt appropriate corrective measures	
	EVA Air e-Notice	Proactive	Ad hoc	Put up notices concerning the Company's operations	
	Ground staff: Human Resources Div. Flight crew: Pilot Administration Dept. Cabin Crew: Cabin Crew Administration Dept.	Passive	Immediate response	Inquire about labor insurance payments and health insurance claim applications, labor and health insurance salary, retirement system, former pension fund contribution rate, new pension fund contribution rate, etc.	

Stakeholder	Communication Channel	Communication mode	Frequency	Content	Main Issues of Concern
 Employees (All employees and labor representatives)	Performance evaluation and interview	Proactive	Once/year	Employees report problems encountered during work through performance interviews. EVA Air clearly conveys work requirements and expectations and provides employees with advice and assistance.	
	Internal website: Occupational Safety and Health page	Proactive	Once/month	Announce and promote information such as occupational safety and health management policies, goals, training courses, regulation requirements and emergency responses.	
 Employees (Ground staff)	Complaint hotline, E-mail and EVA Air Human Resource Service website	Passive	Ad hoc	Promote sexual harassment complaint procedure and prevention policy	Flight safety maintenance Remuneration, welfare and career development Fair recruitment and employee retention Labor-management relations Labor rights protection Complaint mechanism for human rights practices Forced and compulsory labor Workplace health and safety
	Departmental meeting	Proactive	Once/month	Convey important management information	
 Employees (Flight crew)	Flight crew seminar	Proactive	Once/quarter	Convey internal and external information and new international aviation information	
 Employees (Cabin crew)	Employee caring interview	Proactive	Ad hoc	Show care for employees' career development	
	Truthful interactive meeting, Cabin crew meeting, Purser meeting	Proactive	Once/month	Convey internal and external information, operation reminder and exchanges of views, and engage in two-way communication with the relevant departments.	
 Customers (Passengers, Members, Cargo forwarders)	Online Customer Satisfaction Survey	Proactive	Every flight	Understand our customers' satisfaction level towards EVA Air's various ground and in-flight services to improve our service quality.	Flight safety maintenance Transportation management (incl. air and land transport network) Environmental and energy resources management Service quality enhancement Customer service satisfaction Customer privacy and confidentiality measures Innovative service/product supply Development of new markets Customers' health, hygiene and safety
	Global Cargo Customer Satisfaction Survey	Proactive	Once/year	Understand our cargo customers' overall satisfaction level towards the sales service of EVA Air's sales personnel, our booking service, e-Commerce service, after-sales service, cargo service and warehousing service, feedback handling and quality enhancement of other services.	
	Customer service hotline (for various operating locations)	Passive	Immediate	Answer customers' inquiries regarding passenger service, booking and ticketing, airport service, duty-free goods, orders/discounts, and goods refund & replacement service.	
	Customer feedback on official website	Passive	Ad hoc	Evaluate customer feedback and conduct follow-up service improvement	
	e-NEWS & In-flight magazines	Proactive	Once/month	Announce exclusive member promotions and member benefits.	



Stakeholder	Communication Channel	Communication mode	Frequency	Content	Main Issues of Concern
 <p>Suppliers (Manufacturers, distributors, contractors, licensed agencies)</p>	Telephone, E-mail, Order form, Contract	Proactive	Once/month	Communicate and negotiate procurement matters for aircrafts, engines, flight training equipment, aviation fuel, aircraft maintenance, air material supply, ground operations, pallet container accessories, cabin service items, DFS products, in-flight meals & beverages, and information software and hardware.	Procurement policies and practices Fair trade Fleet management Compliance with laws and regulations Financial performance Environmental and energy resources management Waste discharge and disposal Supply chain management: Labor practices
	Contractor Consultative Organization Conference	Proactive	Once/month	Negotiate safety and health regulations and precautions for various construction projects.	
 <p>Community and non-governmental organizations (Charitable foundations, Cultural and educational foundations, academic units, sports athletes, social welfare organizations, mass media, IATA, AAPA)</p>	Charitable, arts and culture activities, Public Affairs Div., Corporate Safety, Security & Environment Div.	Proactive/Passive	Once/month	Communicate/ negotiate with stakeholders and participate in social welfare events to boost community development	Compliance with laws and regulations Charitable activity engagement Interaction with local communities Environmental and energy resources management Greenhouse gas emissions and climate change responses

In addition to the above communication channels, the following e-mail addresses can be used to report any violation of the law or the Ethical Corporate Management Principles committed by EVA Air employees, as well as to convey issues or suggestions regarding any social impact caused by EVA Air's business operations.

Ethics Advisory Mailbox: evainfo@evaair.com

Violation Reporting Mailbox: evapsn@evaair.com

Social Impact Complaint Mailbox: csrso@evaair.com

Results of Stakeholder Engagement

EVA Air's response to the stakeholders' requirements and expectations regarding issues of concern are as follows:

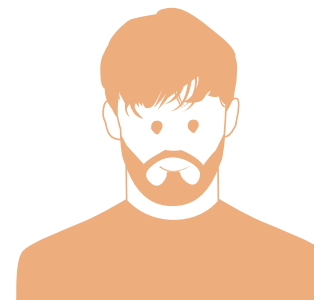
Stakeholder	Issues of Concern	Requirements/Expectations of EVA Air	Response
Investors	Fair competition	EVA Air should pay attention to the legal risks arising from business operations	<ul style="list-style-type: none"> EVA Air has requested the Legal and Insurance Div. to strengthen its legislation training to avoid the recurrence of illegal behaviors. EVA Air has drawn up the "Antitrust Law Compliance Guidelines" and established the preventive mechanisms for relevant risks. Please refer to 1-2 Ethical Management.
Investors	Financial performance	To create shareholders' value and distribute dividends	<ul style="list-style-type: none"> In the Company reports a surplus at the year end, after clearing taxes, the Company shall first offset losses from previous years (if any), then set aside 10% of the balance as the statutory surplus reserve, and set aside or reserve special surplus reserve per the provisions. After that, the Board Directors shall propose a surplus distribution plan of the balance plus the retained earnings accrued from prior years, submit the distribution plan to the shareholders' meeting for approval, and the distribute it.
Investors	Ethical and honest operation management	The remuneration of top management should match the operational decisions they make	<ul style="list-style-type: none"> The Remuneration Committee has been specially assigned to evaluate the management (directors, supervisors, managers) performance and remuneration. Please refer to 1-1-2 Remuneration Committee.
Government and competent authorities (EU: Emission Trading Scheme U.K. Environmental Protection Agency)	Compliance with laws and regulations	To declare the greenhouse gas emissions in EU regularly and release carbon emission allowance	<ul style="list-style-type: none"> The Cruise Performance Section of the Flight Operations Div. is in charge of collecting information on the long term aviation fuel consumption, while the Corporate Safety, Security & Environment Div. is responsible for declaring this information regularly. In 2015, EVA Air established and passed the ISO 50001: 2011 certification for energy management and assigned energy management staff to make regular declarations.
Government and competent authorities (Bureau of Energy)	Compliance with laws and regulations/ Environmental and energy resources management	To make regular declarations of the energy consumption every year with 1% average annual electricity saving	<ul style="list-style-type: none"> In 2015, EVA Air established and passed the ISO 50001: 2011 certification for energy management, and assigned energy management staff to make regular declarations.
Government and competent authorities (Ministry of Labor)	Compliance with laws and regulations	To establish occupational safety and health management system to achieve the goal of autonomous management	<ul style="list-style-type: none"> In 2015, EVA Air established and passed the TOSHMS and OHSAS 18001: 2007 certifications. Please refer to 5-4-2 Occupational Safety and Health Management
Government and competent authorities (Civil Aeronautics Administration)	Greenhouse gas emissions and climate change responses	To reduce greenhouse gas emissions through the boosting of energy management actions	<ul style="list-style-type: none"> EVA Air has procured eco-friendly and energy-saving aircrafts. In 2015, EVA Air conducted 17 fuel conservation measures in terms of fleet modernization, aircraft weight-reduction, flight operation, aircraft maintenance, etc. Please refer to 4-3-2 Fuel Conservation Measures
Government and competent authorities (National Freeway Bureau)	Interaction with local communities	To adopt the greening construction of the slope alongside the freeway (Land No. 504)	<ul style="list-style-type: none"> EVA Air has continued to adopt the greening construction of the slope alongside the freeway (Land No. 504) for the period between Dec16, 2013 and Dec 15, 2016.

Stakeholder	Issues of Concern	Requirements/Expectations of EVA Air	Response
Government and competent authorities (Local governments)	Interaction with local communities	To sponsor cash, airline tickets and free transportation of equipment	<ul style="list-style-type: none"> • In conjunction with the Company's international marketing plan, EVA Air collaborated with the governmental tourism units to participate in 2 tourism trade fairs overseas. • EVA Air continued with the Company's policy and sponsored 3 local tourism events. • Please refer to 6-3-3 Boosting Local Tourism
Employees (All employees)	Remuneration, welfare and career development	To reward employees whose work performance exceeded the Company's expectation	<ul style="list-style-type: none"> • It has been stipulated in the guidelines that job promotions, year-end bonuses and pay raise/deduction must be based on the employees' work performance. In 2015, the implementation rate for performance appraisal was 100%. • Please refer to 5-3-5 Performance Appraisal and Career Development
Employees (All employees)	Remuneration, welfare and career development	To utilize the employee welfare funds in accordance with the principles of fairness and openness. To determine whether the Employee Welfare Committee's annual activity plans meet the employees' expectations, and whether the employee welfare subsidy regulations are applicable.	<ul style="list-style-type: none"> • Utilization plans for the employee welfare funds are implemented after resolution has been passed by the Employee Welfare Committee. The employee welfare-related subsidy regulations have been established and announced on the employee welfare website. • Please refer to 5-2-2 Employee Welfare
Employees (All employees)	Remuneration, welfare and career development	To maintain stable pay increments and distribute year-end bonus according to the Company's profit.	<ul style="list-style-type: none"> • EVA Air provides our employees with Labor Insurance and National Health Insurance, allocates and distributes pension funds in accordance with the laws. The aforementioned are stated in the Company's management regulations and employee guidelines. We also set up the Pension Fund Supervisory Committee to approve the distribution of pension funds and check whether the retirement reserve is sufficient annually. • Please refer to 5-2-1 Remuneration Standards
Employees (All employees)	Labor rights protection	To ensure that working conditions are not changed unfavorably for the employees, employee rights are protected, and the Labor Standards Act and labor insurance-related laws are met, in order to protect the employees' rights and interests.	<ul style="list-style-type: none"> • The complaint regulations have been established and announced on the Company's internal website. • Please refer to 5-4-1 Interactions of Labor-Management Relations
Employees (Ground staff)	Labor-management relations	To announce any major business strategy changes in advance and whether or not they affect the employees' rights and interests	<ul style="list-style-type: none"> • All departments are asked to hold monthly departmental meetings, while some units are required to hold weekly meetings. • Please refer to 5-4-1 Interactions of Labor-Management Relations
Employees (Flight crew)	Remuneration, welfare and career development	To improve the training quality	<ul style="list-style-type: none"> • EVA Air reviews the international flight crew's training needs regularly, and adjusts the training plans whenever appropriate. • EVA Air checks the certificate application procedure and training needs regularly, and plans the flight crew training courses and certificate application procedure in accordance with existing laws and regulations and operating procedures • Please refer to 5-3-1 Flight Crew Training



Stakeholder	Issue of Concern	Requirements/Expectations of EVA Air	Reply
Customers	Service quality enhancement	To provide quality services and meet relevant requirements	<ul style="list-style-type: none"> EVA Air checks the attained satisfaction level regularly and notifies the related divisions in charge. For services which did not attain the targeted satisfaction level, the related divisions in charge will review and propose improvement measures. Upholding the service concept of "Attentive, Sincere and Enthusiastic", EVA Air has implemented a training plan for excellent booking and ticketing services. EVA Air has integrated the customer service resources to establish customized services. EVA Air has strengthened the airport service processes to maintain and supervise the service quality. We have also established relevant regulations for the frontline staff to follow in order to reduce errors and complaints. EVA Air has strengthened and introduced automated operations (incl. seat assignment and baggage services), making the check-in service more convenient by offering multiple options. Please refer to 3-1 Customer Satisfaction and Safeguard of Customers' Interest.
Customers (Members)	Service quality enhancement	To keep members abreast of information regarding their rights and benefits at all times. To offer members more benefits and promotions.	<ul style="list-style-type: none"> EVA Air has taken other airline's service condition and provides members with more benefits and convenient services. Silver Card members can now earn bonus miles when they fly with EVA Air during their birthday months. Diamond Card members can now receive a USD100 Duty-free Coupon for Pre-Orders on their birthday months. EVA Air now offers digital membership cards. Members no longer need to present the physical card to enjoy benefits. EVA Air holds mileage accrual promotional activities from time to time. The mileage accrued can be used as the basis of calculation for membership upgrade/renewal.
Customers (Members)	Service quality enhancement	To offer members more benefits and discounts in their everyday life.	<ul style="list-style-type: none"> EVA Air rolls out exclusive member "promotions" from time to time with our partners. Please refer to 3-5-2 Member Activities.
Customers (Passengers)	Customer service satisfaction	To offer passengers a safe and comfortable flight experience	<ul style="list-style-type: none"> EVA Air takes the initiative to collect customer feedback and conducts investigation to understand the said situations. EVA Air reviews the causes of incidents, proposes improvement measures and responds to our customers. Please refer to 3-1-2 Customer Feedback Handling.
Customers (Passengers who bought inflight duty-free products)	Customer service satisfaction	To complete the product refund or replacement procedure soonest possible	<ul style="list-style-type: none"> EVA Air provides a hotline for product inquiries and refunds/replacements to protect our customers' consumer rights and save processing time. Please refer to 3-1-2 Customer Feedback Handling.
Customers (Members)	Innovative service/product supply	To provide members with an easy way to verify their identities to enjoy benefits	<ul style="list-style-type: none"> EVA Air has developed 4 types of digital membership cards. Members can download their cards to their mobile devices to carry them wherever they go.
Customers (Cargo forwarders)	Customer service satisfaction	To provide on-time, safe delivery and great customer satisfaction	<ul style="list-style-type: none"> EVA Air visits customers regularly and conducts global cargo customer satisfaction surveys. EVA Air visits customers regularly and has introduced bar-code scanning and airmail handling process bill of lading system to increase the data accuracy and control efficiency.

Stakeholder	Issues of Concern	Requirements/Expectations of EVA Air	Response
Licensed agencies: Ground handling agent outsourcing labor services	Procurement policies and practices	Price increases should correspond to the CPI, and the annual increase should be controlled within 5% when making adjustments to the agency fee (1.7% - 25%)	<ul style="list-style-type: none"> EVA Air has made adjustment in accordance with the contract agreement or both parties' mutual agreement EVA Air has negotiated with our suppliers according to the market price and the number of flights, and balanced the price based on whether there are mutual benefits EVA Air has referred to the suppliers' local CPI to evaluate whether the increase is reasonable
Distributors	Procurement policies and practices	The procurement order should be provided at least two months before the new items are scheduled for release	<ul style="list-style-type: none"> EVA Air has moved the new item selection forward to an earlier date EVA Air will notify the distributors within a week after the new items are approved for sale
Suppliers (Global airline catering)	Procurement policies and practices	To increase catering service-related fees by 0.4% to 3%.	<ul style="list-style-type: none"> After the suppliers have proposed the need for cost adjustment through email with the quotation form attached; both parties are to reach a consensus after price negotiation before the proposal is approved and used as the receipt for payment.
Community and non-governmental organizations (Foundations)	Charitable activity engagement	To donate cash, reusable equipment, and furniture	<ul style="list-style-type: none"> EVA Air has made cash donations to charitable organizations based on our profits. In 2015, a total of NTD62,400,000 went to charitable activities In 2015, EVA Air donated a total of 644 usable/unused items when renewing or replacing equipment. Please refer to 6-1 Charitable Activities
Community and non-governmental organizations (Cultural and educational foundations, sports athletes, social welfare organizations, mass media, performing arts units)	Charitable activity engagement	To sponsor or provide airline tickets, cash, medical treatments, and transportation of photographic equipment overseas	<ul style="list-style-type: none"> Every year, the Public Affairs Div. arranges sponsorships in the form of cash or airline tickets for New Year's Countdown events, arts performances, Taiwan exhibitions or performances of overseas arts and cultural events, local tourism industry development, local charitable activities, and international sporting events held in Taiwan. In 2015, EVA Air provided 475 free and special airfare tickets, sponsored 500kg worth of transportation fee, and donated NTD84,666,950 toward social welfare. Please refer to 06. Community Engagement





Responses to Major Events in 2015

The Typhoon Soudelor Event

Taiwan Taoyuan International Airport was hit by Typhoon Soudelor on August 8, 2015. As flights could not depart as scheduled and EVA Air did not provide flight departure information in a timely manner, our passengers and cabin crew waited and stood by at the airport for an extended period of time. The Company was suspected of avoiding overtime as our employees were asked to clock in by paper. However, EVA Air planned flight takeoffs and landings in accordance with the Central Weather Bureau's weather forecast. At that time, the weather forecast for Taoyuan International Airport still met the regulations for flight dispatch. Nevertheless, the path of Typhoon Soudelor changed unexpectedly and rendered the actual weather conditions unfavorable for flight takeoffs and landings. All return flights from Europe and the U.S. were diverted and could not return to Taoyuan International Airport within a short period of time. Departing flights were seriously delayed by the wind speed and halted ground operations. Moreover, the "Cabin Crew Sign in/out System" was subject to the flight departure time; the departure time could not be keyed in due to the rapid weather change on that day. Therefore, the cabin crew was asked to clock in by paper to record their working hours.

EVA Air immediately held a review meeting for the incident and revised the Precautionary Measures against Typhoon. Now, all flight operations must take the actual capacity at the airport into consideration. Flights that are expected to be affected by typhoon must be canceled whenever appropriate. Moreover, passengers must be kept abreast of the latest flight information to prevent them from traveling to the airport under the bad weather only to be faced by a long wait. The reasons behind the way EVA Air handled certain incidents were explained to cabin crew through communication channels, such as the flight attendant instructor seminar, chief purser meeting, monthly cabin crew meeting and regular refresher training interactive session. In so doing, both parties can understand each other's perspective, policies can be adjusted, and the impact on the operations can be minimized. The crew members are also given the chance to review their career plans. All in all, EVA Air and our employees have reached a consensus and a sense of devotion towards the Company is developed.

On August 9, 2015, EVA Air flight BR189 departed Tokyo Haneda Airport for Taipei Songshan Airport and was met by the Typhoon. It failed to land due to the strong cross wind and wind shear. After two landing attempts, the captain requested diversion to Taoyuan International Airport. However, as its apron was full, Taoyuan International Airport turned down BR189's diversion request. After circling the holding area for almost two hours, the weather conditions at Taipei Songshan remained unfavorable for landing. The captain once again made the request to divert to Taoyuan International Airport. The air traffic controller conveyed that for the diversion to be made, the captain needed to declare "Mayday". Taking into consideration the fact that the weather conditions at Taoyuan International Airport met the landing standards and that landing at Taoyuan International Airport was the best choice for flight and passenger safety, the captain initiated the emergency radio call for diversion to Taoyuan airport and subsequently made a safe landing. Ensuring our passengers' safety is EVA Air's highest guiding principle for flight safety. It is also EVA Air's unwavering commitment.

The Taoyuan Airport Runway Foreign Object Damage (FOD) Event

On August 29, 2015, EVA Air flight BR726 departed Taoyuan Airport for Taiyuan Wusu Airport. When undergoing the transit inspection at Taiyuan Wusu Airport, the aircraft's horizontal stabilizer was found to have been damaged by the asphalt debris blown up by the engine during the takeoff at Taoyuan Airport. The aircraft maintenance staff reported announced the aircraft to be unsafe for further flights.

A total of 159 passengers and 8 crew members were on the flight. During our handling of this incident, EVA Air regarded passenger safety as our sole consideration. We responded by immediately dispatching a special aircraft to Taiyuan Wusu Airport to bring our passengers back to Taiwan. The damaged aircraft was flown back to Taiwan after it was repaired and restored to airworthiness again.



Corporate Governance



01

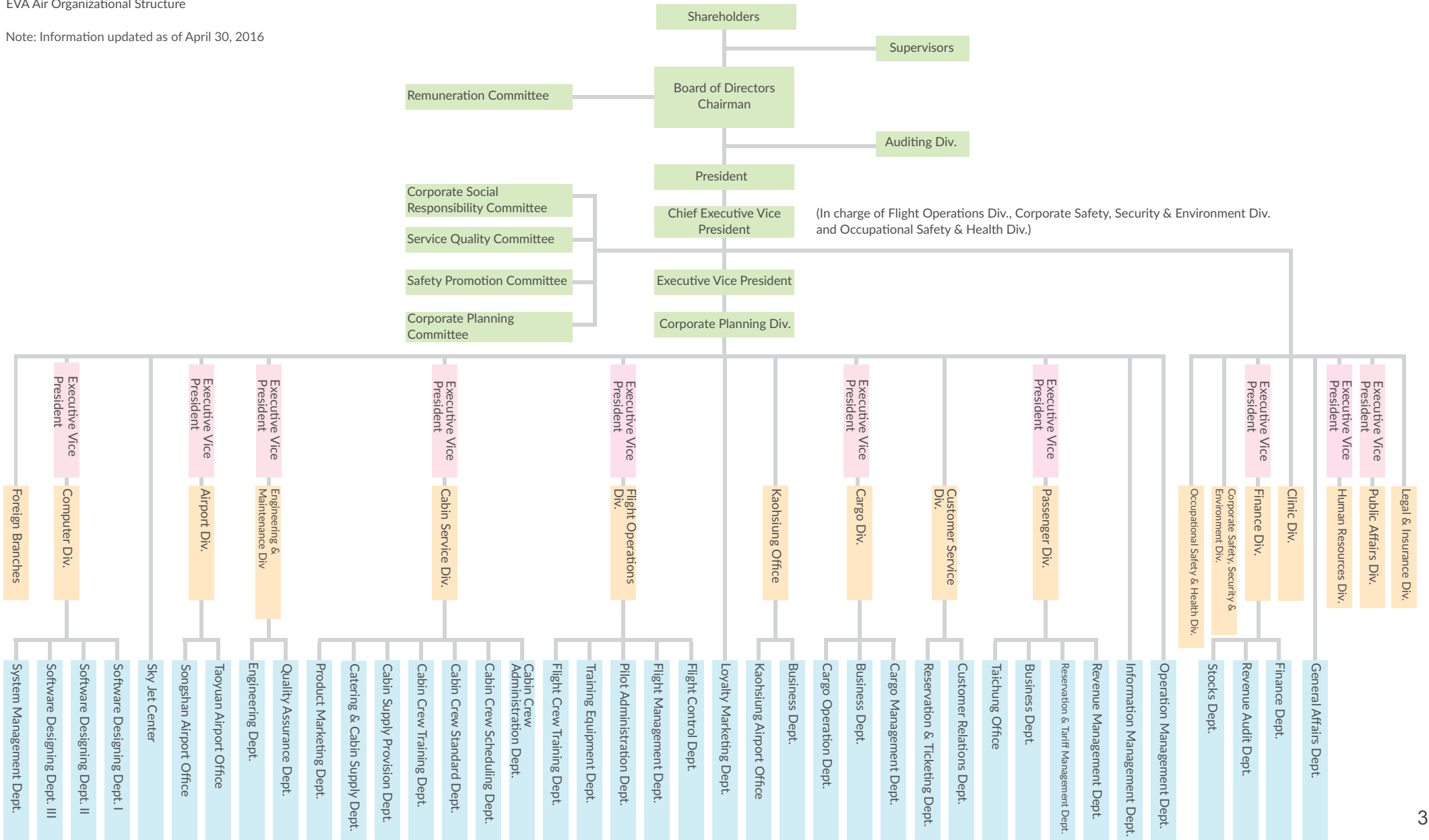
Corporate Governance

EVA Air formulates our corporate governance framework, and our integrity and ethical standards in accordance with the Company Act, Securities Exchange Act and other relevant laws and regulations of the Republic of China. To implement the concept of business sustainability, EVA Air has been working towards the maintenance of corporate governance, the protection of investor rights and interests, and the improvement of the Board of Directors' function since our establishment. In 2015, EVA Air was ranked among the top 5% of excellent companies selected by the "2nd Corporate Governance Evaluation" for our outstanding performance in corporate governance. This honor fully reflects the Company's success in protecting shareholders' rights and interests, reinforcing the structure and operation of the Board of Directors, improving information transparency and implementing corporate social responsibility.



EVA Air Organizational Structure

Note: Information updated as of April 30, 2016



Achievements through corporate governance in recent years

Maintaining corporate governance

- Took the initiative to disclose important resolutions of the Board of Directors and complete quarterly financial reports in both Chinese and English on the EVA Air official website. Web pages dedicated to “Corporate Governance”, “Corporate Social Responsibility”, “Stakeholders” and “Investor Relations” were set up to improve information transparency.
- Formulated relevant corporate governance policies successively, such as “Corporate Governance Best Practice Principles”, “Categorical Rules of Responsibilities of Independent Directors”, “Corporate Social Responsibility Best Practice Principles”, “Codes of Ethical Conduct” and “Ethical Corporate Management Principles”, and reported their implementation status to the Board of Directors at regular intervals to actively raise the standards of corporate governance.
- Took out liability insurance for directors, supervisors and key staff members to establish a sound corporate governance mechanism.

Protecting investor rights and interests

The electronic voting system was implemented in the shareholders’ meeting, the candidate nomination system was adopted for the election of directors and supervisors, and proposals were voted case by case in the shareholders’ meeting; multiple channels for voting on resolutions were provided for shareholders, so that they can fully exercise their rights and participate in corporate governance.

Improving the function of the Board of Directors

- EVA Air directors and supervisors took courses in corporate governance to improve their professional knowledge and skills.
- In accordance with the Rules Governing... the Scope of Powers of Independent Directors” formulated by the Board of Directors, independent directors were allowed to make independent judgments on, and provide objective opinions about, corporate governance matters.

1-1 Senior Operating Management

EVA Air’s Board of Directors and its subordinate functional committees’ composition and responsibilities.

1-1-1 Board of Directors

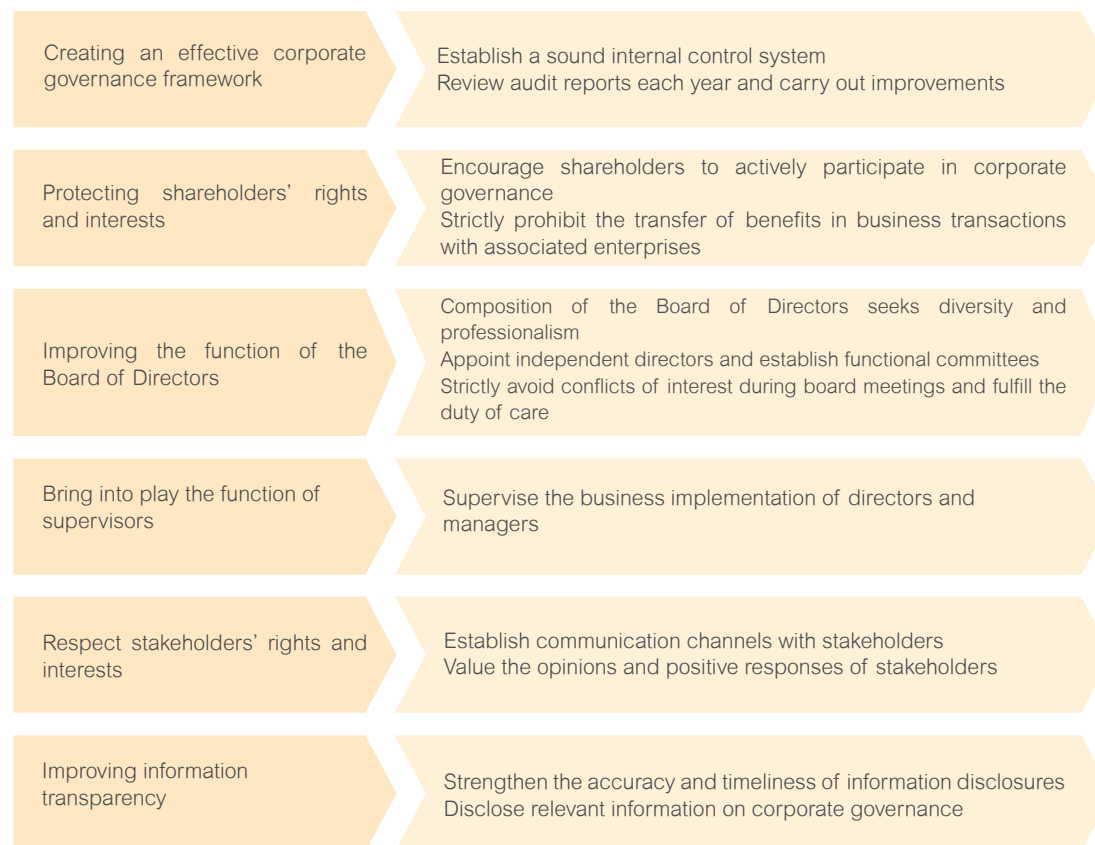
In accordance with the law of the Republic of China and the Articles of Incorporation for EVA Air, directors and supervisors will be elected through the candidate nomination system; each will serve for a three-year term. Shareholders will elect the directors and supervisors from the list of candidates announced. The current Board of Directors comprises 9 directors, 3 of whom are independent directors. There are also 3 supervisors.

The Chairman of EVA Air does not hold the concurrent post of President. Members of the Board fulfill the obligations of prudent administration; through multiple regular and ad hoc meetings held throughout the year, main business at the operating management level is effectively supervised to ensure that the business implementation conforms to the business philosophy of EVA Air. Independent directors are also appointed to the Board of Directors. Their independent identities and professional practical experience enable them to give professional and objective advice to help the Board make the best decisions for the Company’s operations. This is ultimately beneficial to the practice of corporate governance and the protection of investor rights and interests. EVA Air further plans to establish an Audit Committee in 2017 to fully implement the corporate governance system in compliance with the concept of business sustainability.

In addition, to avoid the occurrence of conflicts of interest, meetings of the Board will be convened in accordance with the “Corporate Governance Best Practice Principles” and “Rules and Procedures of Board of Directors Meetings”. When a Board Member or the legal person that s/he represents has an interest in the proposals listed in a board meeting, the Board Member will state the important content of such interest at that board meeting. If it may harm the interests of EVA Air, such Board Member cannot join in the discussion and voting, and should not be presented during the discussion and voting. S/he cannot act as the representative of another board member to exercise his or her right to vote. Eight meetings of the Board were convened in 2015; the attendance rate of all the directors and supervisors or their appointed representatives was 100%.

Note: Please refer to Evergreen Group Stock Service Website for the minutes of Board of Directors Meetings in 2015.

Key Points of EVA Air’s Corporate Governance Best Practice Principles



Structure of the Board of Directors (As of April 30, 2016)

Title	Name	Date of Election (Appointment)	Term of Office	Education & Experience	Concurrent Positions in EVA Air or Other Companies	Manager, director or supervisor of spousal relationship or within second degree of kinship		
						Title	Name	Relationship
Chairman	Chang Yung-Fa Charity Foundation	June 17, 2014	3 years	Not Applicable				
	Representative: Lin Bou-Shiu	March 11, 2016	1.27 years	· Chairman, Evergreen Steel Corp. · Department of Computer Science and Information Engineering, Tamkang University	· Chairman, Hsiang-Li Investment Corp. · Director: Evergreen Sky Catering Corp., UNI Airways Corp., Evergreen Air Cargo Services Corp., Evergreen Airline Services Corp., Evergreen Aviation Technologies Corp., Evergreen Aviation Precision Corp., GE Evergreen Engine Services Corp., Trade-Van Information Services Co.	None	None	None
Director	Evergreen Marine Corp. (Taiwan) Ltd.	June 17, 2014	3 years	Not Applicable				
	Representative : Ko Lee-Ching	June 17, 2014	3 years	· Vice Group Chairman, Evergreen Group · Keelung Girls' Senior High School	· Chairman, Evergreen International Corp. · 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 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.	None	None	None
	Representative : Tai Jiin-Chyuan	March 11, 2016	1.27 years	· Executive Vice President, Legal Department of Evergreen International Corp. · Master degree in Maritime Law, National Taiwan Ocean University	· Director and President, Evergreen International Corp. · Director: Evergreen International Storage & Transport Corp., Central Reinsurance Corp., Evergreen Sky Catering Corp., UNI Airways Corp., Taipei Port Container Terminal Corp., Evergreen Aviation Technologies Corp., Super Max Engineering Enterprise Corp., Chang Yung-Fa Charity Foundation, Chang Yung-Fa Foundation	None	None	None
Director	Chang Yung-Fa Charity Foundation	June 17, 2014	3 years	Not Applicable				
	Representative: Lee Wen-Chung	March 28, 2016	1.22 years	· Attorney-at-law of Chinese International Law Office · MBA, University of Leicester	· Attorney-at-law of Chinese International Law Office · Independent Director, Star World Technology Corp. · Director, Taoyuan Bus Corp. · Legal Consultant of Lite-On Technology Corp. · Adjunct Assistant Professor, Department of Law, Fu Jen Catholic University	None	None	None

Title	Name	Date of Election (Appointment)	Term of Office	Education & Experience	Concurrent Positions in EVA Air or Other Companies	Manager, director or supervisor of spousal relationship or within second degree of kinship		
						Title	Name	Relationship
Director	Falcon Investment Services Ltd.	June 17, 2014	3 years	Not Applicable				
	Representative : Song Yaw-Ming	March 28, 2016	1.22 years	· Staff member to the Ministry of Justice · Master of Laws, Columbia Law School	· Partner of Lee And Li Attorneys-at-Law · Director, UNI Airways Corp.	None	None	None
	Representative : Liang Hwai-Hsin	March 28, 2016	1.22 years	· Attorney-at-Law · Master of Laws, Fu Jen Catholic University	· Attorney-at-Law, Giant Era International Law Office · Arbitrator, Chinese Arbitration Association, Taipei · Director, Chang Hwa Commercial Bank Ltd. · Director, AGV Products Corp.	None	None	None
Independent Director	Chien You-Hsin	June 17, 2014	3 years	· Minister of Foreign Affairs, Minister of Transportation and Communications, Minister of Environmental Protection Administration, Executive Yuan, 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, National Policy Advisor to the President, 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. · B.S. Mechanical Engineering, National Taiwan University	· Chairman, Taiwan Institute for Sustainable Energy · Chairman, Telecommunication and Transportation Foundation · Chairman, Taiwan Institute for Climate Change and Energy · Managing Director, Ten Outstanding Young Persons' Foundation · Independent Director, Far Eastern Department Stores, Ltd. · Independent Director, KD Holding Corp.	None	None	None
Independent Director	Lo Tzu-Chiang	June 17, 2014	3 years	· 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, Mingtai Insurance Co., Ltd.	None	None	None
Independent Director	Hsu Shun-Hsiung	June 17, 2014	3 years	· Managing Partner of YMH Company, CPAs · Master, Department of Accounting, National Taiwan University · Bachelor, Department of Transportation and Communication Management Science, National Cheng Kung University	· Managing Partner of YMH Company, CPAs · Supervisor, Sagittarius Life Science Corp.	None	None	None

Title	Name	Date of Election (Appointment)	Term of Office	Education & Experience	Concurrent Positions in EVA Air or Other Companies	Manager, director or supervisor of spousal relationship or within second degree of kinship		
						Title	Name	Relationship
Supervisor	Evergreen International Corp.	June 17, 2014	3 years	Not Applicable				
	Representative: Wu Kuang-Hui	June 17, 2014	3 years	<ul style="list-style-type: none"> Group Executive Officer, Finance, Evergreen Group MBA, Sun Yat Sen University 	<ul style="list-style-type: none"> Executive Vice President, Finance Department. of Evergreen Marine Corp. (Taiwan) Ltd. Executive Vice President, Supervisory Division of Evergreen International Corp. Director: Chang Yung-Fa Charity Foundation, Chang Yung-Fa Foundation Supervisor: Evergreen International Storage & Transport Corp., UNI Airways Corp., Evergreen Steel Corp., Taiwan Terminal Services Corp., Chang Yang Development Corp., Hsiang-Li Investment Corp. 	None	None	None
	Representative: Ku Lai Mei-Hsueh	March 11, 2016	1.27 years	<ul style="list-style-type: none"> Senior Vice President, Finance Division of Evergreen International Corp. Ming Chuan University 	<ul style="list-style-type: none"> Executive Vice President, Finance Division of Evergreen International Corp. Director, Central Reinsurance Corp. Supervisor: Evergreen Marine Corp. (Taiwan) Ltd., Evergreen Sky Catering Corp., UNI Airways Corp., Ever Accord Construction Corp., Evergreen Logistics Corp. 	Supervisor	Chen Cheng-Pang	Spouse
	Representative: Chen Cheng-Pang	June 17, 2014	3 years	<ul style="list-style-type: none"> Senior Vice President, Italia Marittima S.p.A. Accounting & Economics Dept., Soochow University 	<ul style="list-style-type: none"> Finance Executive Vice President, Evergreen International Storage & Transport Corp. Supervisor, Shun An Enterprise Corp. 	Supervisor	Ku Lai Mei-Hsueh	Spouse

Note: As at April 30, 2016, all members of the Board of Directors are Taiwanese above 50 years of age, who do not belong to any minority or disadvantaged groups. The percentage of female directors is 11%.

1-1-2 Remuneration Committee

To achieve our goals of maintaining corporate governance, protecting investor rights and interests, and improving the function of the Board of Directors, EVA Air has formulated the "Organizational Regulations of the Remuneration Committee" in accordance with the laws of the Republic of China, and set up an independent "Remuneration Committee" under the Board of Directors. The terms of office of the Committee members, who are appointed by the resolution of the Board of Directors, are the same as those of the directors. The three members of the current Committee are all independent directors.

Through this committee that exercises autonomous authority, EVA Air formulates and periodically reviews the performance evaluation and remuneration policies, systems, standards and structures for directors, supervisors and managers (hereinafter referred to as "senior management"), and also periodically evaluates and stipulates the remuneration of senior management. The remuneration of senior management will thus be reasonably supervised to prevent any pursuit of short-term gains that will eventually lead to financial risks to be borne by EVA Air. EVA Air's philosophy of business sustainability can thereby be implemented, which is conducive to the protection of investor rights and interests. Currently, EVA Air prescribes the reasonable remuneration of the senior management according to their degree of contribution to the Company's operations. In 2015, the Remuneration Committee held a total of 2 meetings, and the attendance rate of the committee members was 100% for both.

1-2 Ethical Management

Ethical management is a core value of EVA Air. To implement ethical management and reinforce the philosophy of business sustainability, the Company has established internal regulations, such as the "Ethical Corporate Management Best Practice Principles", "Codes of Ethical Conduct" and "Procedures for Ethical Management and Guidelines for Conduct" with an honest, transparent and responsible attitude in recent years, and appointed the Human Resources Div. to periodically report on the implementation status to the Board of Directors. Through issuance of corporate social responsibility policies, the Board of Directors conveys to the entire staff the importance of ethical management to EVA Air. Furthermore, new employees are also educated on the Codes of Ethical Conduct and other relevant corporate ethical standards by the responsible unit, and the contents will be disclosed on the internal web-sites of the Company.

Key Points of EVA Air's Ethical Corporate Best Practice Management Principles

1. The staffs of EVA Air (including subsidiaries, any foundation that its cumulative funds directly or indirectly donated by the Company are more than fifty percent, and other institutions or juristic persons having de facto control) are strictly forbidden to directly or indirectly offer, promise to offer, request or accept any unjustified benefits or have any unethical conduct during commercial activities.
2. EVA Air will abide by the laws and regulations of the Republic of China regarding corporate governance, as the basis of ethical management.
3. Analyze business activities with a higher risk of unethical behavior, and formulate the "Procedures for Ethical Management and Guidelines for Conduct" with contents that guard against the following behaviors:
 - (1) Offer and accept bribes
 - (2) To provide illegal political donations
 - (3) To provide improper charitable donations or sponsorship
 - (4) To offer or accepting unreasonable gifts, entertainments or other unjustified benefits
 - (5) To infringe trade secrets and intellectual property
 - (6) To be engaged in unfair competition conduct
 - (7) Other behaviors that harm the rights and interests of consumers
4. Set up a independent impeachment mailbox for the reporting of violations (evapsn@evaair.com). Designated staff will handle the reports and conduct follow-up investigations according to the procedure. The identity of the informer and the content of the report will be kept confidential; improper treatment of said informer is strictly prohibited. Records of the relevant process will be properly retained.
5. If someone is indeed found to have violated the relevant laws or the ethical corporate management policies and regulations of EVA Air, compensation for damages will be claimed through legal procedures as deemed necessary, to protect EVA Air's reputation, rights and interests.

Key Points of EVA Air's Codes of Ethical Conduct

1. The staffs of EVA Air are strictly prohibited from having conflicts of interest with the Company in any way.
2. The staffs of EVA Air are strictly prohibited from using Company resources for personal gains.
3. Unless permitted by relevant laws and EVA Air, no staff of EVA Air will engage in competitive behavior.
4. The staffs of EVA Air are obliged to keep confidential data acquired during their work secret.
5. The staffs of EVA Air will report any violation of the law or these Codes to supervisors, managers or internal audit chief, and provide the Company with sufficient information to properly handle the follow-up matters.
6. As for name of reporter and details of report, the Company shall properly handle in a confidential manner; in addition, the Company has set up regulations governing appeal in order to provide a remedy channel for the violator of these codes of ethical conduct.
7. When any staff of the Company has violated these codes of ethical conduct, the Company shall handle pursuant to the laws of the Republic of China or the relevant regulations of EVA Air.

In order to collect stakeholders' suggestions on the ethical conduct of EVA Air and allow stakeholders to immediately reflect their opinions on the social impacts brought on by the operating process of EVA Air, the Ethics Advisory Mailbox (evainfo@evaair.com) and Mailbox for reporting grievances about impacts on society (csrso@evaair.com) are set up on EVA Air Official Website. EVA Air looks forward to smooth communication with stakeholders through multiple channels, and will improve our operations accordingly and reduce our impact on society.

Statistics of communication channels with stakeholders in 2015

Communication with Stakeholders	No. of effective cases received	No. of cases handled	No. of cases resolved
Mailbox for Ethics Advisory	0	0	0
Mailbox for Violation Reporting	0	0	0
Mailbox for reporting grievances about impacts on society	1	1	1

Besides requiring all staff to comply with internal regulations related to ethical corporate management and ethical conduct, EVA Air also gives special consideration to human rights issues during economic decision-making. When signing important investment agreements in the future, EVA Air will strive to include human rights clauses to fully implement the spirit of human rights protection and reduce investment risks.

Furthermore, to establish a good internal material information processing and disclosure mechanism, avoid improper information disclosure and ensure the consistency and accuracy of the information made public, the Board of Directors of EVA Air approved the "Procedures for Handling Material Inside Information" and made these Procedures available on the "Information Security Blog" of the Company's internal websites for the compliance of the Company's directors, supervisors, managers and all staff, so as to prevent insider trading.

Further information on EVA Air's Alleged Violation of the U.S. Antitrust Law:

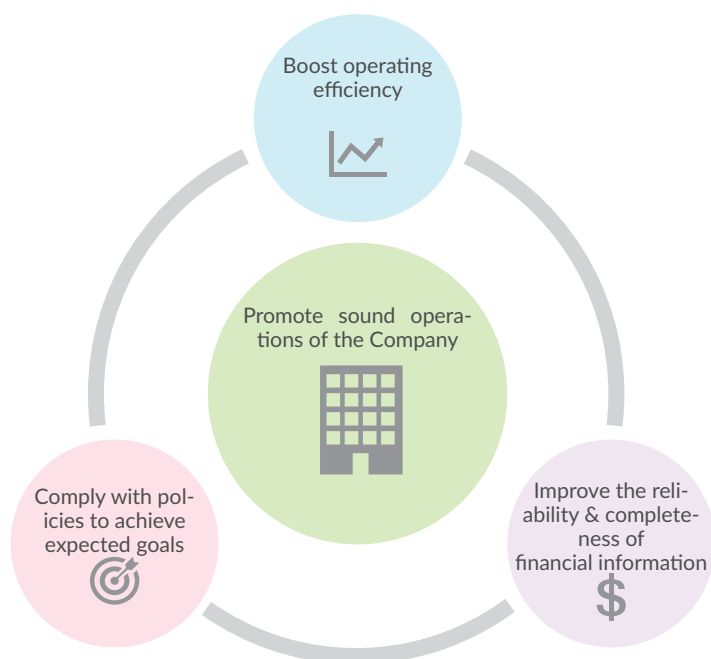
1. Current status of the lawsuit: Regarding the civil lawsuit filed against EVA Air in the U.S. for alleged violation of the Antitrust Law due to passenger and cargo fuel surcharges, a settlement has been reached for cargo service. As for the class action lawsuit arising from the passenger fuel surcharge, EVA Air takes a positive stand on its passenger litigation. Further information will be disclosed upon the developments of litigation.
2. Strengthen the legal risk prevention mechanism: After this incident, EVA Air has formulated the "Antitrust Law Compliance Guidelines" and relevant legal risk prevention mechanisms, including educational training on Fair Trade Law and anti-competitive issues, to give the Company a set of guidelines to follow in its internal management and external business activities so as to prevent legal risks from arising again.

1-3 Internal Control System

EVA Air is aware that simply abiding by the laws and regulations of the Republic of China is not enough to protect our investors' interests. Hence, the Company has also established a set of operating standards for internal control to ensure that our various business executions can boost operating efficiency, improve the reliability of financial information and comply with policies to achieve expected goals, eventually bringing the concept of business sustainability to fruition.

Moreover, EVA Air emphasizes the concept of risk management as attested by the announcement of corporate social responsibility policies. We also included clauses on insider trading prevention in the internal control operating procedures to promote the sound operations of EVA Air.

Internal Control System Concept Drawing



- **Good risk management**

The head of each respective department of EVA Air is responsible for supervising and controlling various risks, and must have absolute control over all risk factors at all times.

In the future, based on the practical experience accumulated over the years by the responsible departments in various risk management aspects, as well as the best risk management experience introduced from external sources, improvements will be made to the existing monitoring, and an overall risk management system will be established. The risk management concept will also be incorporated into the thinking logic of staff members from the departments-in-charge. We will take a step further and build documentation systems to not only reinforce the real-time response training of our internal staff when faced with interruptions in our operations, but also to continually promote a risk management-oriented business model.

Risk Management Tasks and Units-In-Charge

Aspects of Risk Management	Responsible Unit	Risk Management Tasks
Strategic and operational risks	Corporate Planning Div.	Responsible for developing the Company's business policy, evaluating and analyzing operating profitability, procuring aviation fuel, planning flight routes and destinations, negotiating the traffic rights, etc.
	Corporate Safety, Security & Environment Div.	Responsible for promoting flight safety, employee's safety training, the Company's safety, health and environment-related policies, in-flight and airport security, the execution and supervision of emergency handling.
	Engineering & Maintenance Div.	Responsible for the formulation and control of all aircraft maintenance programs, the procurement and control of ground equipment and aircraft spare parts, etc.
Market risks	Corporate Planning Div.	Responsible for planning the Company's flight routes and destinations, and conducting market survey/assessment.
Financial risks	Finance Div.	Staying on top of the Company's financial status, being responsible for managing and controlling capital allocation, and taking hedging measures for exchange/interest rates. Convene a Fuel Risk Management team to draw up hedging strategies and countermeasures.
Legal risks	Legal & Insurance Div.	Responsible for insurance affairs, contract examinations, legal consultation and handling of lawsuits and non-contentious cases related to the Company.

Note: Information updated as of April 30, 2016

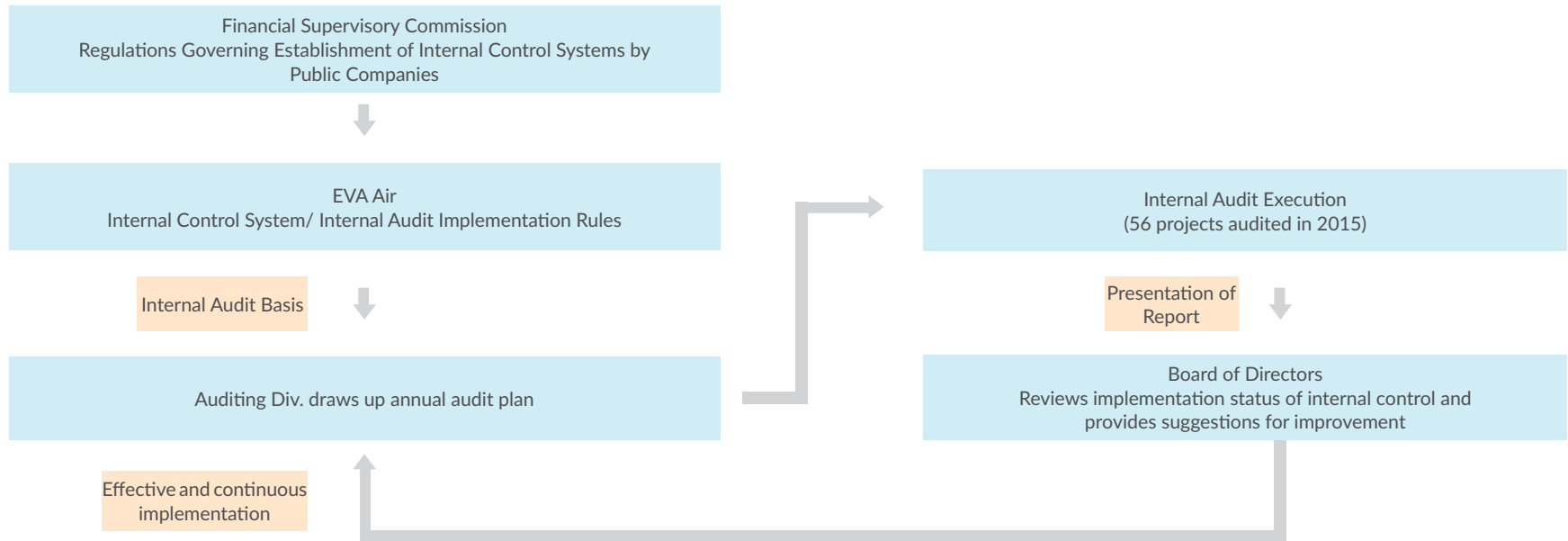
- **Practicing Internal Audit**

The Auditing Div. of EVA Air is an independent unit under the Board of Directors. It is responsible for checking and evaluating the implementation status of internal control and risk management in various authorized departments and alleged violations of ethical corporate management inside and outside of EVA Air. The Division proposes suggestions for improvements at appropriate times to ensure that EVA Air's risk management policies can be implemented effectively and continuously. At the same time, it assists the Board of Directors and the management team in checking and reviewing the internal control system to improve operational performance and implement corporate governance, thereby attaining business sustainability. Besides possessing the applicable qualifications required by the Financial Supervisory Commission, staff members of the Auditing Div. must also take refresher courses related to internal audit every year.

In addition, the Auditing Div. reviews self-assessment reports of EVA Air and its subsidiaries annually, which will then be submitted to the Board of Directors and the President together with internal audit results and improvement updates for them to evaluate the effectiveness of the overall internal control system; they will be used as the basis for issuance of the internal control system statement.

EVA Air is fully aware that ethical management is the foundation of business sustainability. To implement the spirit of anti-corruption, the probability of corruption for 23 of EVA Air's operating locations around the world that scored below the global average score (43) was analyzed. The analysis was conducted in accordance with the corrupt practices as defined in EVA Air's Ethical Corporate Management Principles and Codes of Ethical Conduct: Offering and accepting bribes, offering illegal political donations, improper charitable donations or sponsorships, and offering or accepting unjustified gifts, entertainment or other improper benefits; and with reference to the Transparency International Corruption Perceptions Index 2014 for the survey results of the perceived levels of corruption in 175 countries around the world. Between 2011 and 2015, to tackle anti-corruption issues, the Auditing Div. conducted investigations at 19 stations and found no corruption cases; the anti-corruption investigation ratio was 83%.

Internal Audit Flowchart



1-4 Supply Chain Management

Passenger and cargo transportation are the main services provided by the air transport industry. EVA Air relies on our aircrafts and the support and cooperation of manufacturers, distributors, contractors and licensed agencies related to our various in-flight services to provide our customers with safe and satisfactory services. Through close cooperation, we shall pursue the common goal of business sustainability and growth in economic performance.

More than 1000 important suppliers maintained good communication and stable cooperation with EVA Air in 2015, reflecting no significant changes as compared to 2014. The main suppliers included manufacturers, distributors, contractors and licensed agencies located all over the world who have worked with us in 7 major categories: aircraft/engine/simulator procurement, fuel procurement, aircraft maintenance, aviation materials and spare parts procurement, ground handling procurement, in-flight service items, food & beverage procurement, information product procurement and other general affairs procurement.

EVA Air Supplier Categories

Supplier Category	Major Products and Services	Locations by Country/ Region
Manufacturers	Purchase of aircraft and aircraft engine (incl. leasing)	America, Europe
	Aircraft maintenance outsourcing labor services	Taiwan, America, Europe
	Aviation materials and spare parts procurement	The U.S., France
	Pallet container accessories procurement	Taiwan, the U.S., Europe
	In-flight food and beverage procurement	Worldwide
	Training equipment procurement (incl. leasing)	Canada, Europe
	Procurement of office supplies (incl. leasing)	Taiwan
	System/equipment outsourcing labor services	Taiwan
Manufacturers, distributors, contractors	Procurement of cabin service items	Taiwan, America, Europe, Asia, Australia
Manufacturers, distributors	Aviation fuel procurement	Taiwan, America, Europe, Asia, Australia

Supplier Category	Major Products and Services	Locations by Country/ Region
Distributors	Procurement of company vehicles (incl. leasing)	Taiwan
	Computer software procurement/maintenance	Taiwan
	Computer hardware & equipment procurement/maintenance (incl. leasing)	Taiwan
	Internet advertising	Taiwan, the U.K., Singapore
	Procurement of in-flight duty free goods	Taiwan, H.K., Japan, the U.S., Singapore, Europe
	Contractors	General affairs outsourcing labor services
Project construction (civil engineering, E&M, decoration)		Taiwan
Webpage design & development, procurement/maintenance		Taiwan
1A system procurement/maintenance		Spain
GDS system procurement/maintenance		Singapore
Licensed agencies	Ground handling agency outsourcing labor services	Worldwide

1-4-1 Procurement Policies

EVA Air aims to satisfy our suppliers' expectations by offering the most appropriate prices during procurement, and to meet our customer needs with the best quality service. To accomplish this, we adhere to the 3 requirements of "Safety, Quality and Price", as well as to other relevant laws and regulations, and formulated "Procurement Operating Procedures" to clearly state the responsibilities of each business department and the procurement process, and allow the business departments to work out the details concerning the procurement operation to maximize the benefits in each procurement.

With regard to procurement practices, each business department plans its procurement items in accordance with the operational needs of EVA Air each year. After strict examination by the authorized departments listed in the "EVA Air Roles and Responsibilities Table", appropriate suppliers are evaluated and selected according to the "Subcontractors Management Measures" issued by EVA Air.

During procurement, on the premise of not affecting flight safety, while maintaining in-flight service quality, the Company adheres to the principle of giving priority to local and green procurement, prohibits private exchanges of interests, and set up an ethical management contract and transparent procurement system, so that each cost and expenditure can attain the maximum economic benefits, and effectively prevent corruption.



1-4-2 Procurement Practices and Audit Management

- **Aircraft Manufacturing, Leasing and Modification:**



The Aircraft Purchase and Lease Procedure is set to stipulate how we, EVA Air, expand our fleet through self-purchase or leasing in accordance with the long-term operation policies as well as passenger and cargo demands. Before an aircraft is purchased or leased we will evaluate aircraft performance and flight route profitability based on existing aircraft models or models that have not yet been introduced. We will negotiate with well-known commercial aircraft manufacturers or leasing companies for the purchase and lease requirements and major terms and conditions and placed orders after aircraft models, quantity and delivery schedule are decided. Due to the particularity of aircraft manufacturing, it usually takes about three to five years to carry out detailed planning and negotiations. The aircraft manufacturer only starts to build the aircraft after orders are made. At the time of aircraft delivery, flight test teams and pilots will jointly perform a ground test and performance flight test to ensure that the aircraft performance meets the contractual requirements.

- **Engine Manufacturing:**

The engine is a critical component of the aircraft; it affects important functions like flight distance and flight efficiency. EVA Air mainly selects engine types and their suppliers according to factors like aircraft model requirements, maintenance cost, maintenance operation standardization and the capacity of maintenance technologies, etc.



- **Aviation Fuel Supply:**

Aviation fuel accounts for a significant share of EVA Air's operating costs. The international fuel prices are susceptible to factors like global situations, collective reduction in production by oil-producing countries and exchange rate fluctuations, making the control of fuel cost very difficult. To stabilize fuel cost, EVA Air has stipulated the key points for fuel procurement; every 1 to 2 years, long-term contracts will be signed with major international fuel suppliers in accordance with flight operational needs to obtain bigger discounts. The trends of fuel prices will also be observed at all times so that appropriate steps can be taken to avoid risks.



- **Aircraft Maintenance:**

Regular and ad hoc (emergency or special circumstances) aircraft inspections, maintenance and repairs are closely related to flight quality and safety. At the very beginning of EVA Air's flight operations, we invested in the construction of a huge modern wide-body aircraft maintenance center: the present-day consolidated subsidiary of EVA Air, Evergreen Aviation Technologies Corp., that has since been awarded multiple maintenance certifications by 17 countries, including the Federal Aviation Administration (FAA) and European Aviation Safety Agency (EASA), as well as the ISO-AS9100 Quality Assurance Certification. It is involved in an alliance partnership with U.S.-based General Electric Company, which is favorable to the establishment of aircraft maintenance and engine overhaul capacity, as well as higher-level technologies, and which is one more guarantee for the flight safety of EVA Air. In addition, outstation aircraft maintenance outside the Taiwan region is provided through agencies; these agencies are selected in accordance with the "Contract Procedures for EVA Air and Outstation Maintenance Agencies", IATA standard terms and the agencies' capacity for maintenance. Suppliers of aviation materials and spare parts are reviewed, and then the procurement of the items is conducted in accordance with the "Regulations Governing Supplier Review" and the "Procurement Operating Procedures".

- **Airline Catering:**

Meal service is a vital component of flight quality. To control in-flight meal quality, a series of regulations governing all Airline Caterer has been established by EVA Air; from course design & development, meal taste testing, meal related passenger feedback handling and on-board meal assessment. For EVA Air home base Taipei station, catering service is provided by Evergreen Sky Catering Corp, a subsidiary corporation of EVA Air. As for other stations, local airline catering service suppliers are cautiously evaluated and those qualified suppliers will carry out the relevant operations.



To manage the In-flight meal catering suppliers, EVA Air has three different check methods: Internal Check, External Check and Inspection. We will check all meals of all classes, including main course, side dishes, Online Exclusive dishes and special meals, and the check points are taste, presentation and weight specification, to make sure the best meal quality for our passengers. For Internal Check, our representatives will visit catering company at least three times a month, or the catering company will prepare the meals and send them to our office to check meals. As for External Check, we have two methods: meal check on board, or ask the caterers to send meal samples to Taipei headquarter. We check three different suppliers a month. Every month we check the meals of Evergreen Sky Catering, and two other catering companies worldwide.

Based on the assessment result, catering suppliers will be rated as "Excellent", "Very Good", "Fair", "Poor" and "Very Poor". Each month, suppliers whom were rated as "Fair", "Poor" and "Very Poor", need to submit a corrective and prevention measurement, inspection of improvement result will be complied on the following month.



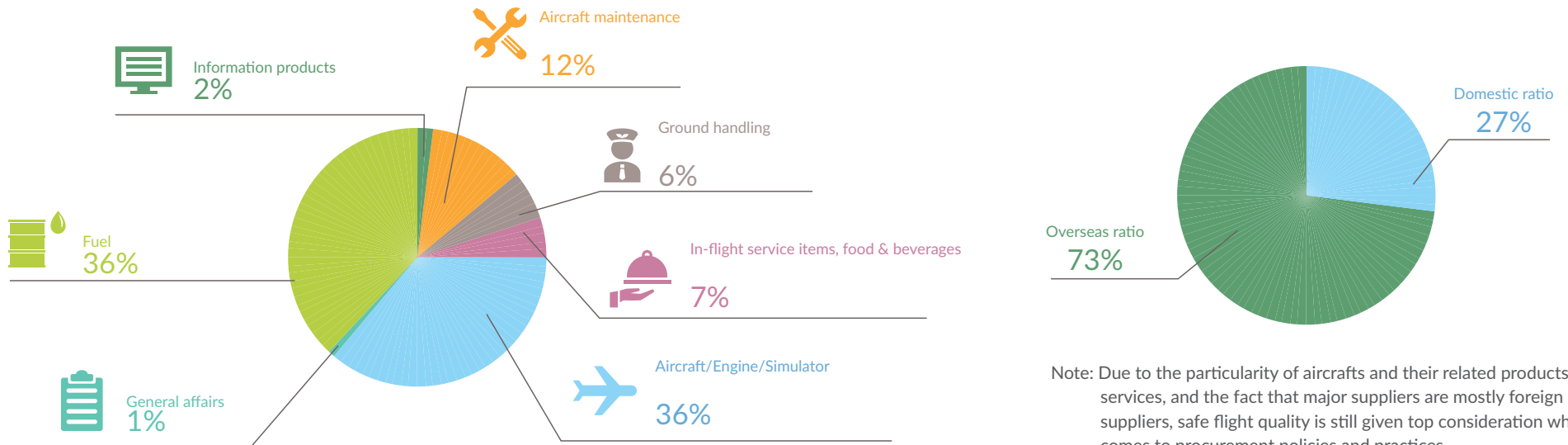
• Ground Handling

Ground handling is an integral part of airport operations that involves a wide range of services. Its main functions include: passenger handling, baggage handling, ramp handling as well as cargo warehouse handling. "Procedures for Selection of Ground Handling Agents" has been formulated to ensure that ground handling agents at all stations are well-equipped with the necessary operating ability to meet EVA Air's operational safety and service quality requirements, and to maintain smooth flight operations. Each station monitors ground handling company's performance as well as conducts annual performance evaluation. In a case that a supplier's performances are rated as "Poor", the supplier will be notified in writing of either a deadline to make improvements or the termination of agreements. At present, EVA Air's consolidated subsidiary Evergreen Airline Services Corp. is responsible for the ground handling operation at most stations in Taiwan to ensure qualified operation quality. As for overseas stations, different ground handling task are consigned to international counterparts or professional ground handling agents at the local airports.

EVA Air draws up the annual supplier audit plan every year. Outsourced maintenance supplier at each destination airport is to be audited at least once every 2 years. The audit frequency will be increased in the event of major incidents, or if the audit results are consistently poor. Audit methods include on-site audit and desk audit. Different levels of audit are adopted according to flight safety. In case of major aircraft maintenance, major components (engine, landing gear) maintenance, major repair/modification and main components maintenance, suppliers are primarily audited through on-site audits, and supplemented by desk audits. Other suppliers are audited mainly through desk audits. A list of qualified suppliers is made after audits have been completed. Suppliers that failed the audits are requested to complete the root cause analysis within 14 days after they receive the notice of non-conformity, and to put forward corrective and preventive measures. The original auditors will then review their improvement results.

Before working with suppliers, EVA Air evaluates their past credit records as well as other aspects, including supplier image and whether there are any records of serious law (regulation) violations. The Company has announced the "Supplier Partnership Social Responsibility Policy for Sustainable Development", and all contracts with our major suppliers include termination or rescission clauses. If any supplier is found to have violated the corporate social responsibility policy, the Company reserves the right to terminate or rescind the contract.

EVA Air Procurement Expenditure Percentage by Category



Note: The above data take into account the procurement quantity of items required for EVA Air's global operations.

Note: Due to the particularity of aircrafts and their related products and services, and the fact that major suppliers are mostly foreign suppliers, safe flight quality is still given top consideration when it comes to procurement policies and practices.

1-4-3 Supply Chain Partnership with Social Responsibility

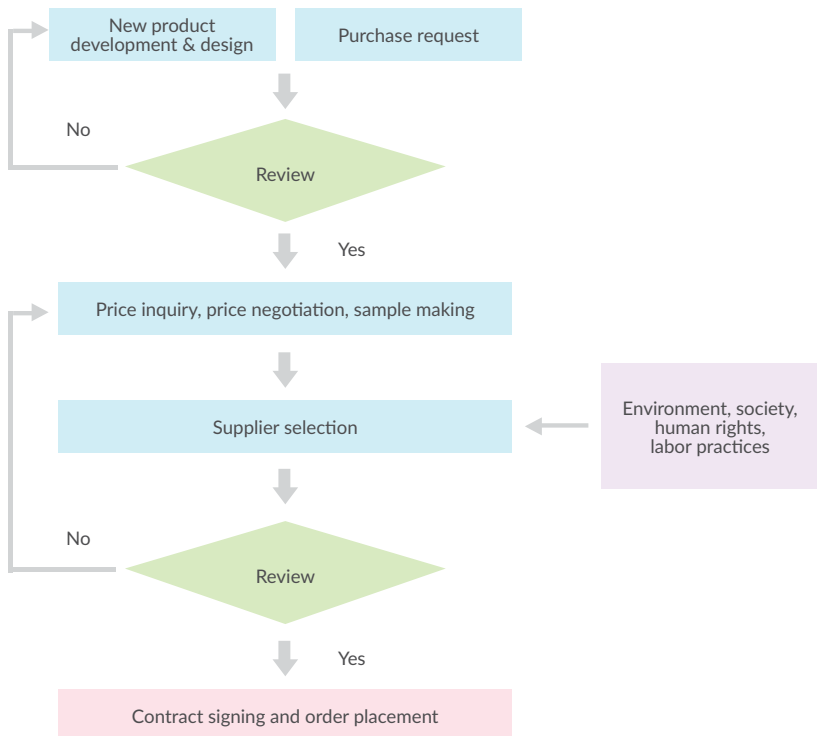
As an integral part of the global value chain, and in view of the fact that corporate sustainable development issues are on the rise, EVA Air has also realized that environmental protection and social impact issues are not only to be emphasized within our own operations. In terms of supply chain management, besides the maintenance of service quality, there is a need for more factors that integrate the concept of sustainability, in order to propel the whole supply chain toward positive development.

Besides devoting efforts to fulfill our own corporate social responsibility, EVA Air has also revised our internal procurement operating procedures, with the enactment of "EVA Air: Supplier Partnership Social Responsibility Policy for Sustainable Development" by our President in 2015. The selection criteria of environment, human rights, labor practices and social impact are incorporated as the main items of consideration for the selection of new supplier partners. It is hoped that with the help of the Company's procurement policies and practices, suppliers can be actively encouraged to pass verifications in the aforementioned four categories. For existing supplier partners, it is hoped that besides signing agreements to jointly create economic growth, a social responsibility management system of social human rights, environmental protection and sustainable development can also be taken into account to jointly create a green supply chain, to urge the entire industry to face up to, and assume, social responsibility and march towards sustainable development.

All supply chain partners are hoped to:

1. Actively participate in EVA Air's service innovation-related action plans to jointly create social and economic growth.
2. Join Eva Air in our efforts to improve flight service safety standards, and take actions to reduce flight safety risks.
3. Adhere to honest and ethical management; never offer EVA Air employees and their relatives any rebates, bribes or other improper benefits.
4. Strictly abide by laws and regulations; never offer products or services that do not comply with laws, regulations and safety requirements.
5. Value staff development and occupational safety; never hire child laborers; provide minor employees (including work-study students, interns) with working conditions and environment that comply with the law.
6. Pay attention to environmental protection, energy conservation and carbon reduction; give priority to local procurement, reduce energy resource wastes, recycle and reuse, reduce the amount of wastes generated, comply with environmental laws, and create environmentally sustainable businesses.
7. Fulfill the obligation of secrecy for all EVA Air's trade secrets learned during the cooperation period, and jointly maintain the good reputation of both EVA Air and our supplier partners.

Supplier Selection Flowchart



• Reference Conditions for Selection of New Suppliers



Environmental Standards

ISO14001
Environmental
Management System



Human Rights Standards

SA8000
Social Accountability
Management System



Labor Practice Criteria

SA8000
Social Accountability
Management System
+ OHSAS18001 Occupational
Health and Safety
Management System



Social Impact Standards

SA8000
Social Accountability
Management System

In 2015, a total of 135 new supplier partners accepted EVA Air's selection criteria of environment, human rights, labor practices and social impact. As for existing suppliers, the five companies under EVA Air: UNI Air, Evergreen Aviation Technologies Corp., Evergreen Airline Services Corp., Evergreen Sky Catering Corp. and Evergreen Air Cargo Services Corp. took the lead to sign the "EVA Air Supplier Partnership Social Responsibility Policy for Sustainable Development: Letter of Commitment". The Procurement Department also sent out the Letter of Commitment to over 400 existing domestic suppliers to sign between January and June 2016. Further plans are made to send out the Letter of Commitment to over 600 existing overseas suppliers between July 2016 and December 2017.



Flight Safety



02

Flight Safety

"Never compromise on safety" is EVA Air's core value. As flight safety is a matter of life to passengers, and an issue on which EVA Air places the greatest importance, we have established the most comprehensive Safety Management System to grasp potential risks and take appropriate preventive measures in advance to eliminate the slightest possibility of incidents. We have maintained an excellent record of "zero accidents" and "zero fatalities" since our establishment, and have passed the IATA Operational Safety Audit (IOSA) with the results of "zero findings" for 12 consecutive years. In 2015, we were once again ranked among the top ten safest airlines

by an international flight safety organization. EVA Air knows that the responsibility of flight safety falls squarely on the shoulders of our flight and ground crew. There is no limit to the pursuit of safety. In the days to come, we shall continue to uphold the conviction that "sustainable growth requires creativity and flight safety relies on dedication." We shall ensure the safety of our passengers and strive towards becoming a world leading airline to provide safe and comfortable flight services.

2-1 Flight Safety Risk Management

Flight safety is not only EVA Air's commitment towards its customers, but also the foremost goal of all our employees across the board. With a proactive attitude and stringent self-discipline, we have continued to set up and improve the risk management system, in working towards sustainable management, and to let our customers know our commitment towards flight safety, while ensuring flight safety for our passengers at the same time.

2-1-1 Safety policy and objective

EVA Air has set up the Safety Promotion Committee, which is subordinate to the Board of Directors, to serve as the decision-making and supervision unit of the highest authority for flight safety. By establishing a comprehensive safety framework, the Committee brings into full play its organizational function and applies the declarations made by the top management on the flight safety policy as the highest guiding principles, to continuously strive for the goal of "zero accident".

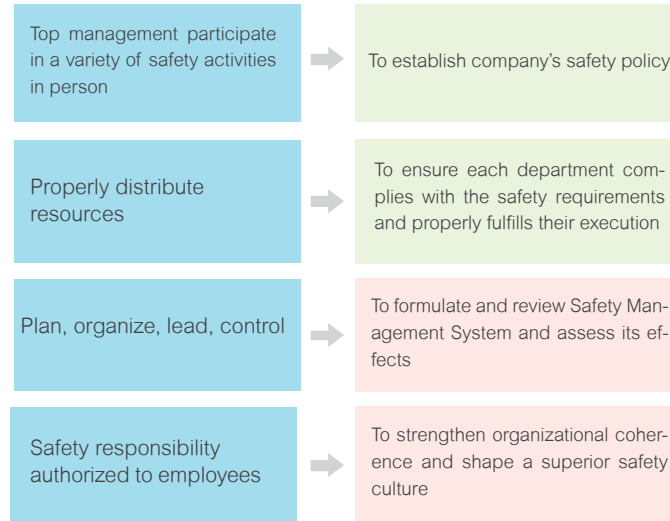


The convener of each SMS Team is responsible for authorized safety-related tasks, establishing a variety of risk management/control measures and setting up their annual Safety Performance Indicator (SPI) and Safety Performance Target (SPT), so that the safety target value can be digitalized and incorporated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

EVA Air's Safety Policy



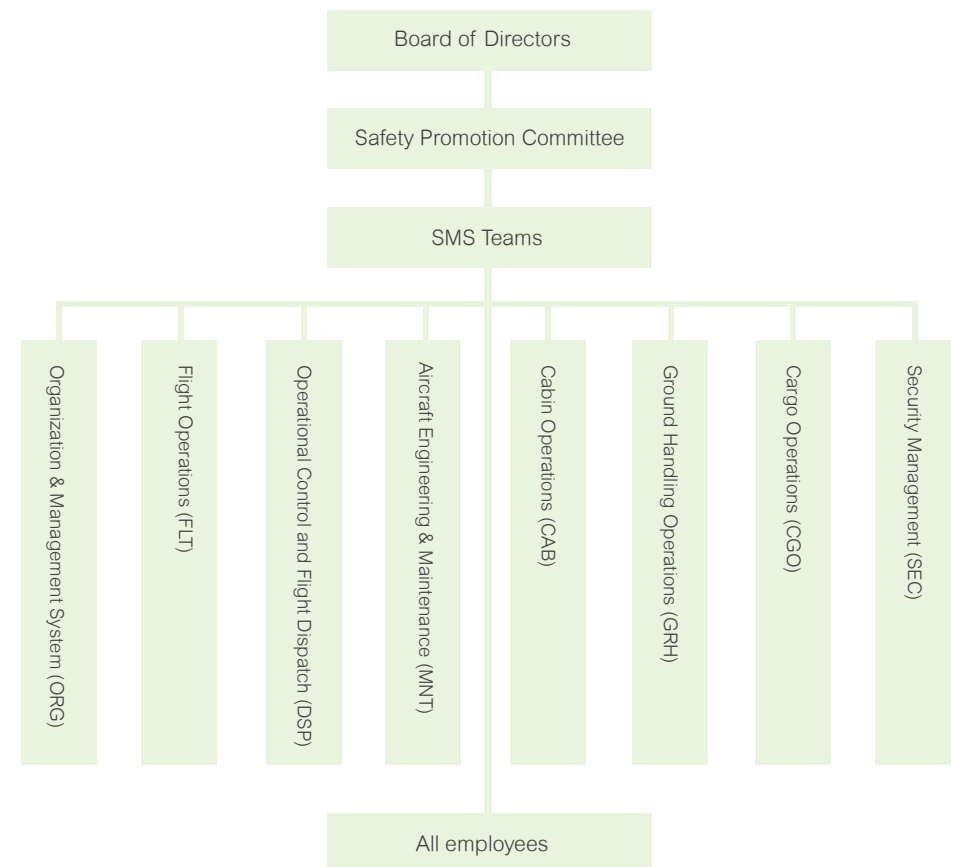
EVA Air's Commitment towards its Customers



Note: Information updated to 2015/12/31

The "SMS Teams" of the Committee are composed of the management from operation related divisions. In 2005, "Operational Control and Flight Dispatch" and "Cargo Operations" were added to form a total of eight SMS Teams. These teams are mainly responsible for the collection of safety information, the management of operational risks, the development and implementation of corrective and preventive actions, and the implementation of improvement execution schemes. Relevant improvement action schemes and goals were provided for the issues exclusively monitored by the various teams, and the results were submitted periodically to the Safety Promotion Committee for approval. It is hoped that through the operation of such mechanism to minimize the human and organization errors., A total of 16 meetings were held in 2015 through the Safety Promotion Committee (SPC), Safety Coordination Meeting (SCM) and SMS Meeting; the approved improvement schemes include 17 SPC cases, 25 SCM cases and 19 SMS cases. These meetings mainly comprised discussions and suggestions for improvement in the three major areas of flight operation, cabins and maintenance.

Safety Promotion Committee Organizational Chart



2-1-2 Safety risk management

EVA Air incorporates SMS's core element of "hazard identification and risk management" into its employees' thinking logic and puts it into play during strategic planning, procedure institution and operation execution. Each of the Company's departments can use it to identify the various hazards present in the operating environment, and conduct risk management for the impacts that may result from such hazards in a systematic manner. In so doing, passenger safety can be assured.

Safety risk management measures

Proactive and Predictive Approach on Safety Risk Management

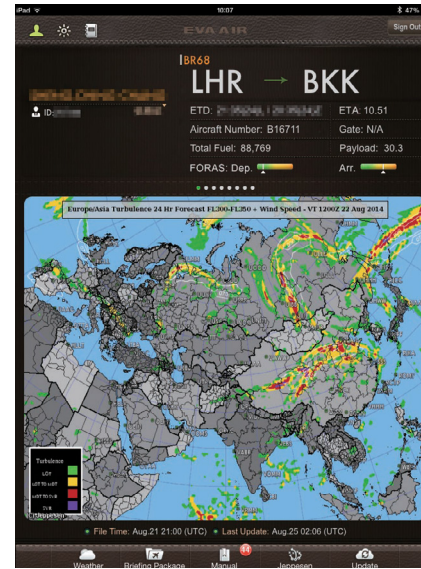


The Advanced Dispatch Briefing System (ADBS) is used as a risk management tool for flight dispatch. The Flight Operations Risk Assessment System (FORAS) provides relevant information to the flight crew, such as crew and aircraft functionality plus sector threats on weather and airport navigation conditions in question 2.5 hours before take-off of the flight. Starting from March 2015, the aforementioned information is also sent to flight crew members through the iPad to keep them abreast of the latest risk information on the flight at all times.

The Aircraft Condition Monitoring System (ACMS) and the Aircraft Communications Addressing and Reporting System (ACARS) are used to grasp real-time aircraft status.

The flight data of every flight is analyzed to ensure that the flight crew's operation meets EVA Air's standards. Factors that affect flight safety are identified through long-term trend analysis.

FORAS Information On iPad



ARRIVAL	
Crew	Recommended Action(s)
• CAP - [Name]	• Please check crew's X-wind limitation.
• CAP - [Name]	• Please check crew's X-wind limitation. • Proper alertness and in-flight rest is required.
• FO - [Name]	• Please check crew's X-wind limitation.

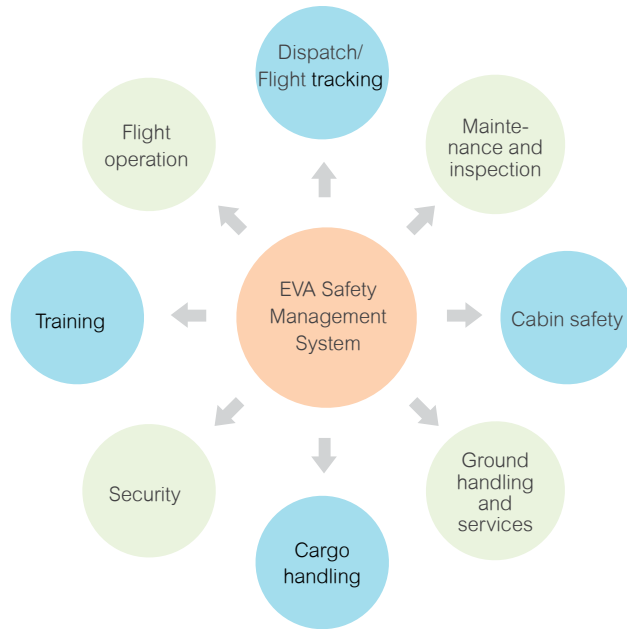
PERSONAL GROUP

• Safety Management System

Since 2006, EVA Air has been establishing and promoting the SMS, and actively integrating the safety concept into the Company's management system to make safety an integral part of our corporate culture. In actual practice, our vision for safety: "We aim to assure your safety whenever you are airborne. We never compromise safety in the air or on the ground." and our safety goal of "Zero Accidents" are incorporated into every employee's thinking logic and basis for action. From policy-making and procedure institution, to operational execution, "hazard identification" and "risk management" are fully utilized to handle all possible threats. Appropriate preventive measures are also put in place to eliminate all risk factors, prevent the occurrence of accidents, and thereby ensure the safety of our passengers.



SMS Diagram



For the implementation of the SMS, EVA Air has established a comprehensive internal audit system to conduct regular safety audits. At the same time, we have also taken the initiative to promote a voluntary and non-jeopardy safety reporting system to facilitate the identification of potential or existing hazards. This system encourages personnel to voluntarily report any hazard out of moral obligation and conscience, as well as a willingness to share, so that the Company can make improvements and cultivate a safe operating environment.

In the days to come, EVA Air will continue to ensure the effectiveness of the respective risk management measures and their compliance with the Company's safety policy and goals through internal safety performance monitoring mechanisms, to enhance the overall operational safety.

• Safety Management Information System (SMIS)

For the purpose of integrating various data sources, facilitating event analysis, tracking the event-handling process and supervising current operating status, thereby reducing risk factors to achieve sound risk management, EVA Air established and launched the Safety Management Information System (SMIS) in 2010. The SMIS comprises five categories of major flight safety events: flight safety, ground safety, cabin safety, aviation security and dangerous goods events. The system integrates the five major categories of safety events into a single platform, through which the contributing factors, trackings and operating improvements for the events can be concluded and the necessary risk mitigation measures can be promulgated.

SMIS Functions



In response to the requirements of the ICAO 9859 Safety Management Manual, the Company plans to expand its SMIS to integrate the relevant safety information platforms and reinforce functions such as risk analysis and safety performance statistics, to provide a more comprehensive safety risk control platform. The following three major functions will be added:

1

- Besides the existing safety event management system for the 5 major flight safety events, seven types of safety report (Audit Report, Safety Report, Occupational Hazard Report, Fire Safety Inspection Report, FOQA Report, Hazard Identification & Risk Assessment Report and Maintenance Report) were added to achieve cross-system collection of relevant safety event information as well as interconnection, to establish a complete flight safety database platform and enhance the integrity of safety event statistics.

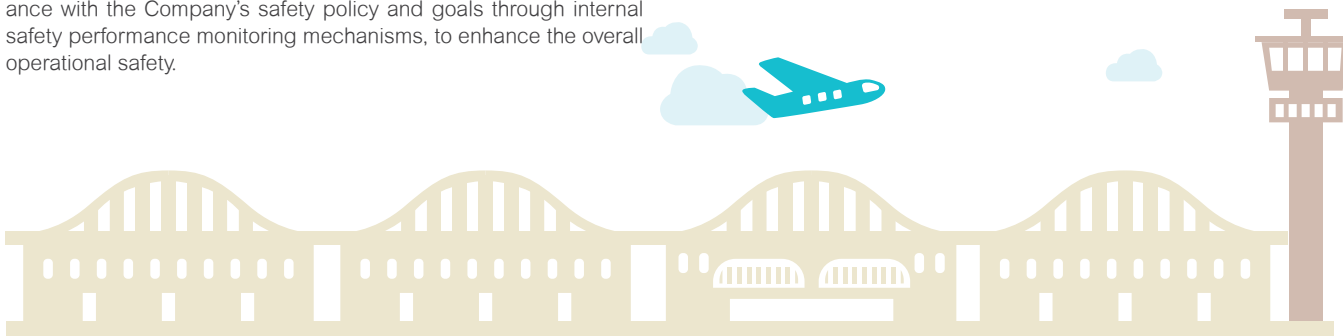
Note: As the data source of the Maintenance Report is involved in a server security issue with the subsidiary companies' databases, data are yet to be included. It is expected to be completed in 2016.

2

- Reinforce the event report trend analysis and statistics function so that the personnel and supervisors concerned can easily grasp the operation risks, thereby reducing risk and enhancing flight safety.

3

- EVA Air incorporates the SMS reactive, proactive and predictive hazard identification and risk management into the SMIS's relevant functions and processes in accordance with the requirements of the ICAO 9859 Safety Management Manual. In so doing, besides fulfilling the SMS requirements of the Civil Aeronautics Administration, it also conforms to the aviation industry's standards of practice for safety.



• **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 has 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.

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.

Although the safety quality objective for 2015 was beset with greater challenges as compared to the previous year, due to the relentless efforts by EVA Air employees, the two sets of actual value achieved in 2015 were better than the annual target. The trend from 2013 to 2015 shows a decline, in which the ground safety indicator in 2015, in particular, dropped to 0. It illustrates a significant result achieved from the Company's continuous promotion of the Safety Management System (SMS).

EVA Air's Safety Quality Objectives & Actual Values



Note 1: Definition of EVA Air's annual safety quality objectives Flight safety quality objective: flight irregular event occurrence rate ≤ 5 cases for every one million flight hours. Ground safety quality objective: occurrence rate of aircraft suspension for repair due to damage resulting from improper ground operation or equipment failure ≤ 5 cases for every 100,000 landing cycles.

Note 2: Formula for calculating the Company's safety quality actual value for the current year:

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

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

Note 3: The colors indicating "Flight Safety" and "Ground Safety" for Quality Objectives for Safety Operations on page 47 of the 2014 Corporate Social Responsibility Report were erroneous and have been corrected in this report.

2-1-3 Compliance with safety regulations

To provide passengers with safer flights, EVA Air has voluntarily proposed effective improvement measures targeting events that violate flight safety and aviation security regulations, to prevent the recurrence of similar incidents. The measures include reinforced internal staff education through case scenarios, correcting relevant operating procedures and conducting regular audit inspections. From 2013 to 2015, with the implementation of the aforementioned measures, EVA Air was not fined by the competent authorities for violation of major flight safety and security-related regulations. For the year 2015 in particular, EVA Air did not receive any warning by the authorities for violation of the said regulations.

Table on the Number of Cases of Imposed Fines, Warnings and Voluntary Reports for the Violation of Flight Safety Regulations

Description	2013	2014	2015
Number of cases of imposed fine for the violation of flight safety-related laws and regulations	0	0	0
Number of cases of warnings from competent authorities for the violation of flight safety-related laws and regulations	0	1	0
Number of voluntarily reported cases for the violation of flight safety-related laws and regulations	9	5	7

Note: Voluntarily reported cases refer to cases that EVA Air took the initiative to report to the competent authorities out of its sense of responsibility.

Table on the Number of Cases of Imposed Fines, Warnings and Voluntary Reports for the Violation of Aviation Security Regulations

Description	2013	2014	2015
Number of cases of imposed fines for the violation of aviation security-related laws and regulations	0	0	0
Number of cases of warnings from competent authorities for the violation of aviation security-related laws and regulations	0	0	0
Number of voluntarily reported cases for the violation of aviation security-related laws and regulations	1	0	0



2-1-4 External audit certification

EVA Air has passed the biennial IATA Operational Safety Audit (IOSA) for 6 consecutive times with the excellent results of “zero findings” since 2005. Besides being the first airline in Taiwan to pass the the IOSA, the Company went one step further to pass the even more stringent standards of the Enhanced IOSA (E-IOSA). Other than proving that EVA Air’s operation system complies with international safety standards, the certification is also recognition of the Company’s outstanding flight safety management.

E-IOSA Certificate



Aviation Wiki

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

2-1-5 Glory and Recognition

Upholding the unwavering conviction to “Never compromise on safety,” EVA Air has been putting in every effort in terms of fleet update, personnel training and quality improvement. As a result, our safety performance has been recognized and awarded numerous times. In 2015, EVA Air stood out from among more than 800 airlines worldwide to be ranked third in the top 60 safest airlines announced by the Jet Airliner Crash Data Evaluation Centre (JACDEC). Moreover, in the announcement of the World’s Top 10 Safest Airlines made by the world’s most indicative airline rating review website, AirlineRatings.com, EVA Air was awarded a 7-star full score.

Aviation Wiki

“Jet Airliner Crash Data Evaluation Centre” (JACDEC) is a professional organization based in Germany that provides global flight safety analyses. Every year, JACDEC assesses and compares the world’s major airlines in terms of their year of foundation, serious incident statistics for the last decade and the number of plane crashes over the last 30 years, to select the top 60 safest airlines.

Top 60 Safest Airlines in the World Listed by JACDEC

Top 60 Safest Airlines in the World Listed by JACDEC

Rank	Airline	Home Base	Year of foundation	Loss of aircrafts in last 30 years		No. of consecutive accident-free years	Most serious loss of aircraft in last 30 years		Safety Index	Trend
				No. of times	Death toll		Date	Death toll		
01	Cathay Pacific Airways	Hongkong, VR China	1946	0	0	30+	-	0	0,006	■
02	Emirates	Vereinigte Arab. Emirate	1985	0	0	30	-	0	0,007	■
03	EVA Air	Taiwan	1991	0	0	25	-	0	0,008	■
04	Qatar Airways	Katar	1994	0	0	22	-	0	0,009	▲
05	Hainan Airlines	China	1993	0	0	22	-	0	0,010	▲
06	KLM	Niederlande	1920	1	0	11		0	0,010	▲
07	Air New Zealand	Neuseeland	1940	0	0	30+	-	0	0,011	■
08	Etiihad Airways	Vereinigte Arab. Emirate	2003	0	0	11	-	0	0,013	▲
09	Japan Airlines	Japan	1951	0	0	30	-	0	0,015	▲
10	TAP Portugal	Portugal	1946	0	0	30+	-	0	0,015	▲
11	JetBlue Airways	USA	2000	0	0	16	-	0	0,016	▼
12	Lufthansa	Deutschland	1955	1	2	22		2	0,016	■
13	Qantas	Australien	1922	0	0	30+	-	0	0,016	▼
14	Virgin Atlantic Airways	GroBbritannien	1984	0	0	30+	-	0	0,017	▲
15	All Nippon Airways	Japan	1954	0	0	30	-	0	0,018	▼
16	Air Canada	Kanada	1937	2	0	0		0	0,018	▼
17	Delta Air Lines	USA	1929	3	14	0		14	0,018	▲
18	British Airways	GroBbritannien	1974	2	0	2		0	0,020	▼
19	Sichuan Airlines	China	1988	0	0	28	-	0	0,025	▲
20	Air Berlin	Deutschland	1979	0	0	30+	-	0	0,025	▲
21	WestJet	Kanada	1996	0	0	20	-	0	0,027	▼

Top 60 Safest Airlines in the World Listed by JACDEC

Rank	Airline	Home Base	Year of foundation	Loss of aircrafts in last 30 years		No. of consecutive accident-free years	Most serious loss of aircraft in last 30 years		Safety Index	Trend
				No. of times	Death toll		Date	Death toll		
22	Virgin Australia	Australien	2000	0	0	16	-	0	0,029	▼
23	Shenzhen Airlines	China	1993	0	0	22	-	0	0,029	▼
24	Southwest Airlines	USA	1971	1	0	2		0	0,034	▼
25	Iberia	Spanien	1927	3	0	8		0	0,035	▲
26	EasyJet	GroBbritannien	1995	0	0	20	-	0	0,035	▼
27	Jetstar Airways	Australien	2004	0	0	12	-	0	0,036	▼
28	Norwegian	Norwegen	1993	0	0	23	-	0	0,039	▲
29	Thomson Airways	GroBbritannien	1962	1	0	16		0	0,047	▼
30	Singapore Airlines	Singapur	1972	1	83	15		83	0,052	▲
31	United Airlines	USA	1931	4	245	14		111	0,056	▲
32	Swiss	Schweiz	2002	1	0	13		0	0,066	▼
33	China Eastern Airlines	China	1988	2	36	22		34	0,068	▲
34	Ryanair	Ireland	1985	1	0	7		0	0,073	▼
35	Jet Airways	Indien	1993	1	0	8		0	0,083	▼
36	Aeroflot Russian Airlines	Russland	1992	6	75	7		75	0,106	■
37	LAN Airlines	Chile	1929	2	21	24		20	0,109	▲
38	Alitalia	Italien	1947	4	46	11		46	0,110	▲
39	Air India	Indien	1932	3	0	1		0	0,128	▲
40	Air France	Frankreich	1933	6	347	6		228	0,129	▲
41	American Airlines	USA	1934	10	586	6		260	0,139	▲
42	Air China	China	1988	2	129	13		129	0,142	▲

Top 60 Safest Airlines in the World Listed by JACDEC										
Rank	Airline	Home Base	Year of foundation	Loss of aircrafts in last 30 years		No. of consecutive accident-free years	Most serious loss of aircraft in last 30 years		Safety Index	Trend
				No. of times	Death toll		Date	Death toll		
43	Alaska Airlines	USA	1932	1	88	15		88	0,163	▲
44	China Southern Airlines	China	1989	4	222	16		141	0,193	▲
45	Thai Airways International	Thailand	1960	3	214	2		113	0,216	▲
46	Asiana Airlines	S dkorea	1988	3	71	0		68	0,241	▼
47	SAS Scandinavian Airlines	Skandinavien (multinational)	1946	5	110	8		110	0,279	▼
48	Aeromexico	Mexiko	1934	5	64	2		64	0,343	NEU
49	Korean Air	S dkorea	1962	8	418	16		228	0,362	▲
50	Turkish Airlines	T rkei	1933	7	141	0		75	0,366	▼
51	Copa Airlines	Panama	1947	2	47	22		47	0,388	▲
52	GOL Transportes A reos	Brasilien	2001	1	154	9		154	0,547	▲
53	Saudia	Saudi-Arabien	1947	5	312	1		312	0,548	▲
54	TAM Airlines	Brasilien	1976	5	284	8		187	0,677	▲
55	Malaysia Airlines	Malaysia	1972	4	571	1		298	0,711	▲
56	Garuda Indonesia	Indonesia	1949	6	282	8		234	0,749	NEU
57	Avianca Colombia	Kolumbien	1919	3	323	25		143	0,998	NEU
58	China Airlines	Taiwan	1959	8	755	8		264	1,047	▲
59	Lion Air	Indonesien	2000	7	25	2		25	1,058	▲
60	Vietnam Airlines	Vietnam	1905	5	171	18		76	1,094	NEU

AirlineRatings.com rating website

Who are the world's safest airlines for 2016?

AirlineRatings.com 05 Jan 2016

Nervous flyer? Just want to know you're traveling with a reliable airline? Find out who are the world's safest airlines

AirlineRatings.com, the world's only safety and product rating website, which was launched in June 2013, has announced its top twenty safest airlines and top ten safest low cost airlines for 2016 from the 407 it monitors.

Top of the list for the third year is Australia's Qantas, which has a fatality free record in the jet era – an extraordinary record. Making up the remainder of the top twenty in alphabetical order are: Air New Zealand, Alaska Airlines, All Nippon Airlines, American Airlines, Cathay Pacific Airways, Emirates, Etihad Airways, **EVA Air**, Finnair, Hawaiian Airlines, Japan Airlines, KLM, Lufthansa, Scandinavian Airline System, Singapore Airlines, Swiss, United Airlines, Virgin Atlantic and Virgin Australia. - See more at: <http://www.airlineratings.com/news/630/who-are-the-worlds-safest-airlines-for-2016#sthash.ipOjPuVj.dpuf>



2-2 Flight Path Management and Maintenance Quality

EVA Air's Flight Control Department works around the clock for flight dispatch and watch. The Company's Flight Information System (FIS) provides access to the flight-related status, and tracks changes in the external environment (e.g. airport and weather) 24-7. Currently, the Flight Control Department has personnel, including 54 dispatchers. In the field of flight dispatch operation, the personnel responsible for producing flight plans are all qualified dispatchers with licenses issued by the Civil Aeronautics Administration. With their professionalism and assistance from the system, a safe, convenient and comfortable experience is offered on every EVA Air flight.

Flight Dispatch Center



2-2-1 Maintenance quality

EVA Air's subsidiary, Evergreen Aviation Technologies Corp. [YouTube](#), owns the largest modern aircraft maintenance center in Taiwan; it boasts three hangars which can house seven jumbo wide-body aircrafts, and a thrust testing capacity of up to 120,000 pounds. The thrust of the engine Test Cell can be elevated to a maximum of 150,000 pounds as required, thereby satisfying the requirements for repair and maintenance of high-end fuselages of a variety of aircraft models. It has passed the certifications of civil aviation authorities from more than 10 countries, including Taiwan, the U.S., Japan and China, as well as the EU, and provides more than 30 airline companies worldwide with trustworthy maintenance services. It has also been rated as Asia's best MRO by U.S.-based Aviation Week and U.K.-based UBM Aviation, signifying international recognition of its maintenance ability and quality.

The maintenance spirit of "strict discipline and zero negligence" is the rule of thumb for maintenance personnel. It is also the first and foremost factor that ensures an aircraft's safe arrival at its destination. Aircraft maintenance requires compliance with the original manufacturer's technical specifications, as well as laws and regulations; maintenance must be executed step by step by the personnel to precisely complete every detail, before passing through the second and third defense lines of quality control inspection for maintenance quality assurance. At the same time, the Precision Measuring Equipment used for aircraft maintenance are periodically calibrated in accordance with the manufacturer's specifications, to meet the requirements of work procedures. And the calibration result and record shall be traced to the NIST national calibration standards to flight safety into practice.

In terms of maintenance, EVA Air advocates preventive maintenance over follow-up correction to nip flight safety risk factors in the bud. We insist on knowing the service life of all components, and replace important components with new ones before the end of their service life, as a preventive measure.

Flight Path Setup Process

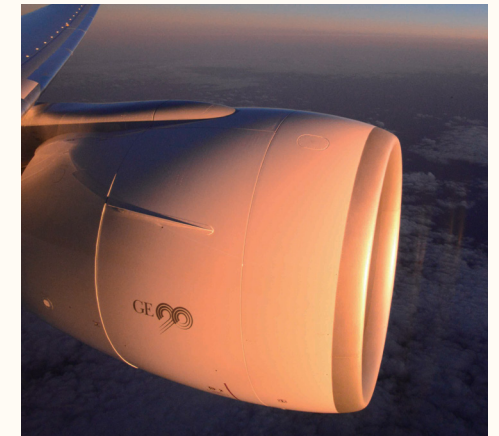


- 1 **Market Survey**
Survey the potential and demands of the passenger/ cargo market, and assess whether the demand for flight paths and the capacity for future development are sufficient.
- 2 **Flight Capacity Planning**
Plan the optimal take-off and landing times based on the conditions of the fleet and front/rear cabin crew members.
- 3 **Effect Analysis**
Forecast post-flight passenger/cargo transport price and carrying capacity based on the market survey results, and calculate the flight path cost effect.
- 4 **Confirm Flight Paths**
Attain satisfaction of passenger and freight requirements.

Maintenance Hangar



Maintenance Site



2-2-2 Irregular maintenance events and quality tracking operation

With regard to irregular delays occurring in the fleet or various technical problems arising during the aircraft's daily operation, the safest maintenance arrangement is formulated with the help of data collection and analysis through dependable control plans, to maintain the reliability of various aircraft systems, elevate the maintenance quality and enhance flight safety.

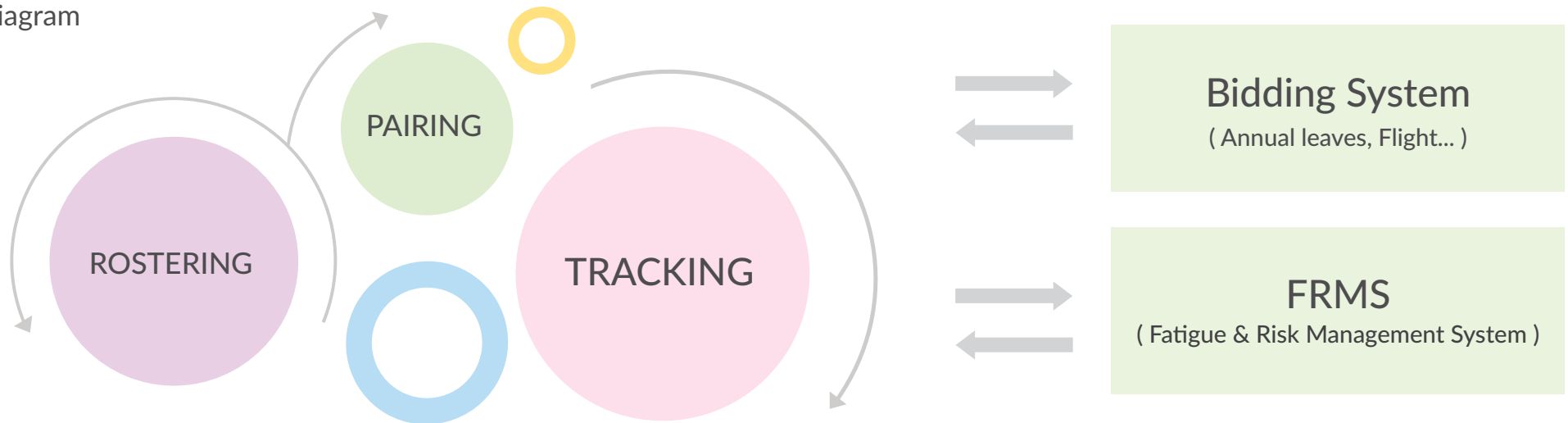
2-3 Pilots' Safety Control

Upholding the conviction that "Aviation is a conscientious business", every new pilot member has to embrace the Evergreen spirit and receive safety training courses to learn about the responsibilities that each of them has to assume. Each flight crew member must clearly understand the great importance that the Company places on flight safety and the duty towards ensuring safety that they must uphold without fail. In addition to looking out for flight safety during the execution of flight missions, they must also proactively learn to relieve their physiological fatigue and psychological pressures in their daily life to ensure that each flight mission is completed under safe conditions.

- **Pilot manpower and work shift management**

Sufficient pilot manpower is prepared in advance in accordance with EVA Air's operational plan and with reference to the Company's seasonal (peak season and off season) operational demands, so that crew members may reasonably arrange their rest days to appropriately regulate the well-being of their body and mind. The Company completed the set-up of the Crew Management System (CMS) in 2013, which ties in with the existing Flight Information System (FIS) and Crew Record Management (CRM) to establish a safer and more efficient workshift schedule that boasts friendly crew member participation (bidding) and real time tracking.

CMS Diagram



- **Fatigue management**

EVA Air was the first in Taiwan's aviation industry to bring in the Fatigue & Risk Management System (FRMS). The Company provides a scientific and quantitative crew duty-period sobriety reference value based on the the sobriety module of crew members' rest and duty times studied and developed by the Boeing Company. Furthermore, in order to continuously elevate the standard of fatigue management, the Company holds monthly FRMS meetings to take stock of the groups whose duty-period sobriety index falls within the bottom 5%, review their method of dispatch with fleet supervisors and propose feasible improvement schemes, so as to keep enhancing the Company's overall fatigue management standard.

- **Stress and health management**

EVA Air offers its flight crew a maximum of 42 days of paid annual leave and 30 days of paid annual sick leave; welfare conditions that are far better than those stipulated by the Labor Standards Act. Furthermore, with the friendly CMS/Bidding module, it is now easier for flight crew members to arrange their shift schedule and annual leave, relieve their stress and regulate the well-being of their body and mind. The Company also has a medical center set up to offer flight crew members advice on health and stress management at all times.

- **Alcohol, drugs and activities which can affect flight safety**

EVA Air has strict stipulations concerning flight crew members' consumption of alcoholic drinks or drugs and their engagement in activities which can affect flight safety prior to flight missions. For instance, flight crew members are strictly forbidden to ingest any alcoholic drink or engage in scuba diving sport within 12 hours prior to their flight. The full-time physician at the Company's medical office must be consulted before any drugs can be taken.

Customer Service

03

Customer Service

Service is an important core value of EVA Air. We bear in mind at all times our vision of becoming the best airline company, and formulated the "EVA Air Service Commitment" based on this philosophy. With EVA Air's service declaration of "Attentive, Sincere and Enthusiastic", we declared our determination; establish our service concept among our employees and shape EVA Air's service culture of excellence.



EVA Air Service Declaration:

Be attentive to customer's need, respond proactively, and provide seamless service. Be sincere in caring limited resources and environment, benefit your neighbors in every corner of the world, share service with a no-boundary value. Be enthusiastic in offering hospitality, treat customers as family, and establish a warm, friendly relationship.



EVA Air's Commitment to Customers

- Initiate total implementation of our declaration of excellent service, giving our customers travel experiences that will assure their lifelong loyalty.
- 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 our customers, provide value-added service to every customer.
- Conclude every service encounter with the goal of creating the next opportunity.



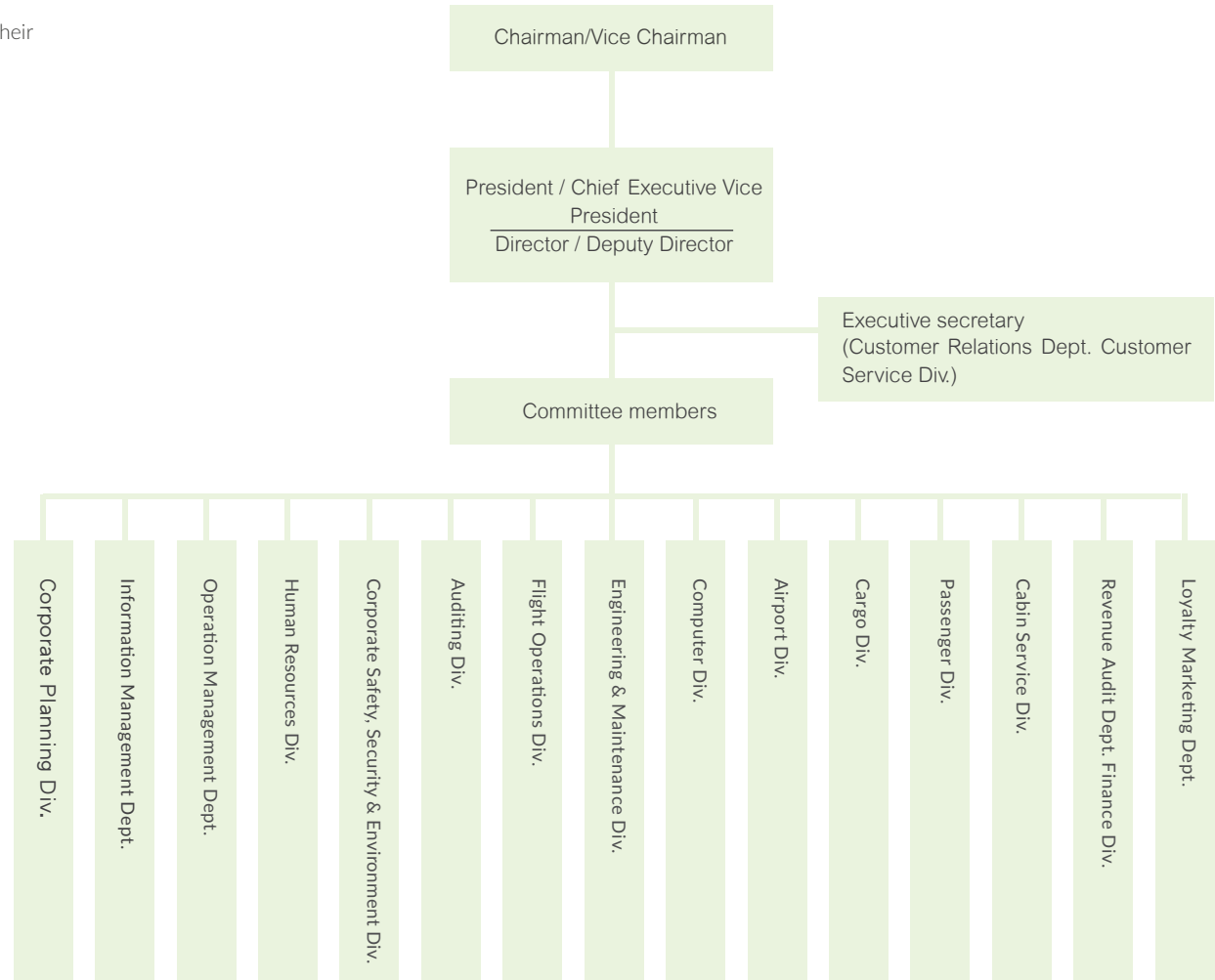
Putting our service culture into practice, EVA Air showed outstanding performance in its service quality, and was honored with numerous awards in 2015

- Ranked ninth place for "The World's Best Airlines of 2015" and the first place for "Best Airline Cabin Cleanliness of 2015" by SKYTRAX, the world's leading organization for airline industry surveys.
- Ranked among "World's Top Ten Airlines" by the world-renowned professional aviation safety website, AirlineRatings.com. EVA Air's Elite Class and Economy Class earned high ratings in the categories of "Premium Economy" and "Long Haul Airline Asia/Pacific".
- Voted by the readers of Premier Traveler as "Best Airline in Asia".
- Awarded the top prize under the airline category in the 2015 Super Power Brand Award by Manager Today.
- Ranked first for "Most Often Used Brand" and "Most Wanted Brand" under the airline category in the 2015 Young Generation Brand Survey.
- Ranked first for International Route in the Top Service Awards by Next Magazine for 12 consecutive years.

Due to EVA Air's commitment to our service concept, we have become many passengers' first choice when it comes to air travel. We shall continue to adhere to our service declaration in our customer service.



Service Quality Committee: Organizational Chart



3-1 Customer Satisfaction and Safeguard of Customers' Interest

3-1-1 Passenger Satisfaction Survey

EVA Air values our customers' feedback. To gain deeper insight into customer satisfaction, we inspect the questionnaire every year to meet actual requirements. We actively send the "EVA Air Online Customer Satisfaction Survey" to members after travelling and invite them to evaluate their flight experience (5-point Likert Scale). The scope of the survey includes the ground and in-flight service items. By tracing the fulfillment status of customer satisfaction, EVA Air continues to improve and be innovative, offering services that fulfill customers' needs. The overall passenger satisfaction level for 2015 was 4.32, which exceeded the target value of 4.28. The diagrams show the overall passenger satisfaction level and the results for various major services in 2015.

For services which have not reached the target satisfaction value, the related divisions of the respective services shall hold monthly service quality review meetings and quarterly service quality committee meetings to provide the improvement, with the aim of enhancing the service quality.

3-1-2 Customer Feedback Handling

EVA Air values our customers' perception. We listen closely to their needs and respond with a genuine heart. We deal with customers' feedback with a careful and devoted attitude, and provide them with services that meet their needs. When irregularities occur in our service, we fill in the service gap quickly, grasping the "service turning point" at the crucial moment in accordance with the scope of authorization, to earn the trust and support of our customers.

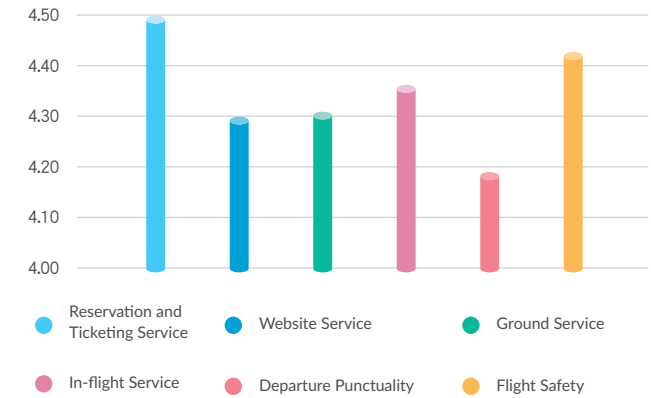
To achieve the goal of continuous enhancement of our service quality, we hold regular meetings to examine our service status together, together, verify the causes of operational irregularities and formulate countermeasures. Moreover, through internal service quality inspections, we implement execution plans, inspect the results and carry out corrective/preventive actions to manage the service quality effectively.

To improve the service quality of EVA Air's shopping platforms, customers may call the Product & Customer Service Hotline if they have any enquiries regarding their in-flight purchases of duty-free products or their online purchases on EVA Air's website. From the launch of the Product & Customer Service Hotline in August 2015, to the end of December 2015, a total of 7,022 calls were received. The calls mainly comprise enquiries on product information, discounts, and return and refund services.

Overall Passenger Satisfaction



Customer Satisfaction for Major Passenger Services



Note: A total of 355,766 survey forms were sent out to members. A total of 55,944 forms were returned for a response rate of 15.72%.

Handling Process of Customer Feedback



Product & Customer Service Hotline and Website

與我聯絡

如果您對我們所提供的商品或是服務有任何疑問, 請利用以下方式:

服務時間 週一~週五 上午09:00~中午12:00
週一~週五 下午14:00~下午17:00

商品管理專線 0000-528670/03-261-5606

電子郵件信箱 shopping@evaair.com

客戶服務專線 03-351 0018

3-2 Compliance with Laws and Regulations

The products and services provided by EVA Air in 2015 all complied with statutory laws and regulations. There were no cases of large fines resulting from the violation of laws and regulations concerning the provision and use of these products and services. The reporting operation procedures in relation to its flights and sales are made in accordance with the laws and regulations, and the implementation is executed after approval of the Civil Aeronautics Administration (CAA). Our passengers' interests are protected by an excellent governance system and concrete rules. No significant law or relevant voluntary rule violation is observed during the marketing and advertising, promotion and sponsorship processes of the passenger products and services.

All EVA Air's in-flight products for cabin service conform to the laws and regulations. EVA Air has specifically elaborated on required laws and regulation in its bidding announcement. For example, food containers are required to meet the food utensil, container and package sanitation standards and regulations prescribed by the Ministry of Health and Welfare, Executive Yuan. In 2015, EVA Air has neither violated the health and safety laws and regulation for the related products and services, nor sold prohibited or disputed products.

3-3 In-flight Meal Safety

3-3-1 In-flight Meal and Airline Catering Management

EVA Air follows the World Food Safety Guidelines and Hazard Analysis and Critical Control Points (HACCP) to manage the in-flight meal safety control. All airline catering companies are required to comply with these regulations, such as food supplier management, personal hygiene, staff training, pest control, cleanliness and environmental hygiene. From the food source, delivery, storage and cooking to loading on board, all steps are under strict control to ensure the food safety and quality. In 2015, there was no violation of laws and voluntary standards by EVA Air that could bring about health and safety impacts.

We compile in-flight availability quarterly. All catering companies are able to properly control the hygiene and quality of in-flight meals. In 2015, the quarterly in-flight meal availabilities are: 99.994% (99.992%) for Business Class and 99.998% (99.995%) for Elite Class and Economy Class. The execution of airline catering hygiene inspection in 2015 was 100%. The target of meal availabilities of 2016 are: 99.992% for Business Class and 99.996% for Elite Class and Economy Class. The execution of airline catering hygiene inspection in 2016 is 100%.

Note 1: Meal availability (Actual % (Target %): The quarterly meal availability was collected based on meal irregularity (such as foreign articles and food spoilage.)

Note 2: Execution of airline catering hygiene inspection: Annual hygiene inspection will be conducted in accordance with the audit checklist which is based on the World Food Safety Guidelines.

In-flight Products for Cabin Service Comply with Laws and Procurement Standards

Product category/ Procurement standards	Total Number of Items				
	% of Compliance	2012	2013	2014	2015
Children's toys (ST safety toy inspection mark is required)	100%	15	17	18	15
Plastic tableware (Certificate of inspection is required)	100%	39	66	67	45
Food (Certificate of inspection is required)	100%	61	51	56	33

There are 36 airline caterers provide in-flight meals for EVA Air in 2015. They were all qualified suppliers and passed the relevant certifications, including: HACCP, ISO22000, ISO9001, ISO14001, OHSAS18001 and ISO50001. Among all the airline catering companies, 32 of them (89%) have got the international HACCP or ISO22000 certification for food safety.

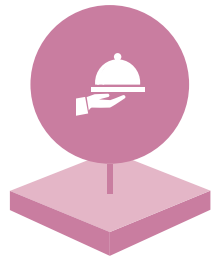
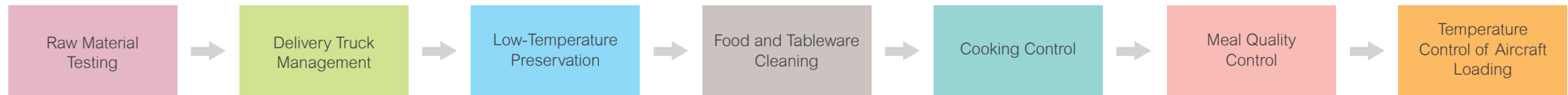
Types of Certification for EVA Air's Airline Catering Worldwide

Types of Certification						
Description	HACCP	ISO22000	ISO9001	ISO14001	OHSAS18001	ISO50001

3-3-2 Food Safety Control of In-Flight Meals

Evergreen Sky Catering Corporation, the In-Flight meal supplier for EVA Air in Taiwan, has a very strict standard procedures of food safety control. Here are the 7 steps: raw material testing, delivery truck control, low temperature preservation, food and tableware cleaning, cooking control, meal quality control, temperature control of aircraft loading.

Food Safety Control of Evergreen Sky Catering Corp.



• Raw Material Testing

All raw materials are procured according to the procurement standards. Upon receiving raw materials from the vendors, we check the package, expiry date, foreign objects, impurities and other potential contaminants to ensure that there is no sign of spoilage or unsafe food (e.g. taste, color and texture). Temperature measuring and random testing are conducted thereafter.)

Product Temperature Standards

Food Type	Food Product Temperature Standards
Chilled Food	≤ 5°C
Frozen Food	≤ -10°C Hard as rock and no sign of pre-thawing
Hot Food	>60°C

Regular Sampling Test Items

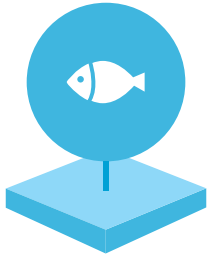
Product Item	Testing Item
Rice	Pesticide Residues, Mycotoxin
Seafood, Poultry, and Meals	Animal Drug Residues (Antibiotics, Sulfonamides, Tetracyclines, Ractopamine, Chloramphenicol, Malachite green, Nitrofurans, Histamine, etc.)
Eggs	Animal Drug Residues (Antibiotics, Sulfonamides, Tetracyclines, etc.)
Fresh Fruits and Vegetables	Pesticide Residues
Dry food and Groceries	Preservatives, Sweeteners, Illegal Colorings, Melamine, Plasticizer
Oils	Copper Chlorophyll
Ready-to-eat Food	Micro-organism Testing, including Total Plate Count, Coliform Bacteria, E. coli, Salmonella, Staphylococcus aureus, Listeria, Bacillus cereus, Clostridium perfringens, Campylobacter, Vibrio parahaemolyticus, Mold and Yeast
Paper Package	Fluorescent Test



• Delivery Truck Management

All food delivery trucks must be clean, well-maintained and fully functional (i.e. no odor, trash, dirt, pest, rust or corrosion). The temperature control of the delivery trucks must be kept in the best condition to maintain the food quality.

Types of Food	Storage Temperature Standards for Delivery Trucks
Chilled Food	≤ 5°C
Frozen Food	≤ -18°C
Hot Food	> 60°C

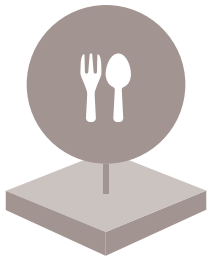


• Low-Temperature Preservation

The basic principle to handle the raw material is "First in, First out". Those raw materials will be separated and labeled by boxes, baskets, pallets and trucks. These processes are conducted from we purchase the items, then we unpack, storage, prepare and cook the food, until we despatch them. All food preservation is followed the standard cold storage temperature control for chiller and freezer.

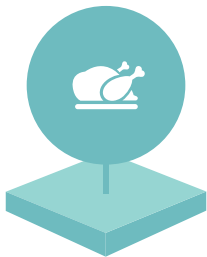
Chiller/Freezer Temperature Control Standards

1. Paperless records and tracking system and 24-hour alarm for freezers and chillers are required.
2. Chiller Critical limit: 0-5°C
3. Freezer Critical Limit: < -18°C



• Food and Tableware Cleaning

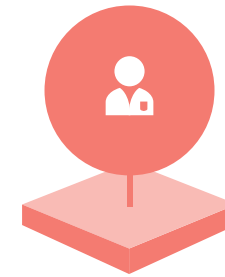
First, all ready-to-eat vegetables and fruits are washed to clean the surface, then soaked in water containing 50-100ppm of chlorine for 1 to 5 minutes for disinfection. Last, rinsed with drinking water (0 ppm of chlorine residual) till they visually cleaned. The cookware and tableware cleaning should meet the sanitation and safety requirements. For example, the temperature of the cleaning machine should higher than 82°C, use the heat-sensitive paper to check the surface temperatures of the equipment, utensils and tableware are over 71°C. Random daily microorganisms tests must be conducted for water and ice cubes, including chlorine residual, turbidity, total hardness, plate count, Coliform bacteria and E. coli.



• Cooking Control

There are standard procedure guidelines for hot food cooking and temperature control:

- 1 Hot food core temperature exceeds 75°C for at least 15 seconds.
- 2 To cool down the hot food safely, food core temperature should be reduced from 60°C to 21°C in two hours, and subsequently reduced from 21°C to 5°C in four hours. Or, the core temperature must be reduced from 60°C to 10°C in four hours.
- 3 Potentially hazardous food safety control: Surface temperature doesn't exceed 15°C and meal preparation time doesn't exceed 45 minutes.



• Meal Quality Control

We keep close tabs on the daily cooked food to make sure the meal quality, the control procedures including:

- 1 Using X-ray, foil detectors and metal /weight detectors to prevent foreign articles.
- 2 To protect food safety and quality, the internal shelf life standard for food is established. Maximum 24 hours for cold food, 48 hours for hot food from preparation to scheduled departure time.
- 3 Daily microorganisms tests include plate count, Coliform bacteria, E. coli, Salmonella, Staphylococcus aureus, Listeria, Bacillus cereus, Clostridium perfringens, Campylobacter, Vibrio parahaemolyticus, mold and yeast.
- 4 Chef will arrange daily in-flight meal check to assure all meal process is stable.



• Temperature Control of Aircraft Loading

We follow the standard rules made by Quality & Safety Alliance for In-flight Services (QSAI), Food Processing Safety Standards (FPS), Food Processing Quality Standards (FPQ) and IFSA/AEA World Food Safety Guidelines to monitor and control the temperature of loading meals to the aircraft. For instance, the surface temperature of potentially hazardous food does not exceed 5°C; maximum 3 hours for meals taking out from the chillers to scheduled departure time.

3-4 Cabin Cleanliness

Cabin cleanliness management is important to EVA Air. Before departure, the seats, table tops, TV screens, aisles, toilets, overhead and front storage compartments are carefully cleaned. During the flight, our cabin crew will check and clean the cabin from time to time to maintain a clean and comfortable cabin environment. Our airport staff or supervisory management unit will assign staff to conduct re-checks from time to time to ensure the cabin cleanliness quality.

EVA Air was ranked first for Best Airline Cabin Cleanliness in SKYTRAX's 2015 World Airline Awards during the Paris Air Show. The award proves that EVA Air's service quality is recognized internationally.



EVA Air was honored with Best Airline Cabin Cleanliness in 2015 World Airline Awards



3-5 Innovative Service

3-5-1 Innovative In-flight Meals and Products





EVA Air updates the in-flight food and beverage menus regularly, offering a diverse selection of alcoholic and non-alcoholic drinks, as well as dishes. We work with world-renowned chefs to offer passengers a comfortable flight experience. With regard to in-flight products for cabin service, such as overnight kits for passenger use, EVA Air constantly releases new designs to rave reviews.



New Alcoholic and Non-Alcoholic Drinks

Introducing new alcoholic and non-alcoholic drinks, such as Krug Champagne, cold-pressed pineapple juice, Hojicha from Kyoto's Ryuouen and Daiginjo.

New In-flight Alcoholic and Non-alcoholic Drinks

World Class Champagne	Welcome Drinks	Scent of Tea in the Clouds	Limited Saké
Krug Champagne	Fresh Cold-Pressed Pineapple Juice	Hojicha from , Kyoto's Ryuouen	Junmai Daiginjo Soukou sake
			



The Very First Airline to Collaborate with Michelin 3-star Chef

To delight our passengers a top notch in-flight dining experience, since March 2015, EVA Air has been collaborating with Chef Motokazu Nakamura, a Michelin 3-star chef, who has already been awarded for the past 6 consecutive years, to introduce the luxurious in-flight meals exclusive to EVA Air. Business class passengers departing from Taoyuan or Songshan airport to Tokyo or Osaka can now enjoy the taste of Chef Nakamura's famous Kyoto cuisine. The exquisite dishes are complemented by bone china dinnerware produced by Japan's famous Narumi Corporation. Each piece of the dinnerware is manufactured in Japan using traditional techniques. Drawing on Chef Nakamura's culinary inspiration, the designs and colors of the masterpieces allow passengers to appreciate the essence of aesthetics of Kyoto cuisine.

Michelin 3-star Kyoto Cuisine

“Treasure every exquisite taste, one chance in a lifetime”
– Experience Michelin 3-star Kyoto Cuisine in the Clouds





Overnight Kit

EVA Air introduced Rimowa overnight kits in 2013 to make travel more comfortable for long-haul passengers in Business Class. A mini version of the famous Rimowa luggage, the prosecco and " crystal green versions of the overnight kit were released in 2014 and honored with the "Gold Award For Best Business Class Asia-Australasia" by UK online magazine, Travel Plus. In 2015, EVA Air rolled out the overnight kit in Rimowa's two best-selling colors, lime green and olive green, and once again created a stir among collectors. The overnight kits contain body care from Harnn, Thailand's leading spa product brand. And each case includes all-new earplugs.

Business Class Overnight Kit

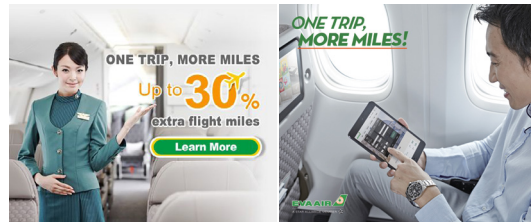


3-5-2 Member Activities

EVA Air holds various flight mileage activities from time to time to help members upgrade their membership cards tier quickly and enjoy the exclusive promotions that designed for higher membership levels. For example, from July to November 2015, passengers who registered and boarded designated EVA Air/ Uni Air flights with valid tickets enjoy up to 30% additional miles on top of their original accrued mileage. The additional flight mileage can be used for membership card upgrade or card renewal. The number of our members in 2015 increased by 6.7% as compared to 2014. The number of members taking our flights in 2015 increased by 11.68% as compared to 2014.

(Excludes the increase in group passengers)

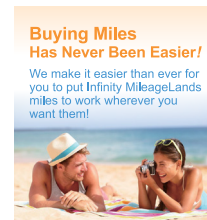
Flight Mileage Activities



Non-Air Mileage Collaborative Activities



Mileage Purchase



To allow members to enjoy exclusive privileges, EVA Air works with many quality suppliers to provide various shopping discounts, additional mileage promotions and reward redemptions. In 2015, the number of non-air partners increased by 17%. There was a 13% increase in the number of members earning miles through mileage collaborative services. The number of members who redeemed rewards using accrued mileage increased by 23%, while the overall use of accrued mileage increased by 11%.

EVA Air realizes that our members are often unable to redeem award tickets or upgrade their cabin class due to the shortage of a few miles. To encourage the use of members' accrued mileage, from October 14, 2015, members may purchase mileage to make up for the shortage and enjoy cabin class upgrades or redemption of award tickets.

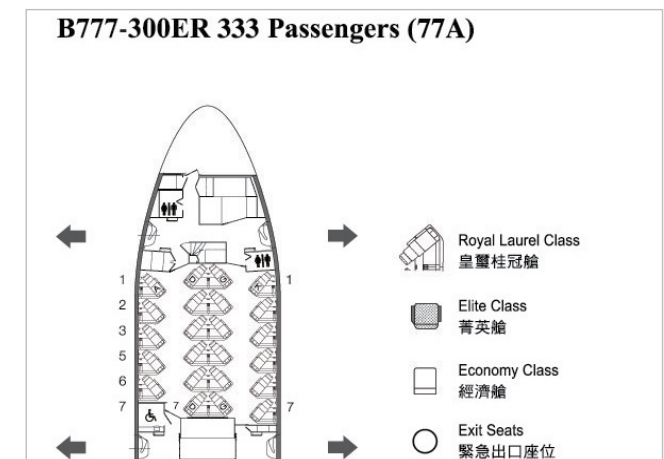
3-6 Web Accessibility

The U.S. Department of Transportation (DOT) requires all airline companies with flights to the U.S. to have their websites that are targeted at the U.S. market meet the "Web Content Accessibility Guidelines (WCAG) 2.0 Level AA" established by the World Wide Web Consortium (W3C). Therefore, the American English version of EVA Air's official website has been set up with reference to the U.S. laws and regulations, to provide users with hearing impairment, visual impairment, physical disabilities or learning disabilities with a user-friendly interface.

For instance, color blind users cannot distinguish between colors so the website design cannot rely solely on colors to transmit information. Certain colors may stand out to some people but appear inconspicuous to others. Hence, EVA Air's website uses images to convey information, and avoids the utilization of colors to categorize information. For example, the cabin seating plan uses icons to indicate the classes and services.



Web Accessibility Example (Icons replace colors for categorization)



3-7 Customer Privacy

EVA Air has great respect for customer privacy, and abides by the operating locations' relevant personal privacy protection regulations in regard to the collection, processing and use of customer information. No major complaints were received in 2015 for the violation of customers' privacy rights or the loss of customer information.

3-7-1 Customer Privacy Protection

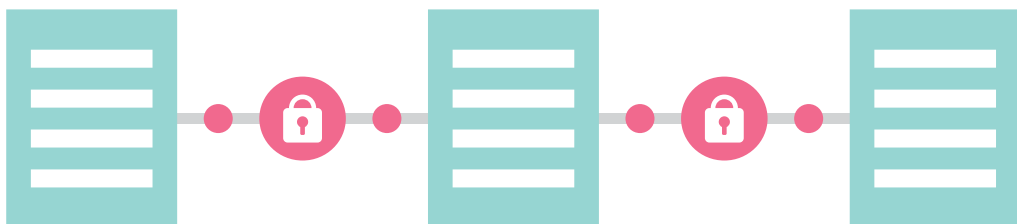
EVA Air provides our members with relevant services, and at the same time makes every effort to protect their information, privacy and interests. Information on personal information collection and application, and the privacy protection and security statements are clearly stated in the "Privacy & Security Statement" on EVA Air's corporate website.

When joining us as members, they must read and agree with EVA Air's Privacy Protection Terms and Conditions, and complete the application process either by checking the box on the website or signing on the paper application form. When we collect information for marketing, members may choose to "Accept" or "Reject", and the relevant department shall proceed with marketing accordingly. Only a few authorized employees from EVA Air have permission to handle member data. When there is a change to the data, the employee and the time at which the change was made, as well as data regarding the change, must all be logged. No major complaints happened in 2015 in regard to members' privacy rights.

3-7-2 Online Information Security Management

GeoTrust has verified the legal identity of the server digital certificate applicant's company for both EVA Air's official global website (www.evaair.com) and mobile website (m.evaair.com), and confirmed that the website addresses of the registered websites come with website security seals.

EVA Air adopts comprehensive 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, operation and monitoring of IT equipment and network, various backup mechanisms and regular verification exercises. Private information provided through transactions on the official websites are protected by high-tech encrypted transmission; the industry's standard 256-bit SSL (Secure Sockets Layer) encryption technology is adopted to encrypt data before transmission across the network to prevent data from being intercepted and misused. EVA Air will continue to observe the laws and regulations relevant to information management that are established in the countries where our branch offices are located.



3-8 Green Service

3-8-1 Self Check-in

To help passengers save time spent waiting in queue to check in at the airport counter, EVA Air launched the self check-in service in 2009. Currently, the departure halls at the following airports offer the self check-in service: Taoyuan International, Taipei Songshan, Taichung, Kaohsiung, London, Bangkok, Hong Kong, Amsterdam and Los Angeles. Simply follow the instructions and print out the boarding pass to complete the self check-in procedure. This service shall be pro-

EVA Air's self check-in service counter offers the following functions:

- Intuitive interactive touch screen: For quick check-in to save the time spent waiting in queue.
- Cabin seating plan: For passengers to choose their desired seats.
- Instant collection of boarding pass.
- Available in Traditional Chinese, Simplified Chinese, English and Japanese.

Statistics on Passengers' Use of Self Check-in Service

Year	2013		2014		2015	
	Number of Use	%	Number of Use	%	Number of Use	%
London	562	0.59%	34,328	36.05%	46,088	46.81%
Hong Kong	413	0.07%	6,234	1.09%	16,378	2.83%
Kaohsiung	1,065	0.44%	2,945	0.89%	4,871	1.22%
Taichung	267	0.32%	1,152	1.22%	645	0.72%
Songshan	25,885	7.77%	28,285	7.66%	38,829	10.47%
Taoyuan	97,691	2.66%	205,953	5.07%	196,404	4.32%
Bangkok	—	—	5,359	37.23%	3,717	1.43%
Amsterdam	—	—	—	—	671	15.99%
Los Angeles	—	—	—	—	1,224	4.44%

3-8-2 Mobile App Service

· About EVA Mobile App

EVA Mobile App provides passengers with several online services to keep them abreast of the latest flight status updates, and allows them to access their membership and booking information, even while they are on their way to the airport or in the middle of a business trip. EVA Mobile App was downloaded 169,513 times in 2015.

EVA Mobile App's functions include:

Services	Brief Description
Flight Status	Check scheduled flight dates, verify the actual flight arrival and departure time, or register for SMS reminders of the estimated arrival and departure time.
Book a Flight	Search and purchase ticket for your desired flight via the mobile app.
Check-in	Check in via the mobile app and print out your electronic boarding pass. If you have no checked baggage, simply reach the boarding gate 30 minutes before departure.
My Trip	Consolidates check-in, seat selection and booking inquiry services for the convenience of passengers.
Infinity Mileage Lands	Members can check their accrued mileage, register for SMS reminders of the flight departure time, check for exclusive member promotions, and download the electronic membership card.
Contact Us	Provides contact information for EVA Air offices around the world. Click to call.

EVA Mobile App Interface



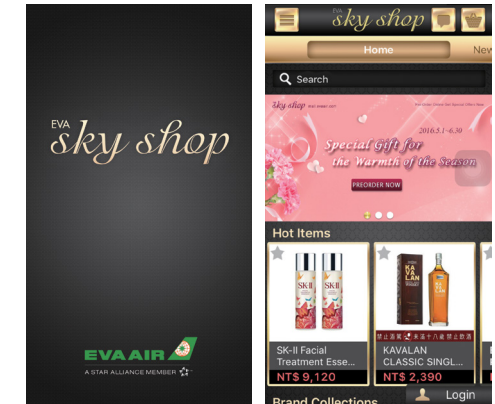
EVA Mobile App "Infinity MileageLands" Digital Membership Card



• About EVA Sky Shop App

EVA Sky Shop App is a convenient option for passengers to purchase in-flight duty free goods. EVA Air passengers may pre-order our exclusive in-flight duty free goods before their flight and collect the goods on board; getting great gifts for family and friends is now made easy! EVA Sky Shop App was downloaded 33,217 times in 2015.

EVA Sky Shop App Interface



• EVA Air Home Delivery Shopping App

"EVA Air Home Delivery Shopping" is a new online shopping mall launched by EVA Air in March 2014; it offers fast and convenient shopping through the use of mobile app. Just a few simple swipes on the phone, and passengers can purchase exclusive EVA Air goods and other premium products, and have them delivered to the doorstep for free (home delivery is limited to the Taiwan region only). The mobile app functions allow passengers to shop anytime and anywhere, while at the same time supporting the eco-friendly concept of a green earth. "EVA Air Home Delivery Shopping" was downloaded 17,520 times in 2015.

EVA Air Home Delivery Shopping App Interface



2015 WINNERS



3-9 Cargo Service

EVA Air's cargo service has long been well recognized as one of the leading airlines in the world. With outstanding flight safety record and professional capability in airfreight industry, EVA Air once again won the 2015 Air Cargo Excellence Award. The results were announced on the Air Cargo World official website (www.aircargoworld.com).

Aiming at the potential of market growth, EVA Air launched the cold chain service along with cold chain network set up reinforcement of staff training and strengthening the process control and response handling in 2015. Based on the mid and long-term development strategies, EVA Air cargo service continuously boost our market competitiveness and operating efficiency, and improve our operational performance.

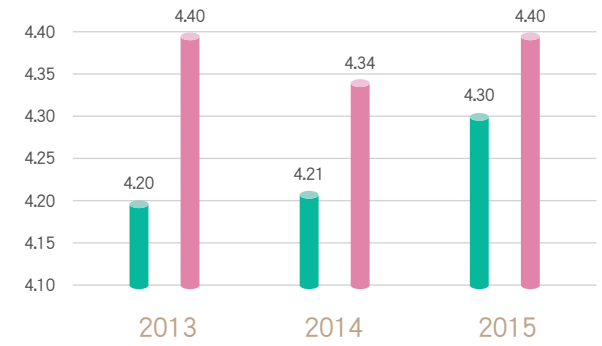
EVA Air's cargo service complies with the laws and regulations stipulated by the government. No cases of non-compliance with the laws and voluntary standards concerning the health and safety impacts of products and services during their life cycle were found. There was also no violation of laws or voluntary standards during the marketing and advertising, promotion and sponsorship processes.

3-9-1 Cargo Customer Satisfaction Survey

EVA Air constantly tracks the customer satisfaction level, service requirements and suggestions for improvement for the cargo service it provides. Every year, EVA Air conducts cargo customer satisfaction survey on its major airfreight customers cargo. In 2015, the overall cargo customer satisfaction level reached 4.4, which exceeded the target score of 4.3, showing an upward trend.

Cargo customer satisfaction survey comprises 6 major assessment categories: "Performance of Sales Representatives", "Booking service", "e-Commerce service", "After-care Service", "Cargo Operation" and "Warehousing service". Although the satisfaction score for warehousing service was relatively lower than that for the other services, it showed year-on-year improvement. In 2015, the main factors that influenced the warehousing service satisfaction included: efficiency of inbound cargo break-down, accuracy of inbound cargo piece tallying and quality of outbound cargo build-up. Improvements have been made in regard to the relevant issues, with details shown in the table as follows.

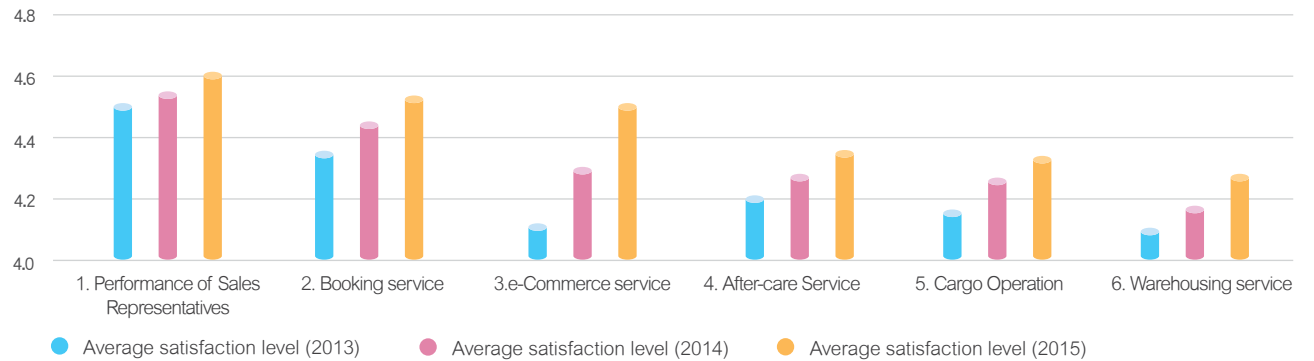
Overall Cargo Service Satisfaction Satisfaction Assessment



- Overall Cargo Service Satisfaction Target Value
- Overall Cargo Service Satisfaction Actual Value

Satisfaction Survey on Major Cargo Services

Satisfaction Assessment



Note: A total of 264 questionnaires were sent to the top 60% of revenue contributors. A total of 254 questionnaires were returned for a response rate of 96%.



Improvement Measures for Warehousing Service

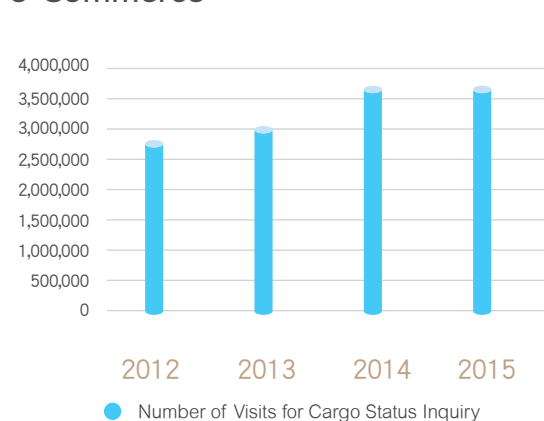
Service Item	Improvement Measures
Warehouse forklift operation	Provide the employees concerned with forklift training. Forklift operators are required to follow the rules when retrieving empty pallets. Adequate operating space must be maintained around the workstation to prevent the recurrence of similar incidents.
Export Cargo Pallet Packing Quality	Operators are requested to move pallets to the workstation for pallet packing to avoid damaging the cargo and pallets during stacking. Examples of irregular events should be raised and emphasized before starting work every day to prevent the occurrence of such incidents.
Warehouse Personnel Service Attitude	Customers mainly gave feedback on the poor attitude of the operators employed by our contractors. EVA Air has requested our contractors to educate their employees regarding this issue and had them sign the Work Memorandum to improve their service quality and enhance customer perception.
Online Cargo Status Inquiry System	All airports have been reminded of the inquiry procedure. Update of the truck status must be completed by the designated unit.
Cargo Status Tracking System Accuracy	A problem with settings for the cargo status tracking system was identified upon inspection. The relevant parameters are now set correctly.

3-9-2 Cargo e-Commerce Service

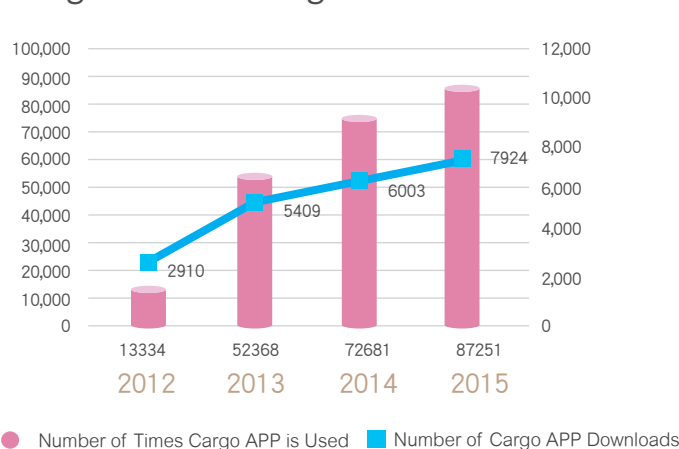
In response to the global mobility trend, EVA Air has launched the Cargo e-Commerce online inquiry system and the Cargo APP mobile inquiry system to keep customers abreast of the latest cargo status and flight status anytime and anywhere.

Statistics on the use of Cargo e-Commerce and Cargo APP over the years show an upward trend, which is indicative of our customers' recognition of the Company's efforts towards Cargo e-Commerce Service. The following charts show the usage status over the years:

Usage Status of Cargo e-Commerce



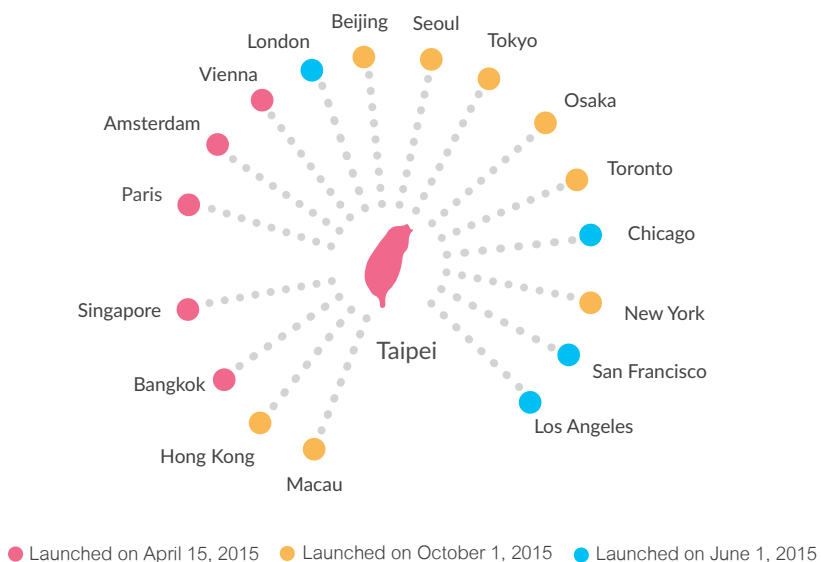
Usage Status of Cargo APP



3-9-3 Temperature-controlled Cold Chain Service

For high-value goods such as biotechnology products, drugs, vaccines, high-end foods and semiconductor wafers, EVA Air offers cold chain service that uses temperature-controlled containers to keep the temperature within specifications during the transport process. Since the launch of the cold-chain service in April 2015, EVA Air has been expanding the number of service locations. Currently, there are 18 airports around the world that offer our cargo cold chain service.

2015 Cargo Cold Chain Service Locations



3-9-4 Customs AEO Certification

EVA Air worked in conjunction with Customs Administration, Ministry of Finance of Taiwan, to extend the AEO certification, and has established the supply chain security protection mechanism for trade security and convenience to ensure logistic safety. The Company was awarded the Customs AEO Certification on November 18, 2011. As the certification must be renewed every three years, we passed the certification again in 2014. This certification means that EVA Air has gained the customs' trust and is able to provide a safe air cargo supply chain environment and ensure the safe transport of cargo.

AEO Certificate



Green Earth

04

Green Earth



4.1 Environmental and Energy Management

4-1-1 Environmental and Energy Policy

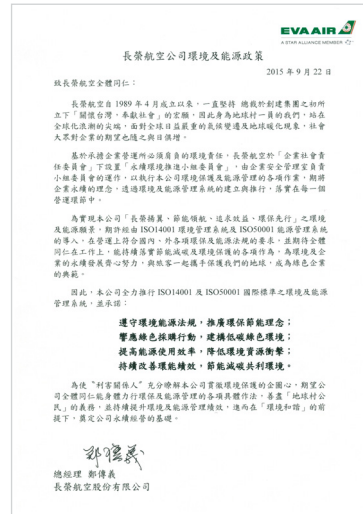
Since EVA Air's founding, we have been committed to the Evergreen Group's spirit: "Caring for Taiwan and Contributing to Society". Faced with the increasingly severe climate change and global warming, the Company, as a member of the global village, is deeply aware that the Earth's precious resources are non-renewable. This is why in 2015, through the establishment of various management systems, EVA Air implemented in every aspect of our operations, our vision for the environment and energy: "EVA reaches for the sky with energy-saving; a pursuer of efficiency and a leader of environmental protection".

EVA Air is committed to:

- Observing the environmental and energy laws and regulations, and promoting eco-friendly and energy-saving concepts
- Responding to the green procurement movement, and establishing a low carbon green environment
- Increasing the efficiency of energy, and reducing the impacts on the environment and resources
- Continuously improving our environmental and energy performance, and reducing our energy consumption and carbon footprint for the good of the environment.

In 2015, EVA Air formed the "Sustainable Environment Promotion Sub-Committee" and obtained certification to the ISO 14001 Environmental Management System and ISO 50001 Energy Management System, to implement the aforementioned environmental and energy policies. These actions enable our employees and supply chain to carry out various "Green Earth" and energy management practices accordingly and fulfill our obligations as "citizens of the global village". We continuously improve our environmental and energy management performance, and based on the premise of "environmental harmony", we work in solidarity towards achieving environmental and corporate sustainability. EVA Air protects Mother Earth alongside our customers, and laid the foundation for business sustainability; we have since become an exemplary model of green enterprises.

EVA Air Environmental and Energy Management System Certification



Sustainable Environment Promotion Sub-Committee Organizational Chart



4-1-2 Management Systems

In 2015, EVA Air obtained certification to the international standards of "ISO 14001: 2015 Environmental Management System" and "ISO 50001: 2011 Energy Management System", fully demonstrating our commitment towards a Green Earth and energy management. We will continue to devote our efforts to the increasingly severe phenomena of climate change and global warming. With the implementation of ISO 14001 Environmental Management System and ISO 50001 Energy Management System, clear goals, objectives and action plans were established, including waste, noise and wastewater pollution control, and greenhouse gas and energy management. At the same time, an email account was set up to receive feedback on environmental issues (environment@evaair.com). In 2015, the environmental issue feedback account did not receive any complaints from stakeholders regarding environmental impacts. Moreover, to put energy conservation, carbon emission reduction and pollution prevention into practice, high-efficiency LED lighting, automatic switch devices and condensate recovery systems were introduced. Employees were guided to form environmentally conscious, energy-saving and carbon emission-reducing personal habits, in order to create an overall eco-friendly culture and follow through with the environmental and energy management policies through tangible actions.

To familiarize all our employees with the concept of environmental protection and incorporate it into their daily routine, EVA Air started offering the "Corporate Risk and Sustainable Environmental Management Course" in 2015, to provide supervisors and environmental management staff with a channel to arm themselves with relevant knowledge. The Company also conducted training and concept dissemination sessions for all departments during the implementation period of the environmental and energy management systems. During Safety Week 2015, EVA Air invited Chi Po-Lin, director of the 50th Golden Horse Awards winner for Best Documentary, "Beyond Beauty: Taiwan from Above", as our seminar speaker. EVA Air hopes to fulfill our commitment towards environmental and energy management step by step, through trainings, concept dissemination and the implementation of management systems.



4-1-3 Compliance with Environmental and Energy Laws and Regulations

Compliance with laws and regulations is a basic requirement of corporate social responsibility. EVA Air was not involved in any major violations of environmental or energy laws and regulations in 2015. We observed all domestic and international laws and regulations related to environmental protection, and cooperated fully with the advocacy of each local government's relevant laws and regulations, such as the European Union Emission Trading Scheme (EU ETS), aircraft noise abatement, etc. Through quarterly legislation reviews and participation in domestic and international seminars, EVA Air stays on top of the formulation and direction of new environmental and energy laws and regulations, to fly towards greener skies and realize sustainable environmental development based on the premise of legal compliance.

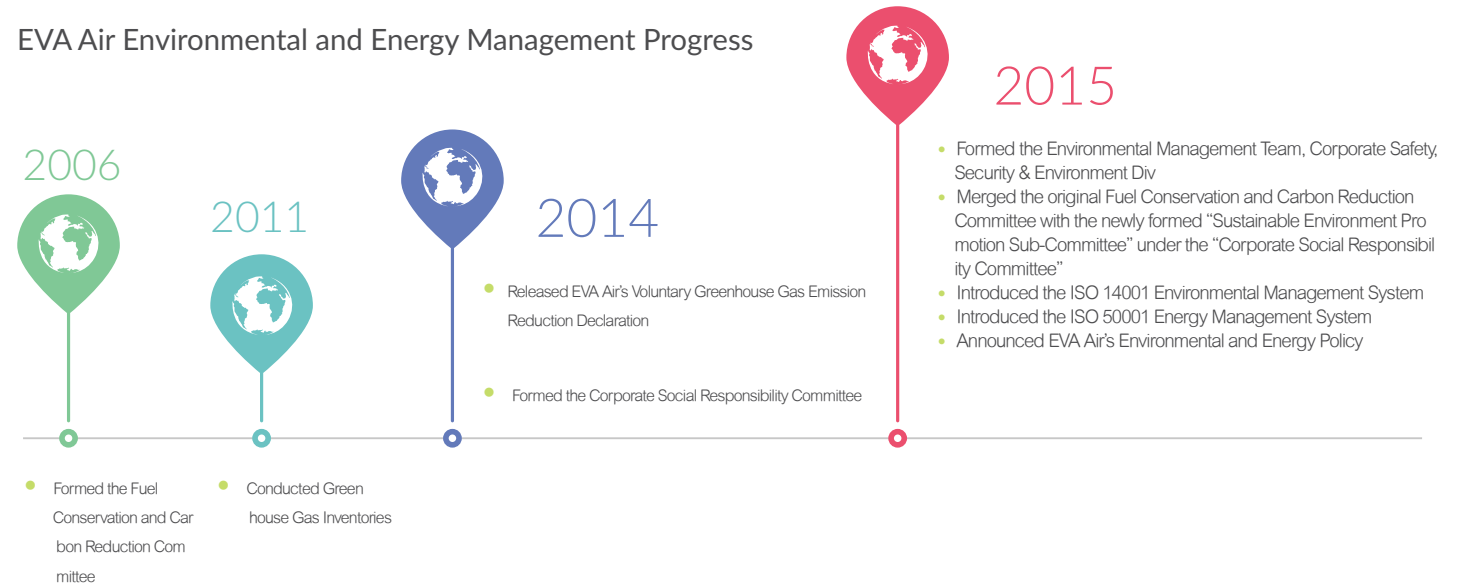
- European Union Emission Trading Scheme (EU ETS)

Since 2012, carbon emission control measures have been imposed by EU on all airlines entering/exiting 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 required provisions, and submitting annual reports after data verification is carried out by a third party verification agency. EU emission allowances have also been received or bought in accordance with the relevant regulations.

- Aircraft Noise Abatement

With the advancement of technology, the noise level produced by modern aircrafts has seen a huge improvement compared to older models. EVA Air is committed to introducing new aircrafts which comply with the noise value specification and certification standards required by the International Civil Aviation Organization (ICAO) and the U.S. Federal Aviation Regulations (FAR). Our entire fleet meets the requirements of Stage 3 aircraft noise certification, as required by the ICAO and FAR; our current main fleet's A321, A330 and 777-300ER aircraft models even meet the stricter and quieter Stage 4 standards. Besides continuing to introduce low-noise passenger and cargo aircrafts such as Boeing 777 and Airbus A321, EVA Air will also be purchasing the Boeing 787-9 and 787-10 passenger aircrafts, which are equipped with General Electric's latest GENx jet engine, and offer a 60% noise reduction compared to similar aircraft models.

EVA Air Environmental and Energy Management Progress



EU ETS Carbon Emission

Year	2012	2013	2014	2015
(Unit: Tonne CO ₂ e)	86.153	59.626	19.722	167.904

Note: The increase in the total carbon emissions in 2015 was mainly due to EVA Air's increased number of general aviation flights within the EU airspace.

To reduce the impact of noise produced during besides procuring new low-noise passenger aircraft models, EVA Air also observes each airport's noise control regulations and procedures. In accordance with the "Fee-charging Standards for the Use of State-operated Airport, Navigation Aids and Related Facilities", EVA Air makes regular payments for noise charges for flights departing from airports in Taiwan, to be used for noise abatement by relevant departments; this payment is also a major expenditure in the environment conservation category.



Environmental Protection Expenditures in 2015

Item	Amount (NT\$ thousands)	Cost-incurring Area
Waste Disposal Cost	3,397	EVA Nankan Park EVA Air Taipei Building Bonded Warehouse Building Taoyuan, Songshan, Taichung, Kaohsiung Airports
EU Carbon Emission Process Fee	230	Whole Company
Environmental and Energy Management System Set-up and Project Research Fee	4,456	Whole Company
Aircraft Noise Abatement Expenditures (Note)	132,193	Taoyuan, Songshan, Taichung, Kaohsiung Airports

Note: The scope of statistics for aircraft noise charges is based on the actual aircraft noise charges incurred within the Taiwan region for the current year

4.2 Proactive Countermeasures against Climate Change

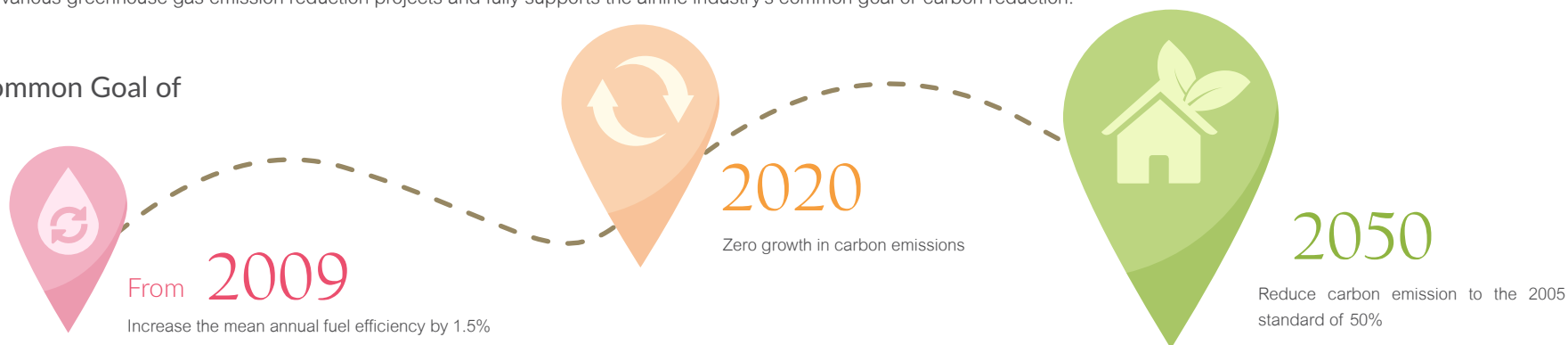
Along with the increasing atmospheric concentrations of greenhouse gases, climate change has escalated into a national security issue. The Paris Agreement was passed by the 2015 United Nations Climate Change Conference, which is further indication that greenhouse gas management is a key to mankind's survival and economic growth the next century. To fulfill our responsibility as a citizen of the earth and as an enterprise, EVA Air has embarked on various projects to conduct greenhouse gas inventories since 2011. In 2015, we formed a "Sustainable Environment Promotion Sub-Committee" comprising high-level managers and representatives from relevant departments, to serve as the top decision-making body for the investigation, planning and implementation of response and action plans for issues related to climate change and greenhouse gas management.

In response to climate change and the impacts of extreme weather, EVA Air adopts active and preemptive safety management and hazard prevention by identifying and controlling high risk factors that are present in the operating environment, and risk factors that are likely to affect safety. The Company also regularly reviews the operating procedures and incorporates operating procedures for extreme weather into the flight crew operation manual. Additionally, we provide trainings and comprehensive information, stay on top of information updates for all kinds of hazards and apply risk management procedures, to eliminate the impacts brought by climate change.

4-2-1 Greenhouse Gas Management

EVA Air is actively engaged in various greenhouse gas emission reduction projects and fully supports the airline industry's common goal of carbon reduction.

Airline Industry's Common Goal of Carbon Reduction



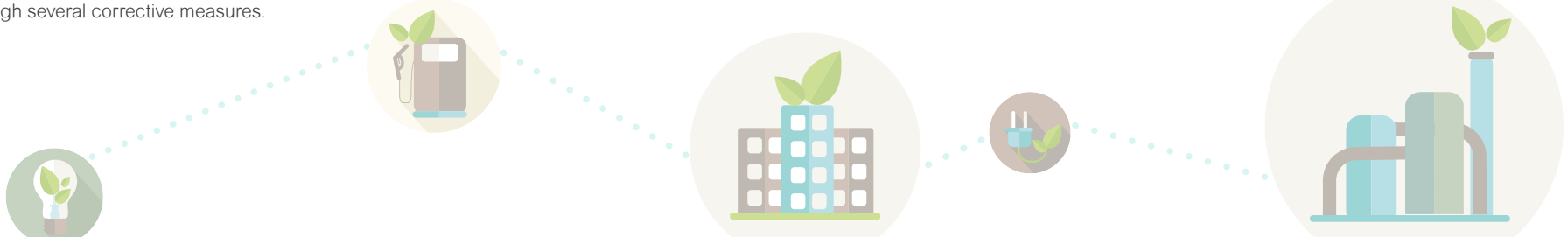
Furthermore, EVA Air referenced the four carbon reduction strategies proposed by the International Air Transport Association (IATA) and formulated the relevant measures. Relevant details are summarized in the following table.

EVA Air Complies with IATA's Carbon Reduction Strategy

Domain	Item	About the Measures
Technology	Introduction of new aircraft and jet engine technologies	Introducing the latest eco-friendly and energy-efficient aircraft model
	Alternative Fuel	There is currently no domestic supply of alternative aviation fuel
Operation	Improvement of aircraft operating procedures	Revise the standard operating procedures for flight crews
	Optimization of flight plans and management	Selection of alternate airport, flight plan optimization, aircraft flight route optimization, fuel policy improvement
	Operation Management	Aircraft weight and center of gravity control, APU usage reduction, aircraft maintenance inspection reinforcement
Basic Infrastructure	Airport Infrastructure	EVA Air shall operate in accordance with the competent authorities' regulations
	Flight Management	
	Airspace Management	
	Airline route Structure	
Financial Measures	Carbon Trading	In response to global laws and regulations and Taiwan's national greenhouse gas reduction plan, EVA Air shall actively participate and proceed with execution. Moreover, to facilitate Taiwan's Green Power development, EVA Air purchased Green Power in 2016.
	Carbon Offset	

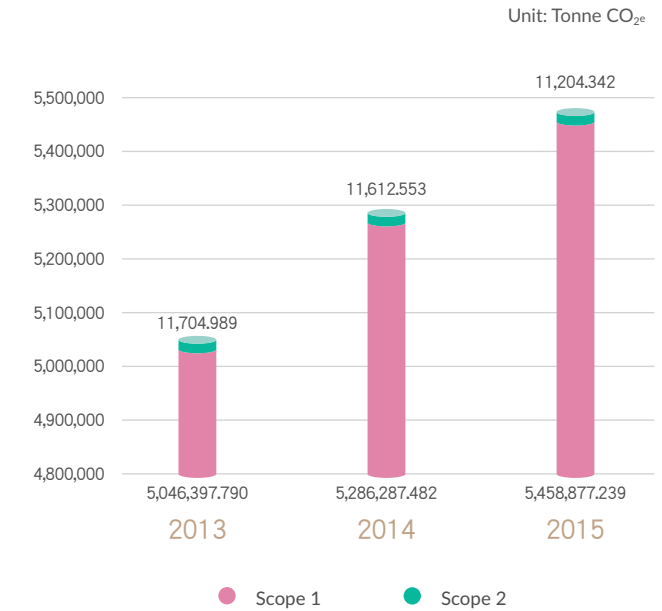
4-2-2 Greenhouse Gas Inventory

Since 2011, EVA Air has voluntarily conducted greenhouse gas inventories and has offered emission information in accordance with relevant government projects to monitor greenhouse gas though EVA Air is not currently on the Environmental Protection Agency's (EPA) published list of emission sources required to submit their greenhouse gas inventory; the quantified data mainly include aviation fuel, automobile gasoline and diesel fuels, and each office location's total power consumption aim is to understand and respond early to the greenhouse gas emission status and trend. Future greenhouse gas emission data are planned to be submitted to external verifying institutions to increase the accuracy and reliability of the data as a basis for subsequent improvement. This year, EVA Air's greenhouse gas emission is calculated under the 2006 IPCC Guidelines for National Greenhouse Gas Inventories. The heating value references the 2015 Energy Product Unit Heating Value Table published by the Bureau of Energy, Ministry of Economic Affairs, while the global warming potential (GWP) references IPCC First Assessment Report (FAR) version 4. The consolidation of greenhouse gas emission utilizes an operation control method, and the base year will be selected after ISO 14064-1 external verifications. According to the emission ratio over the years for Scope One and Scope Two, due to the nature of the air transport industry, Scope One 99%; even though Scope Two accounted for only around 1%. EVA continues to reduce power consumption through several corrective measures.



Greenhouse Gas Emission Overview Table: Scope One and Scope Two

Type	Unit	Year		
		2013	2014	2015
Scope One	Megajoule	67,188,179,196	70,382,324,665	72,680,825,146
	Tonne CO _{2e}	5,046,397.790	5,286,287.482	5,458,877.239
Scope Two	Megajoule	79,167,973	78,542,768	77,381,785
	Tonne CO _{2e}	11,704.989	11,612.553	11,204.342
Total	Megajoule	67,267,347,168	70,460,867,432	72,758,206,931
	Tonne CO _{2e}	5,058,102.780	5,297,900.035	5,470,081.580



Note 1: The greenhouse gas inventory boundary includes EVA Air Operation Building, First Training Building, Second Training Building, Dormitory Building, Bonded Warehouse Building and EVA Air Taipei Building.

Note 2: Scope One: aircraft fuel, company vehicle gasoline and diesel fuels, natural gas and diesel fuel for emergency power generator tests.

Note 3: Scope Two: externally procured power.

Note 4: Greenhouse gas emissions from refrigerants, fire extinguishers, septic tank and boiler fuel are excluded due to insignificance of the data; the 2013 and 2014 data have been retroactively corrected.

Note 5: The quantified greenhouse gases include CO₂, CH₄ and N₂O.

2015 EVA Air Internally Used Energy Type, Consumption and Energy Intensity Comparison Summary Table

Energy Type (Unit)	Consumption	Megajoule	Ratio (%)
Gasoline (Liter)	77,477	2,528,473	0.0035%
Diesel (Liter)	35,020	1,230,786	0.0017%
Natural Gas (Cubic Meter)	100,825	3,374,814	0.0046%
Aircraft Fuel (USG, Gallon)	573,566,500	72,673,691,073	99.8838%
Electricity (kWh)	21,505,454	77,381,785	0.1064%

Note 1: In 2015, EVA Air did not utilize biofuel; all internal energy consumption utilized non-renewable energy fuel sources. No renewable energy fuel was used, and no sales of the various types of energy were conducted.

Note 2: Only the total amount of each energy type is displayed as EVA Air did not utilize steam in 2015, and separate meters were not installed for heating and cooling.

Scope Two Greenhouse Gas Emission

Item	2013	2014	2015
Total Electricity Consumption (kWh)	22,001,860	21,828,107	21,505,454
Emission (Tonne CO _{2e})	11,704,989	11,612.553	11,204.342
Floor Area (m ²)	138,223	159,640	159,640
Greenhouse Gas Emission Intensity (Tonne CO _{2e} /m ²)	0.0835	0.073	0.070

Note: The above electricity consumption and floor area data include EVA Nankan Park / EVA Air Taipei Building / Bonded Warehouse Building

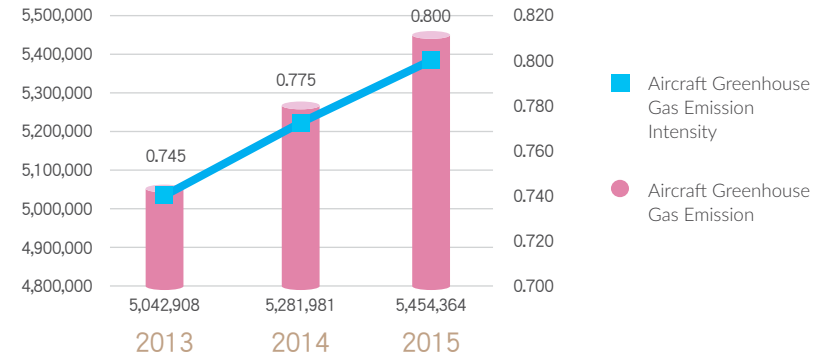
Aircraft Greenhouse Gas Emission

Item	2013	2014	2015
Aircraft Greenhouse Gas Emission (Tonne CO ₂ e)	5,042,908	5,281,981	5,454,364
Revenue Tonne Kilometer (RTK)	6,769,582,645	6,811,390,640	6,819,930,458
Aircraft Greenhouse Gas Emission Intensity (Tonne CO ₂ /per thousand RTK)	0.745	0.775	0.800

Note 1: The numbers above reflect the greenhouse gas emissions for operating flights, and do not include maintenance fuel, flight trainings, test flights, etc.

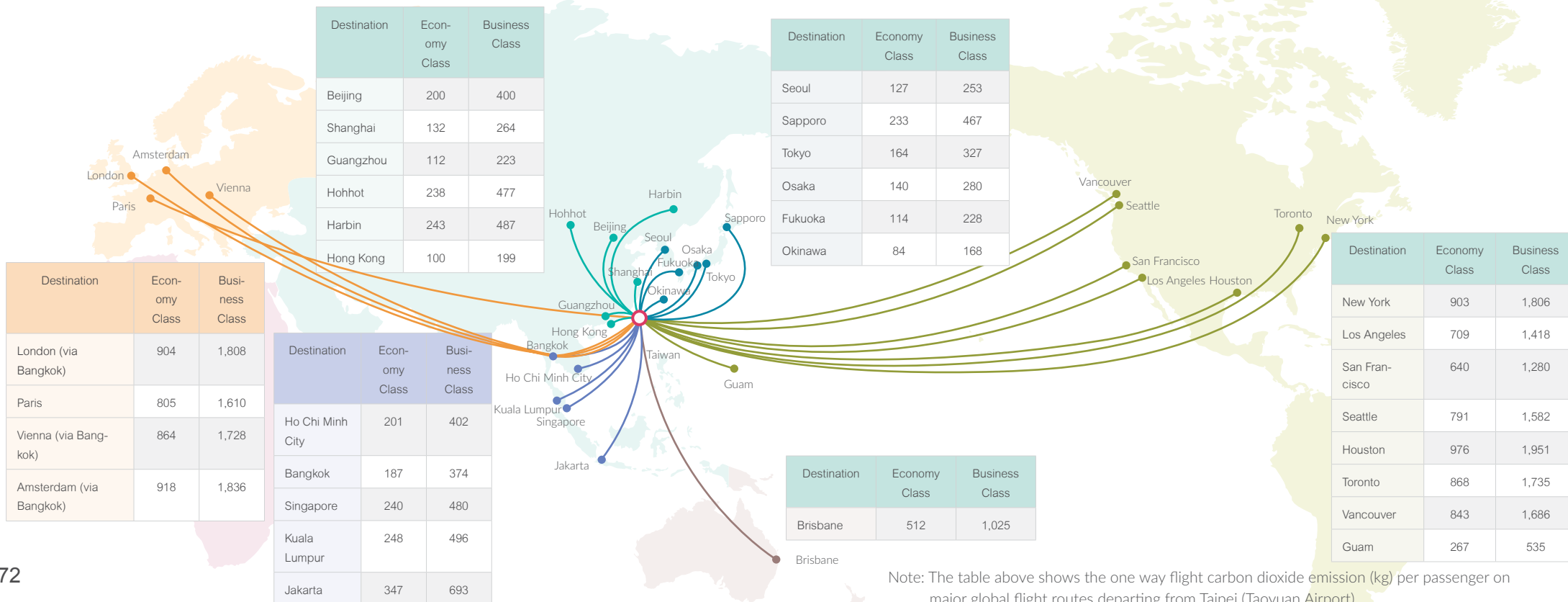
Note 2: Revenue Tonne Kilometer (RTK): Passenger and Cargo Weight (Tonne) x Mileage (km).

Note 3: Aircraft Greenhouse Gas Emission Intensity = Aircraft Greenhouse Gas Emission / Revenue Tonne Kilometer



4-2-3 Carbon Footprint Declaration

According to the evaluation report by the Intergovernmental Panel on Climate Change (IPCC), about 2% of the global carbon dioxide emissions from human sources come from the airline industry. To fulfill our duties as a citizen of the earth, EVA Air utilizes flight data from long-term monitoring and adopts the carbon emission calculation methods proposed by ICAO and IATA, to complete a voluntary carbon footprint declaration for all major international flight routes departing from Taoyuan Airport. We hope to raise public awareness of green transportation and work towards a greener future for aviation.



Note: The table above shows the one way flight carbon dioxide emission (kg) per passenger on major global flight routes departing from Taipei (Taoyuan Airport)

4-2-4 Green Power Procurement

It is evident from the increasingly severe climate change phenomenon and the Paris Agreement signed during the 2015 United Nations Climate Change Conference that green energy is an inevitable trend. To support the domestic renewable energy development and reduce the human activities' impact on nature so as to achieve the goal of sustainable management, EVA Air announced during the ISO 14001/ISO 50001/TOSHMS certification award ceremony that the Company will purchase 2.5 million kWh of green power and has completed the procurement process for 2016 with Taiwan Power Company in January 2016. We hope to reduce product carbon footprint, encourage local enterprises to purchase green power and promote Taiwan's green power development. More importantly, we wish to raise the environmental awareness of green power utilization, and influence the environmental conservation efforts of the global airline industry.



EVA Air Green Power Label

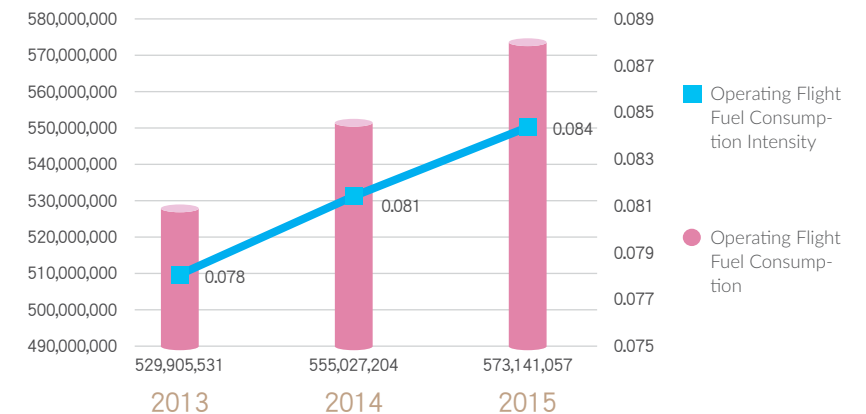
4.3 Green Operations Management

4-3-1 Aviation Fuel Monitoring

Aircraft fuel consumption monitoring is a key task for EVA Air as the main source of energy for the air transport industry is aircraft fuel. The operating flight fuel consumption over the years shows that the fuel consumption is rising with the increasing number of flight routes and the expansion in the scale of operation. In response to our increasing fleet size, EVA Air has formulated a series of fuel conservation projects, and plans to purchase the latest energy-efficient aircrafts. Relevant details are outlined in section 4-3-2.

Aircraft Fuel Consumption

Item\Year	2013	2014	2015
Aircraft Fuel Consumption (USG)	529,905,531	555,027,204	573,141,057
Revenue Tonne Kilometer (RTK)	6,769,582,645	6,811,390,640	6,819,930,458
Aircraft Fuel Consumption Intensity (USG/RTK)	0.078	0.081	0.084



Note 1: The numbers above, reflect the total fuel consumption for operating flights in US Gallons, and do not include maintenance fuel, flight trainings, test flights, etc.

Note 2: Revenue Tonne Kilometer (RTK): Passenger and Cargo Weight (Tonne) x Mileage (km).

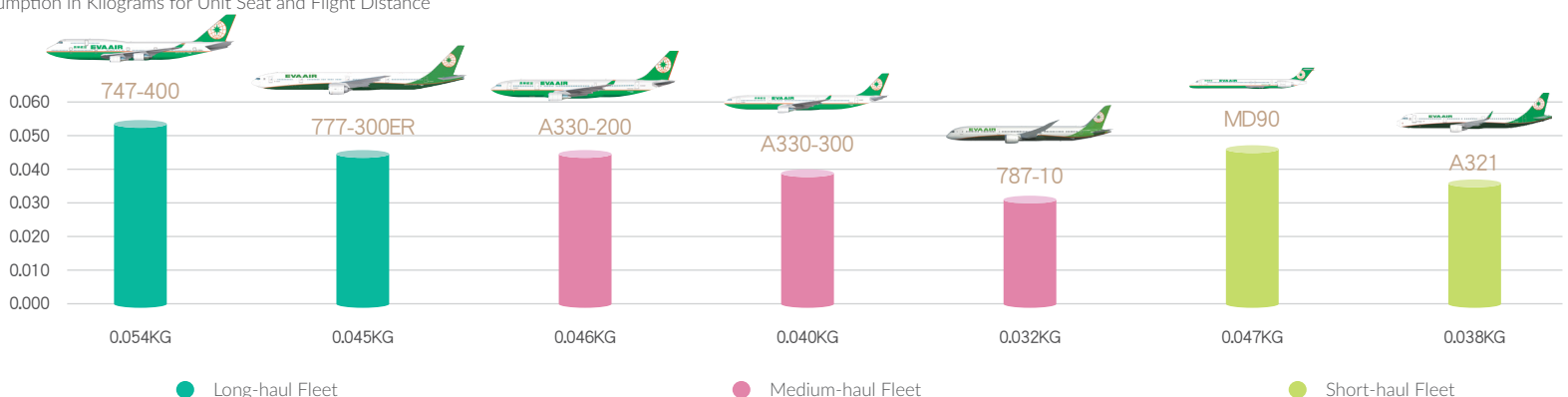
Note 3: Operating Flight Fuel Consumption Intensity = Operating Flight Fuel Consumption / Revenue Tonne Kilometer




4-3-2 Fuel Conservation Measures

The “Sustainable Environment Promotion Sub-Committee” organizes and implements EVA Air’s various aircraft fuel conservation measures, including the analysis of fuel efficiency for different aircraft models, and the optimal aircraft selection based on the flight length (short, medium and long-haul) and the number of passengers. In addition, various fuel conservation projects in terms of fleet modernization, aircraft weight reduction, flight operation, aircraft maintenance, etc., are continuously implemented to execute IATA’s carbon reduction strategy and respond to the government’s call to save energy and reduce carbon and greenhouse gas emissions. The relevant details and the fuel conservation results for various projects over the years are summarized below:

Fuel Conservation Measures

Main Project	Sub Projects	Details																								
Fleet modernization	Introduction of the latest energy-efficient aircrafts	<p>Purchase the latest Boeing 787 Dreamliner, and continue to introduce energy-efficient passenger aircrafts such as Boeing 777-300ER, Airbus A321, etc. In comparison with the replaced aircrafts, fuel consumption is expected to be reduced by 20% to 25%.</p> <p>EVA Air Aircraft Model Fuel Efficiency Comparison Fuel Consumption in Kilograms for Unit Seat and Flight Distance</p>  <table border="1"> <caption>EVA Air Aircraft Model Fuel Efficiency Comparison Data</caption> <thead> <tr> <th>Aircraft Model</th> <th>Fuel Consumption (KG)</th> <th>Fleet Type</th> </tr> </thead> <tbody> <tr> <td>747-400</td> <td>0.054</td> <td>Long-haul Fleet</td> </tr> <tr> <td>777-300ER</td> <td>0.045</td> <td>Long-haul Fleet</td> </tr> <tr> <td>A330-200</td> <td>0.046</td> <td>Medium-haul Fleet</td> </tr> <tr> <td>A330-300</td> <td>0.040</td> <td>Medium-haul Fleet</td> </tr> <tr> <td>787-10</td> <td>0.032</td> <td>Medium-haul Fleet</td> </tr> <tr> <td>MD90</td> <td>0.047</td> <td>Short-haul Fleet</td> </tr> <tr> <td>A321</td> <td>0.038</td> <td>Short-haul Fleet</td> </tr> </tbody> </table>	Aircraft Model	Fuel Consumption (KG)	Fleet Type	747-400	0.054	Long-haul Fleet	777-300ER	0.045	Long-haul Fleet	A330-200	0.046	Medium-haul Fleet	A330-300	0.040	Medium-haul Fleet	787-10	0.032	Medium-haul Fleet	MD90	0.047	Short-haul Fleet	A321	0.038	Short-haul Fleet
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787-10	0.032	Medium-haul Fleet																								
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A321	0.038	Short-haul Fleet																								

Main Project	Sub Projects	Details
Aircraft Weight Reduction	Weight Reduction of Service Items	Adopt new and lighter meal carts and utensils to reduce the load on the aircraft.
	Water Load	Adjust the loading of on-board water supply in accordance with the flight route characteristics and the actual number of passengers.
	New Baggage and Cargo Container	Adopt new and lighter baggage and cargo containers to replace the old and heavier version.
	Electronic Flight Bag	Replace the on-board paper manuals with electronic flight bags (EFB).
Flight Operation	Flight Plan Optimization	Optimization of the flight route and atmospheric layer selection and precise control of the aircraft takeoff weight for the calculation of the most economized fuel load, to reduce fuel consumption and greenhouse gas emission.
	Flight Operating Procedure Adjustments	Revision of the standard operating procedures for flight crew with reference to the fuel conservation plans and measures proposed by the original aircraft manufacturer.

Main Project	Sub Projects	Details
Flight Operation	Flight Route Optimization	<p>Regular reviews of the latest published flight route information to select the best flight routes and boost flight efficiency.</p>  <p>Taipei-Yancheng Original Flight Route Taipei-Yancheng Optimized Flight Route</p>
	Aircraft Performance and Fuel Consumption Monitoring	Regular tracking of every aircraft’s performance trend and monitoring of the fuel consumption for each flight route; adjustment of fuel calculation factors in accordance with the actual usage to avoid excess fuel loading.
	Alternate Airport Selection	Timely evaluation of new information regarding each destination’s nearby airports, and selection of alternate airports that are closer in location and equipped with airport facilities that comply with the take-off and landing standards, to reduce fuel loading and carbon emissions.

Main Project	Sub Projects	Description
Flight Operation	Aircraft Weight Control	Request the operations department to supply the accurate number of passengers and cargo weight information prior to flight plan production to precisely calculate the aircraft weight and the required fuel load.
	Aircraft Center of Gravity Control	Set up comprehensive passenger seating plans and baggage and cargo loading procedures to optimize the position of the aircraft's center of gravity and boost fuel efficiency.
	Decrease the Usage of the Auxiliary Power Unit (APU)	Utilize airport facilities for aircraft power supply and air conditioning during ground operations to reduce the usage of APUs; not only will this reduce greenhouse gas emissions, but it also effectively reduces noise pollution on the apron.

Main Project	Sub Projects	Details
Flight Operation	Fuel Policy Improvement	Observe the latest laws and regulations, and adjust the fuel policy according to the system analysis of fuel load and consumption to improve efficiency.
Aircraft Maintenance	Reinforce operational inspections of aircraft maintenance	Pay extra attention to aircraft conditions during pre-flight inspections or regular maintenance to ensure that the aircraft exterior and performance are kept at an optimum level.
	Regular Aircraft Cleaning	Conduct regular cleaning of aircrafts and engines to improve engine performance and reduce aircraft resistance so as to boost fuel efficiency
	Maintenance for Fuel Conservation	Monitor each aircraft's flight release situation in accordance with the Minimum Equipment List (MEL), and list items that will increase fuel consumption as top priorities for maintenance, in order to reduce excess fuel load and consumption.

Results of major fuel conservation measures for the past three years

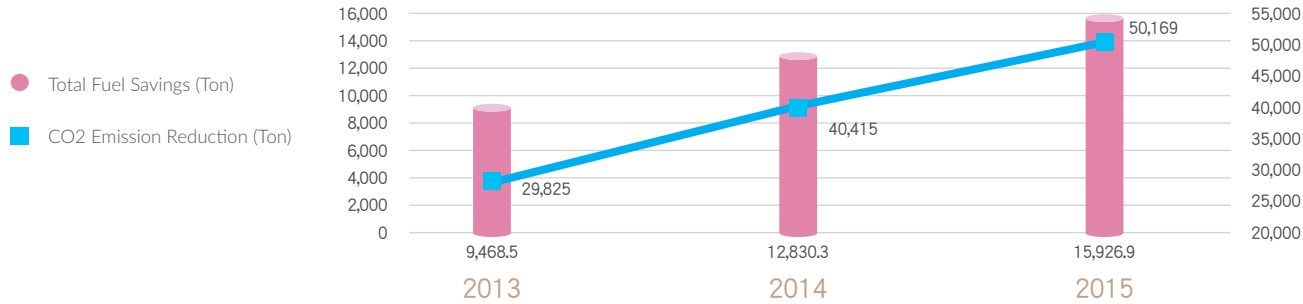
Note 1: According to domestic research, depending on the type of tree, one 20-year-old forest tree can absorb about 11 to 18 kg of carbon dioxide per year. This table was calculated based on a 12 kg absorption capacity. (Source: EPA Low Carbon Living Website <http://ecosmart.tenki.tw/count.php>)

Note 2: Basis of calculation for CO₂ emission reduction, 1 ton of aviation fuel = 3.15 Tonne CO₂e. (Source of emission factor: IPCC Find EF Website http://www.ipcc-nggip.iges.or.jp/EFDB/find_ef.php)

Note 3: Projects with fuel conservation results related to aircraft weight reduction utilized actual fuel consumption/takeoff weight to calculate the fuel efficiency per unit weight.

Project/Year	Unit	2013	2014	2015
Flexible adjustment of water load 	Ton	1,087.9	1,368.1	1,238.1
Fuel Policy Improvement 	Ton	Unquantified	771.1	792.9
Alternate Airport Selection 	Ton	1,698.7	1,310.7	1,517.9
New Baggage and Cargo Container 	Ton	Unquantified	406.1	2,772.0
Flight Plan Optimization 	Ton	5,283.6	5,237.4	6,500.0
APU Usage Reduction 	Ton	1,373.2	3,635.7	2,971.8
Electronic Flight Bag 	Ton	25.1	30.9	36.3
Flight Route Optimization (with Yancheng as example) 	Ton	Unquantified	70.3	97.9
Total Fuel Savings 	Ton	9,468.5	12,830.3	15,926.9
Energy Unit	Megajoule	397,102,497	538,094,119	667,963,432
CO ₂ Emission Reduction 	Tonne CO ₂ e	29,825	40,415	50,169
Comparable to tree planting 	No. of trees	2,485,416	3,367,916	4,180,750

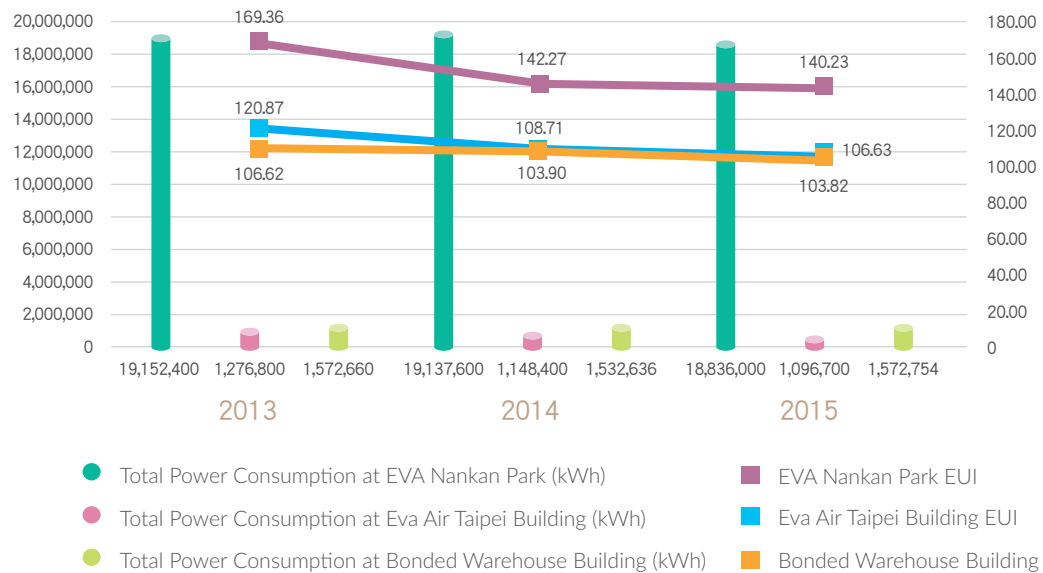
Total Fuel Conservation Results



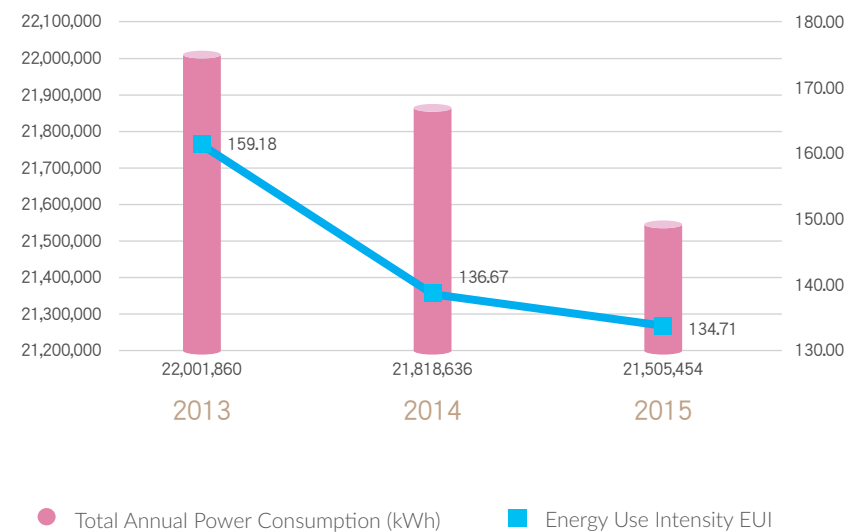
4-3-3 Monitoring Power Consumption at Major Sites

EVA Air monitors the power consumption at its operating locations in Taiwan (EVA Nankan Park, EVA Air Taipei Building and Bonded Warehouse Building) to implement energy-saving and carbon reduction measures, and to confirm the results of various energy conservation projects. The power consumption data of the Taiwan operating locations for the past three years show a gradual reduction in power consumption after the implementation of various energy conservation projects.

Monitoring of Power Consumption and Energy Use Intensity at Major Sites



Total Power Consumption and Energy Use Intensity Changes



4-3-4 Ground Operation Energy-saving Actions

EVA Air is not only devoted to energy-saving and carbon reduction measures for aircrafts. We continuously push for energy-saving actions for ground operations. In 2015, the overall Energy Use Intensity(EUI) was 134.71kWh/m², 27.7% lower than the office building EUI reference value of 186.2 kWh/m² stated in the building electricity consumption reference index published by the Bureau of Energy, Ministry of Economic Affairs. Additionally, the introduction of the ISO 50001 Energy Management System in 2015 marks yet another step towards the goal of sustainable management through the implementation of ground operation energy-saving measures.

EVA Air Nankan Park Energy Conservation Case Example

Item	Key Improvements	Energy Savings (kWh)	Total Energy Savings (kWh)	Energy Unit (Unit: megajoules)	CO2 Emission Reduction (Unit: Tonne CO2e)
Lighting Fixture Energy Conservation	LED lights have replaced fluorescent tubes; 1515 units were replaced in 2015.	199,022	252,670	909,167	131
Air Conditioning System Energy Conservation	Reinforce air conditioning system operation management to reduce power consumption and waste.	53,648			
Television Set Renewal	Replacement of old television sets, expected to be completed by 2016.	Each television power rating is reduced from 85W to 72W.			

Note 1: Television set replacement is expected to be completed by July 31, 2016.

Note 2: The air conditioning energy savings are estimations made with reference to the energy baseline of the air conditioning system (from January 2014 to July 2015).

Note 3: Lighting energy savings are estimations made based on the power consumption of the replaced lighting fixtures.

Note 4: Electricity emission factor utilized the 2014 value published by the Bureau of Energy.

• Lighting Fixture Energy Conservation Project

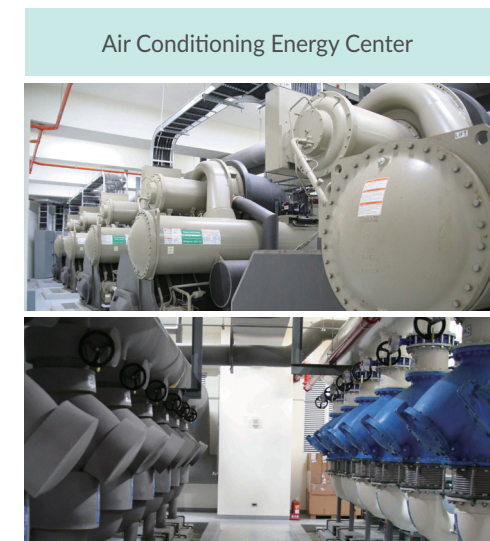
In 2015, EVA Nankan Park underwent interior renovations and restoration of the building's exterior wall. In the same year, a total of 1515 units of traditional T8 or T9 fluorescent tubes were replaced by LED lighting fixtures with lower power consumption. The new lighting maintains the same level of brightness for office employees, yet at the same time offers higher energy conversion efficiency and greatly reduces electricity usage. Furthermore, for areas which do not require continuous illumination, automatic infrared sensor switch devices are being successively installed to avoid wasting electricity.

• Air Conditioning System Energy Conservation Project

Indoor air conditioning is the main item for power consumption in the office area. In 2015, alongside the introduction of the ISO 50001 Energy Management System, reduction in the electricity usage of the air conditioner was also set as the top-priority target. Besides utilizing the energy-efficient Variable Air Volume (VAV) system on the air exit side of the air conditioner, a highly efficient inverter air conditioning system is used to flexibly adjust the number of times the chilled water system operates, and variable frequency equipment is installed onto the zone pumps and cooling towers. In addition, since August 2015, the water temperature produced by the air conditioning chilled water system has received a reasonable uniform adjustment by the EVA Nankan Park Air Conditioning Energy Center to reduce electricity consumption and waste.

• Television Set Replacement

In conjunction with the EVA Nankan Park interior renovation, the Company's old television sets are progressively replaced by LCD televisions with a lower power consumption of 72W since 2015. The replacement is expected to be completed by July 2016.



4-3-5 Green Product Procurement

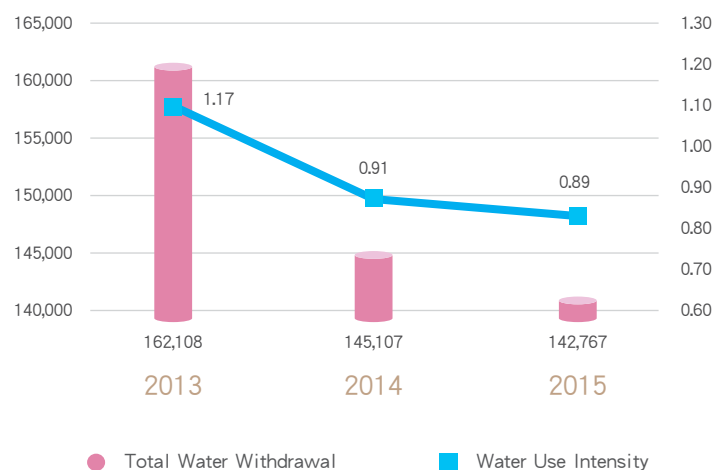
In the operational aspect, whether for the purchase of inflight service items or office supplies, EVA Air conducts green procurement in accordance with the relevant regulations of ISO 14001 Environmental Management System and ISO 50001 Energy Management System. Besides regarding environmental and energy conservation labels as the main consideration for our procurement, EVA Air also invites our suppliers to sign the "Supplier Partnership Social Responsibility Policy for Sustainable Development", to influence the supply chain and get suppliers to: follow through with environmental protection with energy conservation and carbon reduction, prioritize local procurement, reduce energy waste, reuse and recycle, reduce waste production, observe environmental laws, establish an environmentally sustainable operation and reduce resource waste and the environmental impact of the operation through these measures.

4.4 Waste Reduction Measures and Management

4-4-1 Water Resources Management

Water for EVA Air's Taiwan operating locations is mainly supplied by the Taiwan Water Corporation. A small portion of EVA Nankan Park's water comes from recycled water (rain and condensate recovery). Products with water conservation labels were given priority in the procurement of kitchen and restroom amenities for our office buildings. Water faucets with automatic infrared sensors were installed in the majority of our restrooms. Adjustments to the water discharge settings were made and promotional activities to disseminate the water conservation concept among our employees are held from time to time to optimize the usage of water resources. The ISO 14001 Environmental Management System was introduced in 2015. A condensate collection system was added to the existing rainwater collection system to improve the efficiency of water recycling. EVA Air's water withdrawal for our operations in 2015 did not cause significant effects on any water sources.

Water Use



Total Volume of Recycled Water

Item	Unit	Cumulative Total Volume of Recycled Water
Rainwater	(m³)	2,159
Condensate	(m³)	54
Total Recycled Volume	(m³)	2,213
Ratio of Total Recycled Volume to Total Water Withdrawal in 2015	(%)	1.5

Note 1: The recycled water volume statistical data are obtained from the recycling system water meter.

Note 2: Recycled water is collected and entirely utilized at EVA Air's Second Training Building.

Note 3: The recycling data reflect the cumulative total volume of recycled water collected from the system installation date (rainwater collection: November 2013 / condensate collection: December 2015) to January 20, 2016

Region	Unit	Annual Tap Water Consumption			Difference between 2015 and 2014
		2013	2014	2015	
EVA Nankan Park	m³	149,801	132,342	129,914	-1.8%
EVA Air Taipei Building	m³	7,706	7,708	6,901	-10.5%
Bonded Warehouse Building	m³	4,601	5,057	5,952	17.7%
Total Water Withdrawal	m³	162,108	145,107	142,767	-1.6%
Floor Area	square meter	138,223	159,640	159,640	—
Water Use Intensity	m³/square meter	1.17	0.91	0.89	-1.6%

Note: The water consumption data are obtained from the water bills of EVA Air's EVA Nankan Park, EVA Air Taipei Building and Bonded Warehouse Building for the respective years.

4-4-2 Wastewater Monitoring

Although EVA Air's EVA Nankan Park is not listed as a restricted wastewater discharge source, the Company still observes our nation's environmental protection laws and regulations, and conducts effluent water testing every 6 months to reduce our operations' impact on the environment. The Park's wastewater is also listed as a controlled item in the ISO 14001 Environmental Management System, and undergoes regular wastewater discharge quality tests by certified environmental inspection companies to ensure that the wastewater meets the domestic effluent standards. The relevant test report is filed for competent authorities to conduct future inspections. There were no records of environmental impacts caused by wastewater discharges in 2015.

EVA Nankan Park Domestic Wastewater Test

Discharge Type: Domestic Wastewater	Water Temperature	Hydrogen Ion Concentration	Biochemical Oxygen Demand	Chemical Oxygen Demand	Suspended Solids	Coliform Bacteria
Unit	°C	-	mg/L	mg/L	mg/L	CFU/100mL
Effluent Standard	38	6.0-9.0	30	100	30	2.0x10 ⁵
2015 Test Value	25.9	7.9	15	28.3	8.2	6.2x10 ³

Note: The effluent standard references the wastewater quality of existing buildings' wastewater treatment facilities and the value limits as published by the EPA

4-4-3 Waste Management

The waste generated by EVA Air's office buildings and areas of operations, such as EVA Nankan Park, EVA Air Taipei Building and Bonded Warehouse Building, is deposited at designated storage sites in accordance with the appropriate laws and regulations, and sorted as categories of recycle, reuse and hazardous industrial waste. Professional and legal recycling and disposal service providers are entrusted with the recycling and disposal processes, with no issue with the handling of transboundary movements of hazardous wastes. The responsible departments will track and audit the waste disposal practices on a regular basis to ensure the legality and safety of the ultimate disposal. EVA Air was not involved in any major waste or fuel leak incidents in 2015.

Disposal Method	Incineration			Recycle						
	General Waste	Hazardous Industrial Waste	Waste Light Tube	Paper	Tin Can	Aluminum Can	Hard Iron	PET Bottles	Plastic	Aluminum Foil
Weight	221,560	46.5	100.7	71,340.0	735.0	324.0	35,580.0	1,089.1	610.0	770.0
Total Weight (Categorized by Disposal Method)	221,606.5			110,548.8						
Ratio	67%			33%						

Note 1: The scope of the statistics is EVA Air's Nankan Park (Unit: kg)

Note 2: The waste disposal methods reference waste disposal records and delivery forms and information supplied by waste disposal contractors.

4-4-4 Waste Reduction Measures

EVA Air cherishes resources and has always stood by the 3R principle: Reduce, Reuse and Recycle. To truly practice waste reduction, various dissemination and improvement measures have been put in place with the goal of boosting the recycling rate in three years time from 29.57% before the introduction of ISO 14001 Environmental Management System to 31.37%. In so doing, the environmental impact of waste will be reduced.

Waste Reduction Measures

Inflight Waste Reduction Measures	Electronic Flight Bag (EFB)	Electronic versions of all types of operation manuals were created so pilots may access the information with their iPads. Various aircraft models were successively equipped with EFBs on board since 1998, replacing paper documents, manuals and flight charts with electronic versions.
	Implementation of Inflight Waste Sorting	The cabin crew operation manual was updated to expressly stipulate the inflight waste recycling regulations and disposal methods, and request actual execution.
	Re-reading and Reuse of Newspapers	To reduce newspaper waste, EVA Air passengers are requested to fold the newspapers neatly after reading and pass them over to other passengers for re-reading.
Ground Operation Waste Reduction Measures	Improve Office Area Recycling Facilities	New recycling bins with neat and standardized appearance were procured for easy identification.
	Employee Cafeteria Meal Report Control	The employee cafeteria missed meal rate was placed under the environmental performance indicator control. Each department was requested to account for the number of employees who had a meal for the day and to report online to avoid food waste and leftovers.
	Reuse Old Furniture	In conjunction with EVA Air's interior renovations, an inventory of all old furniture was conducted and listed online for employees to purchase. It was met with overwhelming response.
	E-ticket and E-freight	The IATA-promoted implementation of e-ticket and e-freight was completed.
	Electronic Official Documents	An electronic system for official documents was adopted; traditional paper documents and faxes are now sent electronically. Not only does it reduce paper usage, but it also reduces processing time and boosts efficiency.
	Electronic Aircraft Maintenance Forms	With the introduction of the electronic signature authentication technology, the paperless maintenance form electronic signature system was established to help aircraft maintenance achieve the goal of paperless processing.
	Electronic Office Manuals and Documents	With office automation and the introduction of the e-signature authentication technology, all manuals and documents in the office have become electronic. Employees may access the internal manuals and documents online. This not only reduces paper printing, but also reduces the space needed for data storage, achieving the goal of environmental and energy conservation.

4-4-5 Air Pollutant Emission Estimation

EVA Air's main sources of air pollution are aircrafts and ground vehicles. All our ground vehicles undergo regular tests in accordance with the environmental protection laws and regulations to ensure that their emissions meet the national standards. All our aircrafts also undergo regular maintenance as suggested by their original manufacturers. Moreover, EVA Air voluntarily conducts estimations of our sulfur oxide (SOx) and nitrogen oxide (NOx) emissions based on fuel consumption to gain insights into trends, prepare for any changes in future regulations, and maintain the Company's performance at a higher level than the legal standard.

Sox and NOx Emission Estimation

Item/Year	2013	2014	2015
Aircraft SOx	45.521	48.71	50.91
Aircraft NOx	474.55	507.73	530.72
Ground Vehicle SOx	Unquantified	Unquantified	0.002
Ground Vehicle NOx	Unquantified	Unquantified	0.478

Note 1: Aircraft SOx: calculated using the conversion coefficient (0.000891 tons/LTO) suggested by the U.S. Environmental Protection Agency.

Note 2: Aircraft NOx: calculated using the conversion coefficient (0.009288 tons/LTO) suggested by the U.S. Environmental Protection Agency.

Note 3: LTO: Landing-Takeoff Cycle

Note 4: Ground vehicle Sox and NOx Estimations: calculated using the 2010 emission factor published by Environmental Protection Administration.

Note 5: Calculation of the Ground Vehicle SOx and NOx data start from 2015.

EVA AIR

Cafeteria



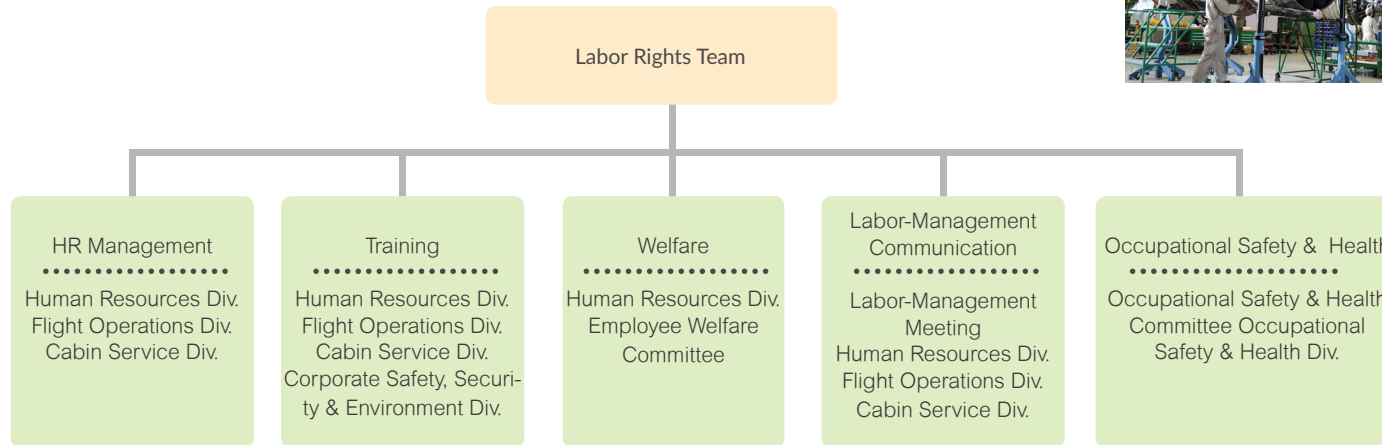
Employee Welfare and Training



EVA Air is committed to creating a healthy and safe working environment. We value our employees' views, rights and interests, and provide them with attractive remuneration, benefits, as well as family care resources. The Company also established a comprehensive training and promotion system, advocating a friendly culture of equal rights, to offer our employees a pleasant work life. EVA Air devotes every effort to fulfill our corporate social responsibility.

Employee Welfare and Training

Duties Segregation of Labor Rights Team in Corporate Social Responsibility Committee



5-1 Employee Structure

The aviation transportation is a labor-intensive, international and highly technological service industry. EVA Air recruits through public recruitment channels, where a fair selection process is conducted to acquire great talents. The Company provides local residents with job opportunities as much as possible. Internal job rotations are arranged from time to time during recruited talents' employment based on their professional competence and career planning. In so doing, we hope to appoint the appropriate and competent persons to the right jobs to achieve the objective of sustainability.

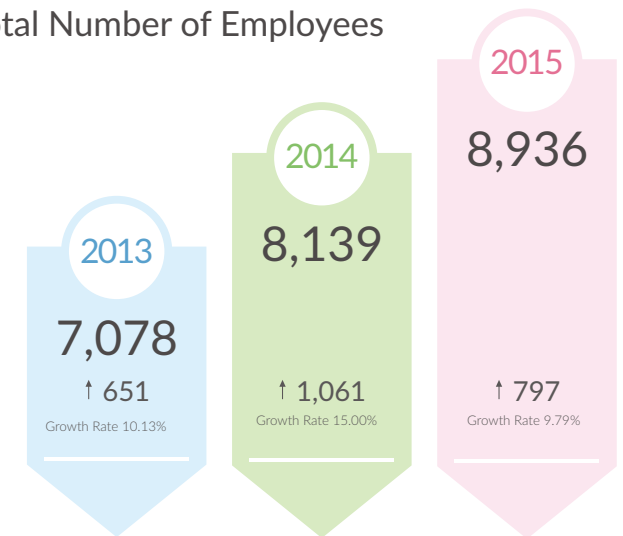
5-1-1 Total Number of Employees

EVA Air divides employees into two main categories based on their professional skills: "Inflight Service" and "Ground Service". Inflight service personnel include flight crew and cabin crew members, while ground service personnel comprise employees responsible for the airport operations, passenger and freight business/reservation/ticketing, aircraft maintenance, flight dispatch and other administrative duties.

In response to business growth and different market demands during the low and peak seasons, the Company made adjustments to the flight routes and fleet. Substantial increases in the allocation of manpower were also made pursuant to relevant safety regulations. In 2015, the number of employees hired by EVA Air increased by more than 5% as compared to the prior two years.

In 2015, EVA Air had a total of 8,936 employees around the world; 5,735 females (64.18%) and 3,201 males (35.82%). There were 8,589 regular employees and 347 contingent employees, among whom, 40 are apprentices and 307 are inflight trainees.

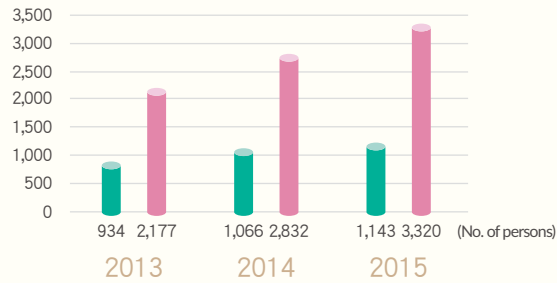
Total Number of Employees



Note: Growth Rate = (total number of employees at the end of the year - total number of employees at the end of the preceding year) / total number of employees at the end of the preceding year.

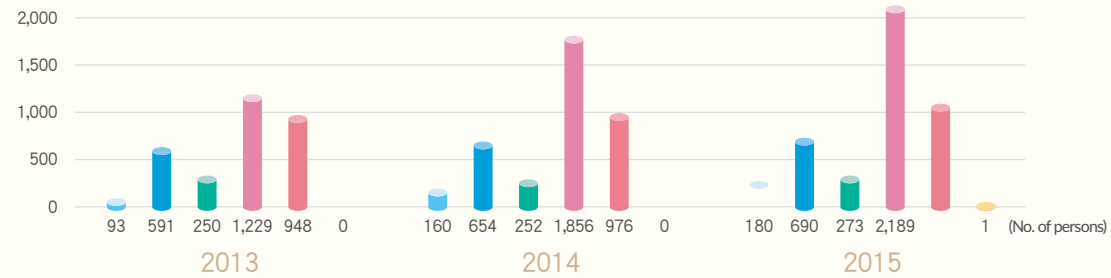
Total Number of Employees by Category & Gender

Inflight Service



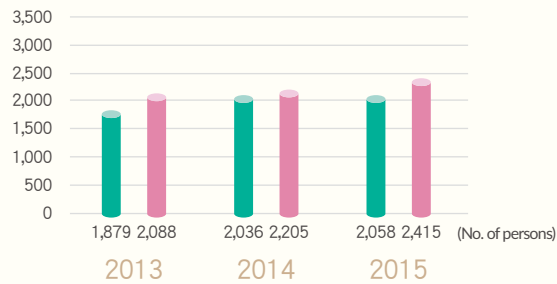
Total Number of Employees by Category, Age & Gender

Inflight Service

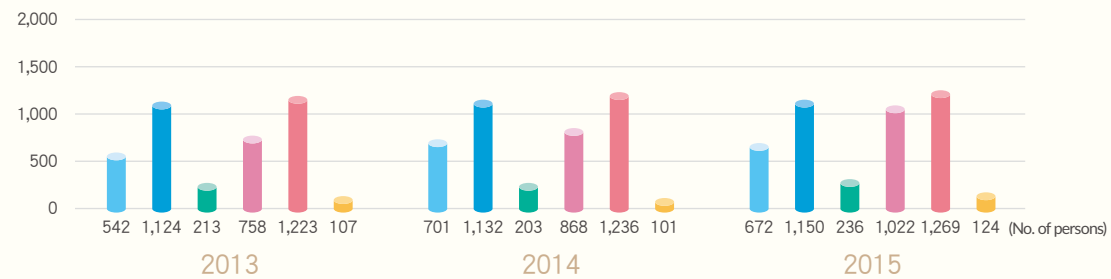


2015
Total number of male inflight personnel: **1,143**
2015
Total number of female inflight personnel: **3,320**

Ground Service



Ground Service



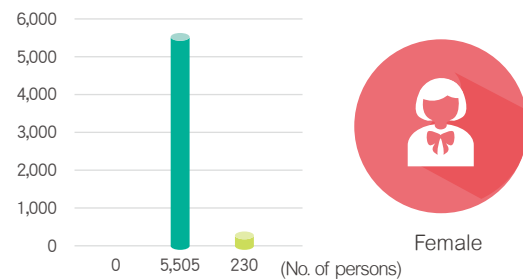
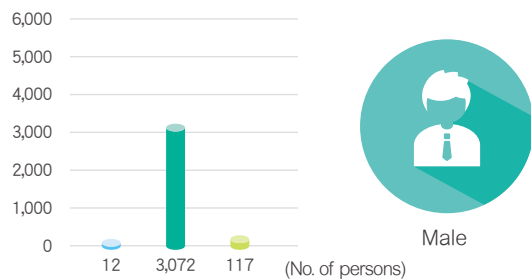
2015
Total number of male ground personnel: **2,058**
2015
Total number of female ground personnel: **2,415**

● Male ● Female

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

Note: The numbers listed herein include regular and contingent employees.

2015 Total Number of Employees by Employment Type & Gender



● Regular employees (fixed-term contract)
● Regular employees (indefinite-term contract)
● Contingent employees

Note: Regular employees with fixed-term contracts include doctors and flight training consultants. The remaining regular employees are those with indefinite-term contracts. Contingent employees include apprentices and trainees.

Total Number of Employees: 8,936



• Recruitment and Turnover Management

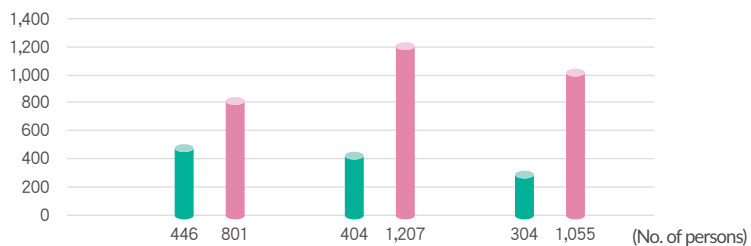
To fill the flight and ground service job vacancies for EVA Air's operations, each department first assesses its manpower requirements based on its business volume before the Human Resources Division proceeds with recruitment through various public recruitment channels, such as posting recruitment notifications on the Company's official website or Facebook account, advertising on job banks, actively participating in campus recruitment events, etc. Our recruitment procedure abides by the labor law and regulations of the recruitment location. EVA Air does not employ child labor, and the selection procedure is prudent and fair. In 2015, there were a total of 1,359 newly hired employees.

The Human Resources Division periodically carries out data analysis on the job type, regional category and seniority of the employees who resigned, in order to obtain an overview of the employee turnover patterns. In 2015, 746 employees resigned, accounting for a resigned rate of 0.70%, which is lower than the past three years' average of 0.72%. From 2013 to 2015, the overall average employee turnover rate was 1.10%; lower than the rate of 1.14% from 2012 to 2014. This appears that the employee turnover is getting increasingly stable.

In a 2015 sample survey conducted by "Cheers" magazine on fresh graduates for "Favorite Enterprises of the New Generation", EVA Air came in 5th and topped the airline industry due to the excellent flight safety image. This shows that the hard work that EVA Air has put in for the promotion of flight safety has gained the recognition and favor of fresh graduates.

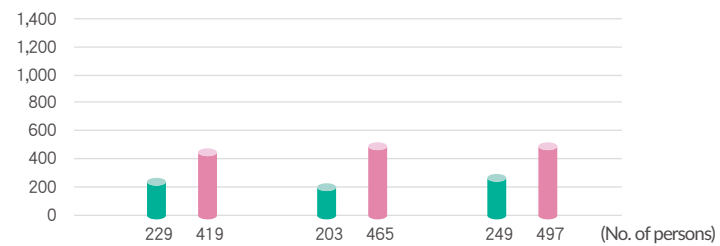
Analysis on Newly Hired and Resigned Employees

📍 New Employees



Number of New Employees	1,247	1,611	1,359
Employee Entry Rate	1.48%	1.65%	1.27%

📍 Resigned Employees



Number of Resigned Employees	648	668	746
Employee Resigned Rate	0.77%	0.68%	0.70%

● Male ● Female

Note 1: The employee numbers listed herein exclude apprentices.

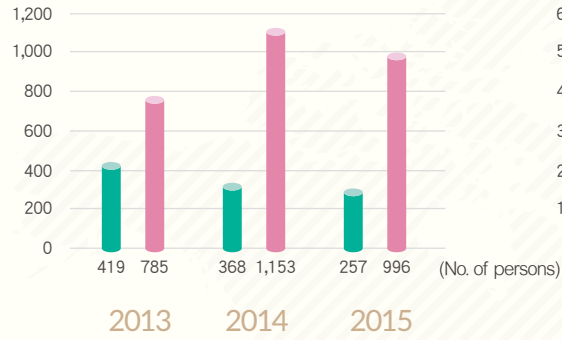
Note 2: Formula to calculate Employee Entry Rate: number of new employees / 12 months / total number of employees at the end of the year.

Note 3: Formula to calculate Employee Resigned Rate: number of resigned employees / 12 months / total number of employees at the end of the year.

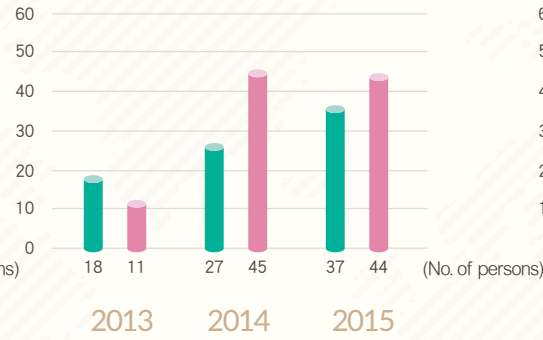
Note 4: Formula to calculate Employee Turnover Rate: (sum of employee entry rate and employee resigned rate for 2013)/2 + (sum of employee entry rate and employee resigned rate for 2014)/2 + (sum of employee entry rate and employee resigned rate for 2015)/2 / 3.

📍 New Employees ● Male ● Female

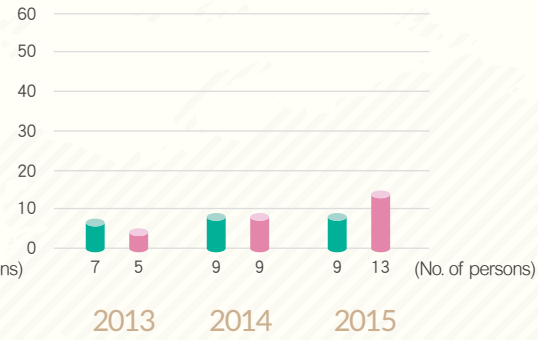
Asia



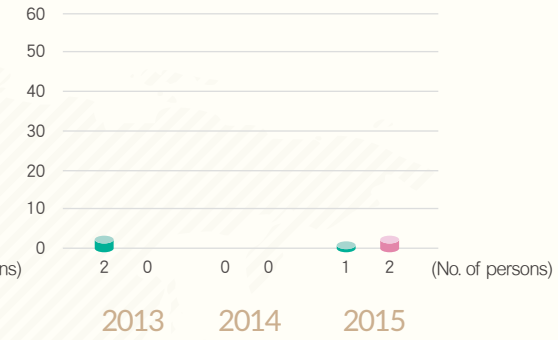
America



Europe

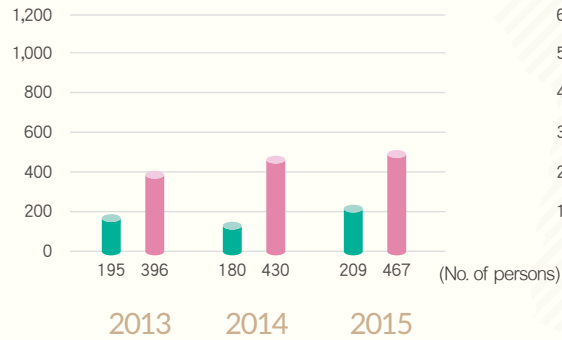


Oceania

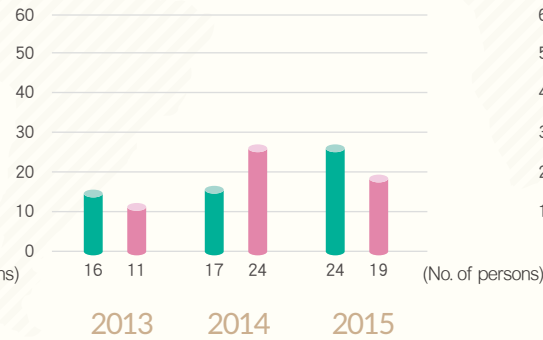


📍 Resigned Employees ● Male ● Female

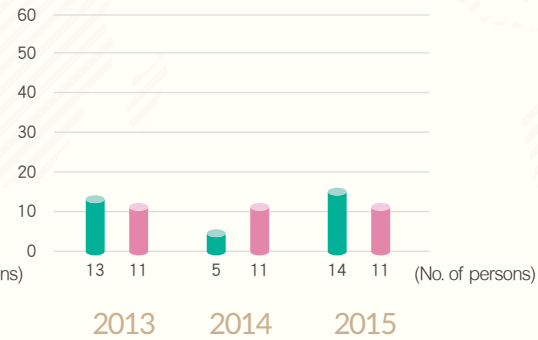
Asia



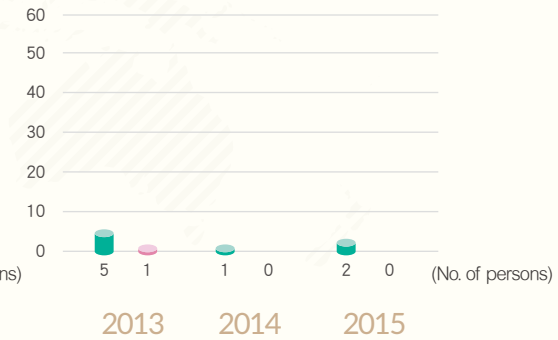
America



Europe

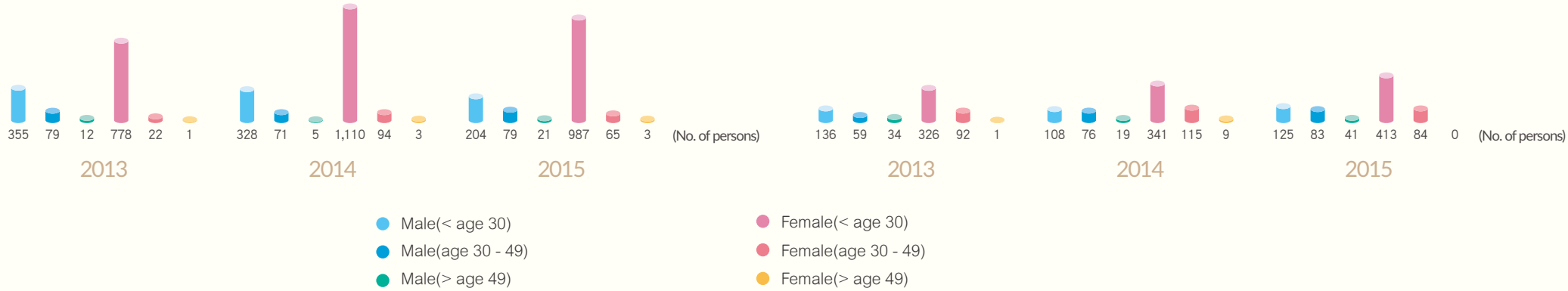


Oceania



New Employees

Resigned Employees

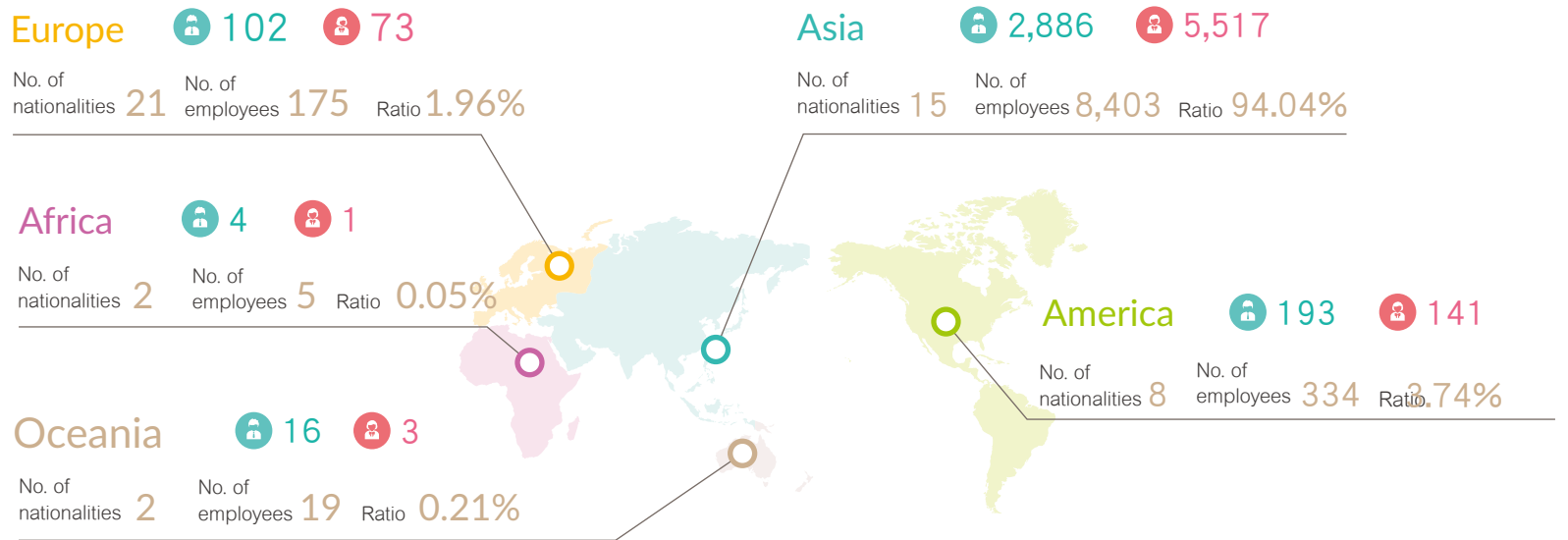


5-1-2 Employee Categories

Fair Working Environment

EVA Air has operating locations all over the world, with a diversified employee composition. We are aware that the efforts and contributions of our employees in various countries are integral to business sustainability. Hence, EVA Air promises that there will be no difference in treatment or discrimination for reasons of gender, race, nationality, physical condition, religion, political affiliation or marital status. We shall continue to provide our employees in different countries with a friendly and fair working environment.

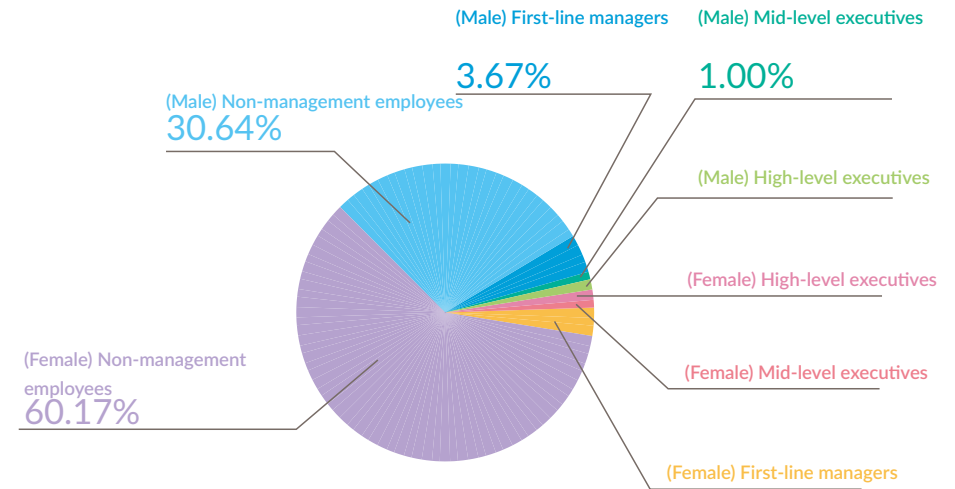
2015 Total Number of Employees by Nationality & Gender



Total Number of Employees (Male: 3,201, Female: 5,735) ► 8,936

2015 Total Number of Employees by Rank & Gender

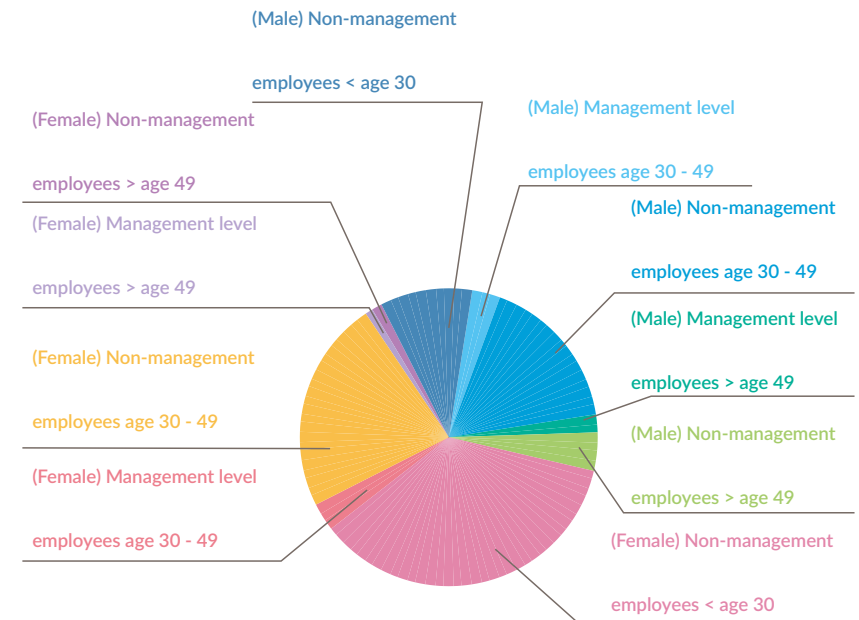
Rank \ Gender		Male		Female	
		No. of Employees	Percentage of Total No. of Employees	No. of Employees	Percentage of Total No. of Employees
Management level	High-level executives	46	0.51%	13	0.15%
	Mid-level executives	89	1.00%	54	0.60%
	First-line managers	328	3.67%	291	3.26%
	Sub-total	463	5.18%	358	4.01%
Non-management level		2,738	30.64%	5,377	60.17%
Sub-total		3,201	35.82%	5,735	64.18%
Total		8,936			



Note: Management level refers to ground service supervisory employees, including high-level executives (rank of deputy senior vice president and above), mid-level executives (rank of deputy junior vice president and junior vice president) and first-line managers (rank of deputy manager and manager); non-management level comprises ground service non-supervisory employees and inflight service personnel.

2015 Total Number of Employees by Rank, Age & Gender

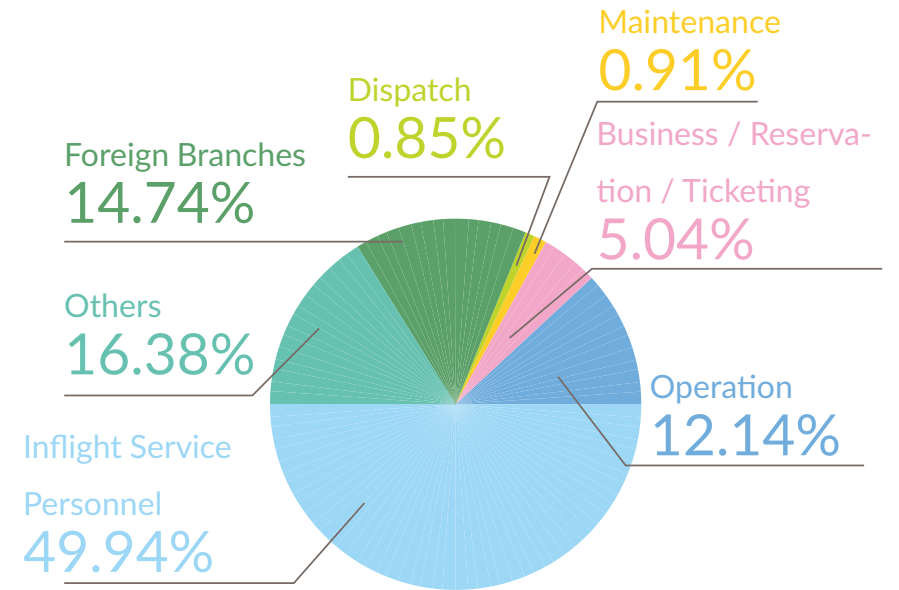
Rank / Age		Male		Female	
		No. of Employees	Percentage of Total No. of Employees	No. of Employees	Percentage of Total No. of Employees
Management level employees < age 30		0	0.00%	0	0.00%
Non-management employees < age 30		852	9.53%	3,211	35.94%
Management level employees age 30 - 49		309	3.46%	307	3.44%
Non-management employees age 30 - 49		1,531	17.13%	2,092	23.41%
Management level employees > age 49		154	1.72%	51	0.57%
Non-management employees > age 49		355	3.97%	74	0.83%



2015 Total Number of Employees by Job Category, Rank & Gender

Management Level / General Personnel by Job Category						
Job Category		Gender	No. of Management-level Employees	No. of General Personnel	Percentage of Total No. of Employees	
Ground Service Personnel	Operation	Male	58	486	6.09%	
		Female	24	517	6.05%	
	Business / Reservation / Ticketing	Male	22	132	1.72%	
		Female	41	256	3.32%	
	Maintenance	Male	33	45	0.87%	
		Female	0	4	0.04%	
	Dispatch	Male	16	52	0.76%	
		Female	1	7	0.09%	
	Foreign Branches	Male	140	480	6.94%	
		Female	61	636	7.80%	
	Others	Male	194	400	6.66%	
		Female	231	637	9.72%	
	Ground Service Personnel		Male	463	1,595	23.03%
			Female	358	2,057	27.03%
Inflight Service Personnel 1,171 Flight Crew Members 3,292 Cabin Crew Members		Male	1,143		12.79%	
		Female	3,320		37.15%	

Note: Formula to calculate: Total number of employees of specified job category and specified gender (incl. management level and general personnel) / Total 8,936 employees.



Number of Indigenous Employees

Year	2013	2014	2015
No. of Indigenous Employees	18	25	32
Percentage	0.25%	0.31%	0.36%

Note: Formula for Percentage: Number of indigenous employees / Number of employees at the end of the year.



2015 Total Number of Employees by Education Level & Gender

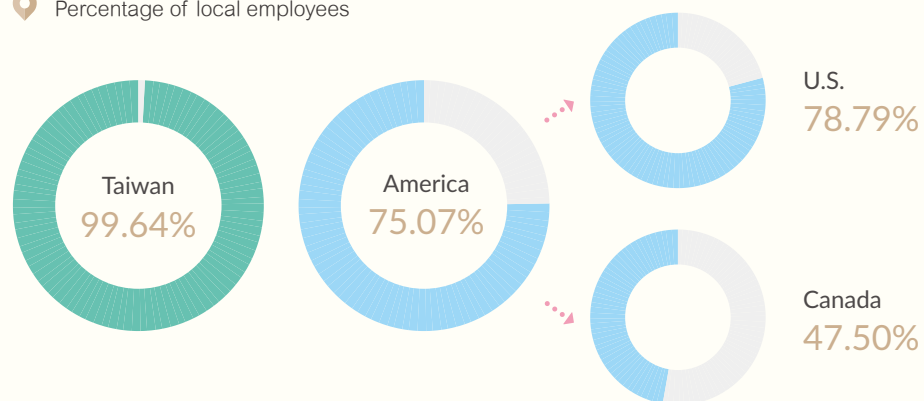
Education Level \ Gender	Male		Female	
	No. of Employees	Percentage of Total No. of Employees	No. of Employees	Percentage of Total No. of Employees
Ph.D.	2	0.02%	2	0.02%
Master's Degree	395	4.42%	183	2.05%
Bachelor's Degree	2147	24.03%	4491	50.26%
Diploma	434	4.86%	859	9.61%
Senior High (Vocational education)	210	2.35%	194	2.17%
Others	13	0.14%	6	0.07%

• Providing Local Job Opportunities

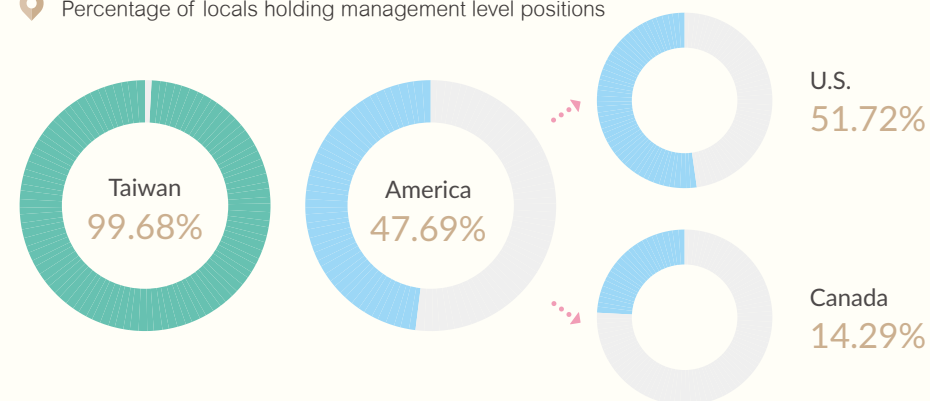
Taiwan and America (incl. U.S. and Canada) are EVA Air's "Major Operating Locations" with passenger and freight revenues exceeding 20% (inclusive) of the overall revenue. In 2015, EVA Air had a total of 7,180 employees in the Taiwan region, which accounted for 80.35% of our total work force, an increase as compared to 2014. The percentage of locals holding high-level management positions in Taiwan and America was 96.15%, fully demonstrating EVA Air's continuous effort to provide the residents of major operating locations with plentiful job and career advancement opportunities.

Percentage of locals holding management level positions at major operating locations

Percentage of local employees



Percentage of locals holding management level positions



Note 1: Formula for percentage of local employees: total number of local employees / total number of employees in the region.

Note 2: Formula for percentage of local employees holding management level positions: total number of local employees holding management level positions / total number of management-level employees in the region.

Note 3: Formula for percentage of local employees holding high-level management positions in Taiwan and America: total number of local high-level management executives in Taiwan and America / total number of high-level management executives in Taiwan and America.

Note 4: America, one of the Major Operating Locations, includes the U.S. and Canada.

- **Supporting Employment of People with Disabilities**

EVA Air takes the initiative to support the employment rights of the disabled by conducting content evaluation and job redesign for general administrative jobs with their conditions in mind. Arrangements are also made for other employees to provide the disabled employees with assistance to create a friendly working environment, thereby increasing their willingness to work and stay employed. By the end of 2015, EVA Air's employment of 71 persons with disabilities met the requirements of related laws and regulations.

Year	2013	2014	2015
Number of employees	25	48	55
Weighted number of employees	31	68	78

Note 1: The "Weighted number of employees" is calculated in accordance with the disabled employees' disability rating. For example: one employee with mild or moderate disability is counted as one person, while one employee with severe or very severe disability is counted as two persons.

Note 2: According to the law, the number of disabled employees with working capability must not be less than 1% of the number of employees covered by the Labor Insurance. The number of EVA Air employees covered by the Labor Insurance as at December 2015 was 7,197. According to the law, the required number of disabled employees is 71. As the actual weighted number of employees was 78, EVA Air exceeded the required number by 7 persons.

5-2 Generous Welfare System

EVA Air aims to be a happy enterprise. We provide employees with attractive remuneration, benefits and welfare, as well as family care. We also organize various group activities regularly to increase our employees' sense of identity and encourage them to join sports clubs to achieve a work-life balance. In so doing, they can be more focused in their job and produce good work performance; thus more talents will be attracted to join the Company.

5-2-1 Remuneration Standards

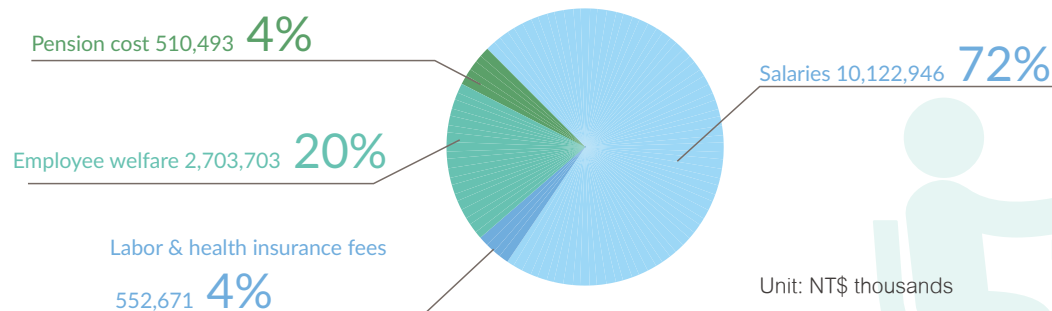
- **Comprehensive Remuneration System**

EVA Air abides by the local labor regulations of our various operating locations. We provide compensation and benefits that are better than the local standards, without gender differences. We also established a complete and transparent performance appraisal system and conduct performance appraisals every year according to job categories, with the appraisal results serving as the basis for rewards and promotion. The Human Resources Division also evaluates the overall remuneration policies regularly, and issues year-end bonuses every year based on the operational performance, the price level and employees' contribution, so as to increase employees' work motivation and reward high-performing talents.

- **Sufficient Workers' Retirement Reserve Funds**

In the Taiwan region, EVA Air's Finance Division engages external accountants every year to calculate if there are sufficient workers' retirement reserve funds as required by the law, and contributes to the regular employees' retirement reserve funds per month (11.9% for the old system; 6.0% for the new system). The labor pension fund is managed by the Bureau of Labor Funds, Ministry of Labor. As at December 31, 2015, the balance of EVA Air's Labor Retirement Reserve Fund account with the Bank of Taiwan was NTD 3,720,280,242, which is sufficient for the payment of the vested benefits of employees eligible for retirement in the following year.

2015 Salaries / Labor and Health Insurance / Employee Welfare / Pension



Analysis of Employee Pay Ratios

ITEM		TOTAL					
		2013		2014		2015	
		Male	Female	Male	Female	Male	Female
Male/female minimum salary according to employee categories	Flight crew members	1.35		1.41		1.39	
	Cabin crew members	-		-		1.12	
	Ground staff	1.11		1.10		1.14	
Male/female remuneration ratio according to employee categories	Flight crew members	1.33		1.38		1.38	
	Cabin crew members	-		-		1.02	
	Ground staff	1.11		1.10		1.14	
Male/female minimum salary according to major operating locations	Taiwan	3.12		3.10		3.28	
	America	U.S.	1.18	1.12	0.97		
		Canada	1.47	1.41	1.73		
Male/female remuneration ratio according to major operating locations	Taiwan	2.73		2.75		2.89	
	America	U.S.	1.18	1.12	0.97		
		Canada	1.47	1.41	1.73		

Note 1: Minimum salary is defined as base pay + duty allowance; remuneration is defined as minimum salary + overtime pay (Ground staff) or flying allowance (inflight crew members).

Note 2: Formula to calculate remuneration ratio: male average remuneration / female average remuneration.

Note 3: Employment of male cabin crew members started in 2015; the standard for calculating the salary of flight crew members and cabin crew members will not differ due to gender differences.

Note 4: For the categories of male/female minimum salary and remuneration ratio according to operating locations, employees in the Taiwan region include inflight crew members. Therefore, the male/female pay ratios are higher.

Note 5: Since 2015, considering the fact that different countries have different price levels, America, one of our major operating locations, is subdivided into the U.S. and Canada.

2015 Male/Female Average Pay Ratio by Management Levels

Management Level	Pay Ratio
High-level Executives (Male : Female)	1.075
Mid-level Executives (Male : Female)	1.054
First-line Managers (Male : Female)	1.020

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

2015 Ratio of Grassroot-level Personnel's Standard Salary to Local Minimum Salary at Major Operating Locations

Major Operating Locations	Taiwan (TWD)	America	
		U.S. (USD)	Canada (CAD)
Female	1.749	1.153	1.156
Male	1.749	1.153	1.156

Note 1: Starting salary of female (male) grassroot-level personnel / Local statutory minimum salary.

Note 2: Local statutory minimum salary: Monthly salary in the Taiwan region; hourly wage multiplied by the statutory standard working hours in America.

Note 3: Since 2015, considering the fact that different countries have different price levels, America, one of our major operating locations, is subdivided into the U.S. and Canada.

Note 4: EVA Air's number of employees in Los Angeles accounts for more than one-third of the total number of employees in America. Hence, the basis of calculation for statutory minimum salary in America follows that of Los Angeles.

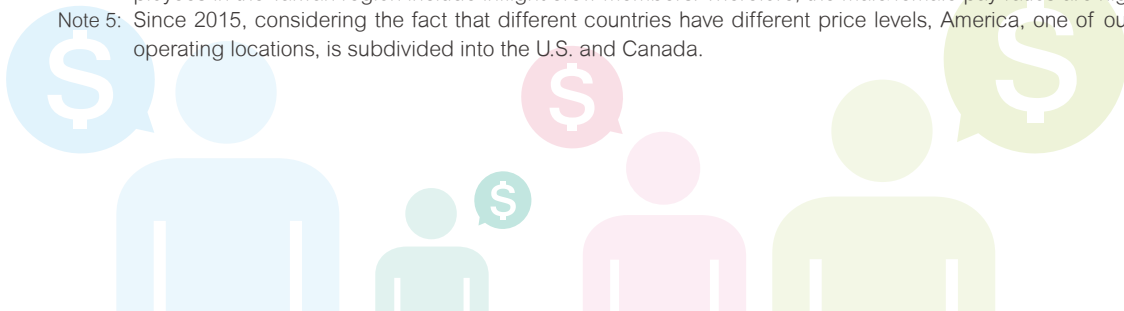
Note 5: In Canada, as the number of employees does not vary much among the various branches; the highest statutory hourly wage (Toronto) is used as the basis of calculation.

2015 Average Pay Ratio of Management Executives at Major Operating Locations

Major Operating Locations	Taiwan (TWD)	America	
		U.S. (USD)	Canada (CAD)
Female	1.68	1.64	-
Male	1.68	1.41	1.55

Note 1: Average salary of female (male) management executives / Average salary of total number of female (male) employees.

Note 2: America, one of our major operating locations, is subdivided into the U.S. and Canada; there are no female management executives in Canada.



5-2-2 Employee Welfare

- Employee Welfare

With the spirit of serving customers, EVA Air provides employees with attentive care. Besides providing benefits such as annual leave, unpaid parental leave, retirement system, etc., as required by Taiwan's law and regulations, our headquarters also features a staff canteen that serves healthful and delicious food, and offers recreational facilities such as swimming pool, gym, badminton court and library.

Employee Benefits in Taiwan

Employee Benefits	Regular Employees	
	Indefinite-term Contract-based Employees	Fixed-term Contract-based Employees
Wedding cash gift/marriage subsidy	V	V
Funeral cash gift/burial subsidy	V	V
Injury and sickness consolation cash benefit	V	V
Annual leave	V	V
Parental leave applied pursuant to laws	V	V
Retirement in compliance with Labor Standards Act	V	V
Overseas medical insurance for inflight service personnel / expatriates	V	-
Group accident insurance, hospitalization and injury medical insurance for employees on overseas business trips	V	V
Group term life insurance preferential premium rate	V	V
Year-end Bonuses	V	V
Employee health check	V	V
Special Fare Tickets	V	V

Employee Benefits in America

Employee Benefits	Regular Employees
Wedding cash gift	V
Funeral cash gift/burial subsidy	V
Meal allowance	V
Annual leave	V
Insurance (health /dental / vision /life insurance)	V
Year-end Bonuses	V
Rebate Tickets	V
Parental leave (Note)	V
Retirement benefits	V

Note:

1.America is subdivided into the U.S. and Canada.

2.Parental leave: America provides Family and Medical Leave (FMLA) in accordance with the law, while Canada provides Parental Leave. Those who require parental care and meet the eligibility requirements may apply.



• Employee Welfare Committee

The "Employee Welfare Committee" was set up by EVA Air to handle welfare matters for employees in the Taiwan region. 0.05% of the Company's operating income and 0.5% of the Taiwan employees' base pay are set aside and included in the following year's budget during year-end meetings to provide employees with various subsidies, and to encourage them to learn languages and improve their language skills. Two departmental cultural and recreational activities are subsidized each year for employees to get together and promote bonding. Employees are also encouraged to set up, and participate in, sports and recreational clubs to keep healthy. To date, six clubs with their own distinctive features have been set up.

Every year, various optional courses are organized for the employees, including fitness classes like aerobics and yoga, cooking classes such as baking, Chinese dishes, etc., and music courses to learn instruments, like the ukulele. Employees are able to cultivate personal interests and release work stress during the courses, thereby boosting work efficiency and quality.

EVA Air also collaborates with quality merchants to continue to provide various privileges in terms of food, clothing, accommodation and travel, to satisfy our employees' daily needs in every aspect.

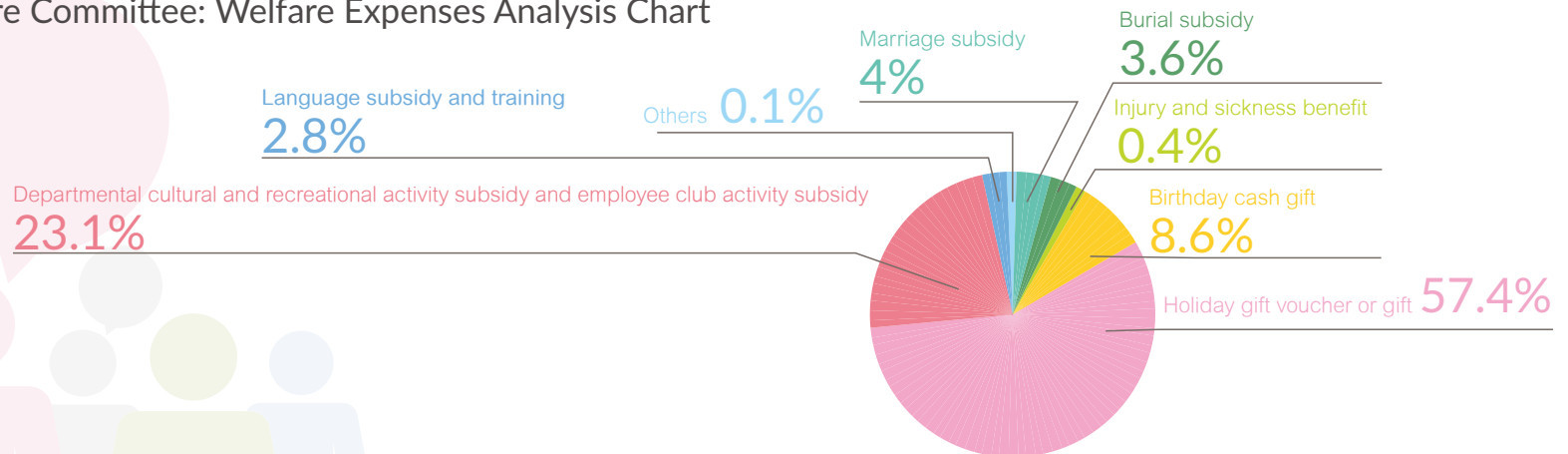
Partnering Merchants' Offers

Food	Contracted restaurants and eateries provide quality and diversified dining experience
Clothing	Merchants offer for sale clothing and accessories, providing high quality and convenient shopping
Accommodation	Attractive housing loans for youths who are starting a family; accommodation deals at renowned local and overseas chain hotels
Travel	Exclusive car purchase deals and car wash services
Education	Free online English courses and fee discounts for courses
Recreation	Value-for-money overseas tours, group movie tickets, overseas mobile Wi-Fi hotspot discounts

2015 List of Clubs



2015 Employee Welfare Committee: Welfare Expenses Analysis Chart



5-2-3 Family Care

EVA Air's care for our employees extends to their families. We support employees in their starting a happy family. To reduce their parenting burden, female Cabin and Flight Crew may apply to be transferred to ground staff or reassigned to administrative units during their pregnancy to maintain a stable physical and mental state for motherhood. Considering their parental needs, male and female employees in the Taiwan region may apply for unpaid parental leave in accordance with the law, and will be given priority to be reinstated to their former department when they return to work. For female employees who are breastfeeding, the EVA Air office is equipped with a nursing room reserved for the exclusive use of female employees. The Company also signed agreements with nearby excellent childcare facilities to offer discounted service. EVA Air provides our employees with assistance in all aspects, from pregnancy to caring for their children.

In addition, employees' dependents enjoy various benefits: group insurance, special fare tickets, and the use of EVA Air's recreational facilities such as badminton court, table tennis room, gym and swimming pool during the weekends and holidays, to promote quality family time.

In 2015, 66 EVA Air female Cabin and Flight Crew were temporarily transferred to ground staff during their pregnancy. In the Taiwan region, 0.7% of the employees who applied for unpaid parental leave were male, while the majority was female, accounting for 99.3%. 28.5% of employees who were eligible applied for unpaid parental leave, and all applications were approved.

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

Unit: No. of persons

ITEM	TOTAL					
	2013		2014		2015	
	Male	Female	Male	Female	Male	Female
Number of employees entitled to unpaid parental leave	173	145	147	135	236	280
Number of employees who took unpaid parental leave	2	136	3	136	1	146
Number of employees expected to be reinstated after expiry of unpaid parental leave	1	125	1	129	3	129
Number of employees actually reinstated after expiry of unpaid parental leave	1	110	1	117	2	118
Percentage of employees actually reinstated after expiry of unpaid parental leave (Actual Reinstatement Rate)	100%	88%	100%	90%	67%	91%
Number of employees reinstated and still employed by the end of the following year	1	100	1	105	1	113
Percentage of employees reinstated and still employed by the end of the following year (Retention Rate)	100%	96%	100%	95%	100%	97%

Note 1: Formula for Actual Reinstatement Rate: Number of employees actually reinstated / Number of employees expected to be reinstated.

Note 2: Formula for Retention Rate: Number of employees reinstated and still employed by the end of the following year / Number of employees actually reinstated in the preceding year.

5-3 Sound Training

Talent is the foundation of business sustainability. EVA Air has been investing resources and actively implementing new training methods from the airline industry for years. Each year, dedicated personnel will plan the three main training systems: ground staff training, flight crew training and cabin crew training, based on the various job functions, areas of expertise and aviation regulatory requirements. These standardized training systems effectively increase employee's professional capacity and work efficiency, thereby boosting the Company's competitiveness to fulfill the corporate culture of "Challenge, Innovation and Teamwork". In 2015, every employee received an average of 41.8 training hours; 40.3 hours for female employees and 44.5 hours for male employees.

Year		2013	2014	2015
Average hours of training for each employee		61.5	35.2	41.8
Average hours of training hours for each female employee		58.1	34.1	40.3
Average hours of training for each male employee		66.7	37.0	44.5
Average hours of training for each employee category	Flight Crew	84.9	69.5	84.4
	Cabin Crew	55.7	43.1	51.8
	Ground Staff	58.7	22.4	24.7

Note 1: In June 2013, EVA Air joined the Star Alliance, which required all ground staff to complete the relevant e-learning training. Therefore, the average number of training hours for that year was higher.

Note 2: The table above shows the average hours of training for regular employees, and excludes contingent employees: the preparatory training period of cadet pilots was about 22 months (average number of training hours for each trainee was 1,273 hours), and 2.5 months for cabin crew (average number of training hours for each trainee was 464 hours).

Unit: Hour

5-3-1 Flight Crew Training

- Flight safety and flight crew performance are closely related in providing passengers with a safe flight service. In addition to our flight training academy in the U.S. to train new ab-initio pilots, EVA Air has also purchased the highest certified level Full Flight Simulators to conduct aircraft transition training, upgrade training and annual recurrent training for our flight crews.

Our flight crew members are required to pass two recurrent trainings and checks every year. Additional training may be arranged based on their evaluation to ensure that their performance in the operation of the aircraft complies with the Company's standards. In 2015, the average rate for additional training of our fleets was between 5% to 6%.

To fulfill EVA Air's safety mission statement, "We aim to assure your safety whenever you are airborne. We never compromise safety in the air or on the ground," we have implemented a new training program. EVA Air is currently the only airline in Taiwan to be approved by the Civil Aeronautics Administration (CAA) to conduct recurrent flight crew training using Evidence-Based Training (EBT).

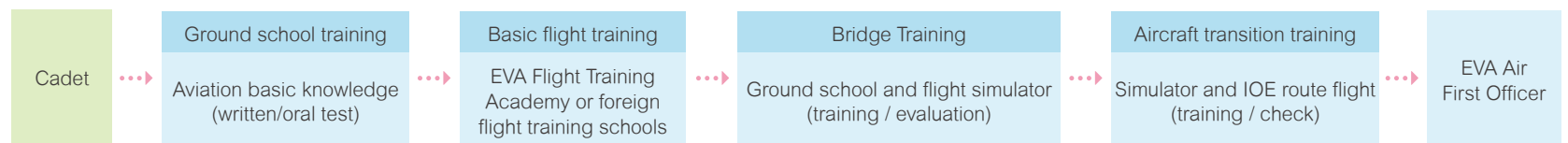
Unlike traditional legacy training, Evidence-Based Training simulates actual flight scenarios and various types of emergency situations in unexpected circumstances to assess flight crew performance, as well as their ability to manage an abnormal aircraft state. It is a new training program that the International Civil Aviation Organization (ICAO) and various state civil aviation authorities have been actively promoting in recent years.

EVA Flight Training Academy

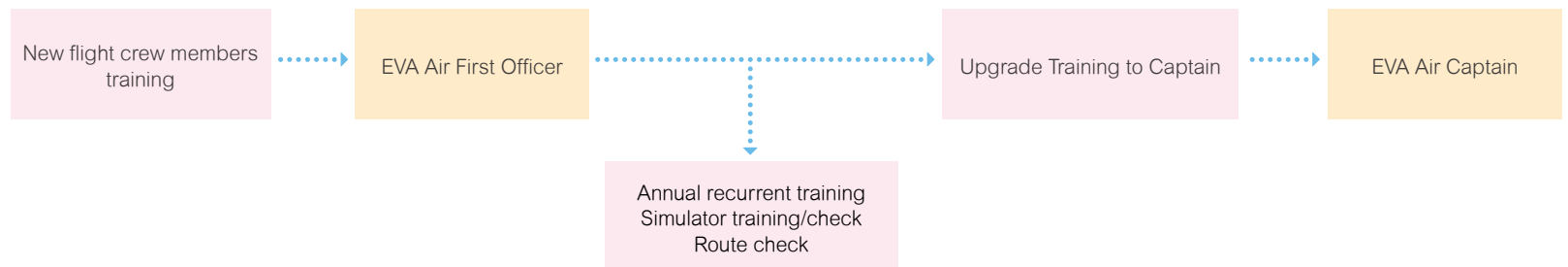
The EVA Flight Training Academy was established in the U.S. in May 2013. It currently houses 8 single-engine and 1 twin-engine aircraft trainers. It has been certified by the local civil aviation authority to provide Private Pilot License (PPL), Commercial Pilot License (CPL) and Multi-crew Pilot License (MPL) flight training. Through nurturing our own cadet, EVA Air can not only improve the quality of basic flight training, but also ensure compliance with the Company's high flight safety standards. The academy plans to accommodate 70 to 100 students in the future, once expansion plans are complete.

Training Program Flowchart for New Flight Crew Members

(4 phases over approximately 22 months)



Note: In 2015, the MPL training program for new flight crew members was implemented to a duration of 22 months. The training hours for small aircraft were reduced while simulator training was increased from 120 hours to 180 hours. For actual aircraft training, the amount of take-offs and landings were increased from 3 to between 6 and 12. Although the MPL training program significantly increases the cost of training, EVA Air went ahead with the launch of the MPL program in 2015 considering the fact that the results produced were better than that of traditional legacy training.



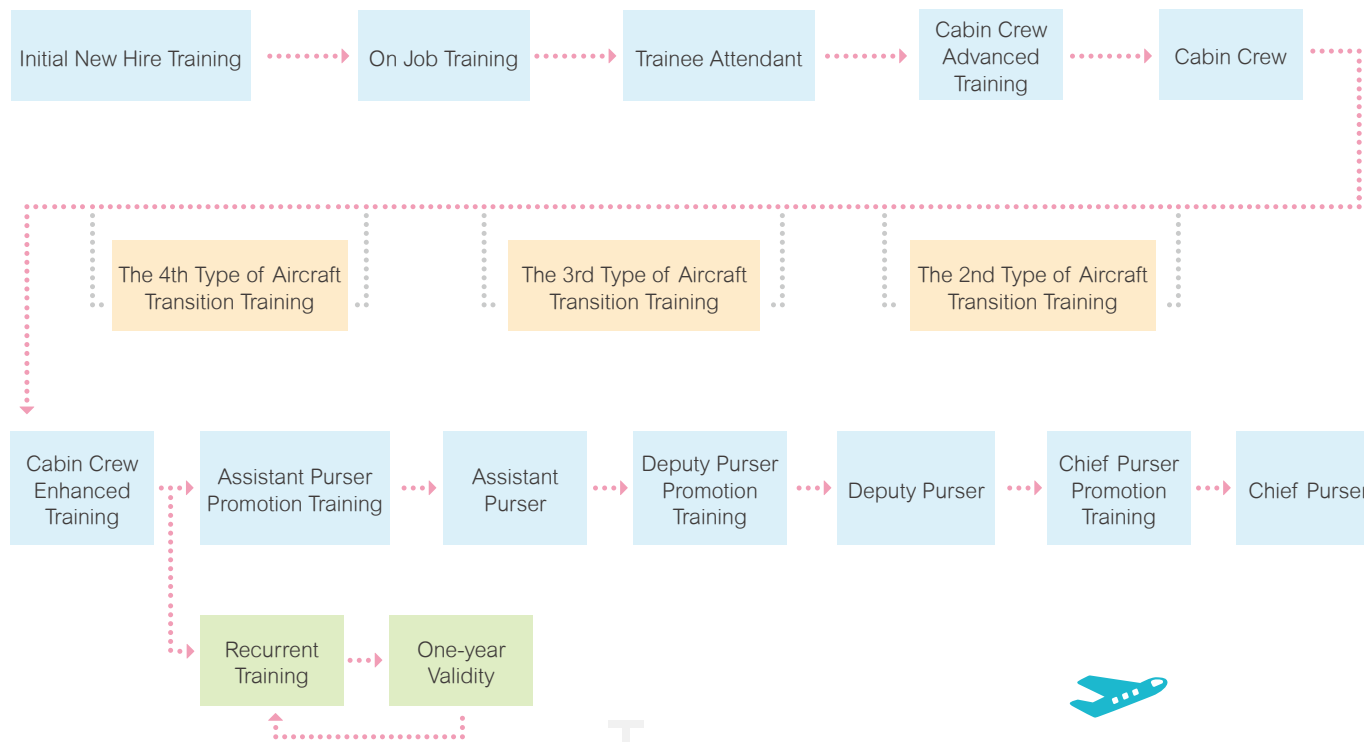
5-3-2 Cabin Crew Training

To implement the corporate culture of "Teamwork", besides planning safety training courses in accordance with the law, service training courses were also added. Newly hired cabin crew trainees are to stay together during their training to increase their bonding time, build rapport and team spirit, and go through the comprehensive cabin crew training process, to provide excellent inflight service.

All service and safety training courses of EVA Air use simulation equipment and SOP to conduct simulation exercises. In 2015, due to a change in the main fleet's aircraft model, the simulation exercise equipment was also changed accordingly so that trainees can practice operating in situations that conform to reality. Our training courses cover the operation of various emergency supplies and equipment on the aircraft, simulation exercise for emergency response and handling, and the learning of professional knowledge in various areas of service. Trainees can join the flight service only upon passing the evaluation. EVA Air ensures that our cabin crew members provide the best service for our customers and fulfill their every need and expectation.

In 2015, the Cabin Crew Standard Department drew up the "Cabin Operation Procedures Quick Reference Booklet" to give cabin crew easy access to flight safety information; operating procedures can be quickly looked up during their duties to provide passengers with the best quality service.

Training Flowchart for Cabin Crew Members



Course Category	Contents
Initial New Hire Training	<ul style="list-style-type: none"> • Safety Training Course • Service Training Course • First Aid / CPR & AED Training • Other Training Courses • On Job Training
Recurrent Training	<ul style="list-style-type: none"> • Safety/Security Training Course • Crew Resource Management • Emergency Simulation Training • Operation of Aircraft Doors, and Emergency Equipment • Job Task Skill Practice • Service Concept Course • E-Learning Course
Transition Training	<ul style="list-style-type: none"> • Aircraft System Course • Safety Training Course • Inflight Entertainment Course • Other training courses
Promotion Training	<ul style="list-style-type: none"> • Job Task Course • Leadership Course • Public Announcement Course • Service Simulation Course

5-3-3 Ground Staff Training

Ground staff training is divided into three categories: functional training, annual training and international civil aviation organization training. Training programs for the following year are planned at the end of each year. The courses are instructed by either internal or external professional lecturers. Evaluation is conducted at the end of the courses to serve as the basis for future course adjustments. In so doing, the quality of the courses can be ensured to achieve training goals.

2015 Course Category and Content

Course Category	Content	Objectives
Functional training	<ul style="list-style-type: none"> • Management Training • Departmental Functional Training • General Training • New Employee Orientation • On-the-Job Training 	Enhance the management capacity of management executives at all levels to effectively lead employees to achieve organizational objectives; enhance employee's professional and soft skills; assist employees to identify with, and blend into, the corporate culture.
Annual Training	<ul style="list-style-type: none"> • Reservation & Ticketing Course • Passenger and Cargo Service Course • Load & Balance Course • Baggage Course • Dangerous Goods 	Enhance the expertise, skills and attitude of ground service personnel to make them capable of providing passengers with quality services, and to achieve the business objective of safe and efficient flights.
International Civil Aviation Organization Training	<ul style="list-style-type: none"> • IATA* Training • Star Alliance Training • Aircraft Manufacturer Training 	Meet the employee's advanced development needs, absorb the latest aviation-related laws and regulations, and ensure seamless connection of the operation process with international standards.

IATA: International Aviation Transportation Association

5-3-4 Flight Safety Training

EVA Air aims to become the safest airline in the world, and requires every employee to uphold the responsibility of flight "safety". All employees are required to participate in basic safety education and training. Moreover, Inflight and front-line ground service personnel are required to undergo additional flight safety or security training. Every year, a series of "Safety Week" events are organized to raise employees' flight safety awareness, so as to fulfill EVA Air's philosophy: "Flight safety first. Quality takes precedence". We safeguard the life and property of our customers.

The theme of 2015's Safety Week, "New Sky · New Horizon · New Era!" emphasizes that to achieve one's best, it has to come from the "heart". "SMS: My Flying Partner" (https://myeva3.evaair.com/large/EP_STS100_01/SiteAssets/2014Safety.aspx) is a piece of animated educational material that conveys the safety concept to each and every employee in a fun and interesting way. The Safety Week activities include promotional materials competition, safety promotion video, seminars, outstation safety workshop, safety week conference, etc. The importance of flight safety to business sustainability is continuously emphasized. We also ensure that every employee is equipped with the "hazard identification and risk management" concept, mindset and practices in their work, and has the ability to take preventive measures to reduce or eliminate hazard occurrence.



Safety Week Conference Pictures

Safety Seminars

Photography Works

Photography Works

Posters

5-3-5 Performance Appraisal and Career Development

- EVA Air carries out performance appraisal for the entire staff every year, with the employees divided into three main categories according to job functions: ground staff, flight crew and cabin crew. The appraisal is conducted by managers or supervisors, and the results will serve as the evaluation reference for promotion, bonus, salary adjustment, transfer and training. In 2015, the performance appraisal implementation rate was 100%. For those with poor appraisal results, various counseling and interview sessions, as well as examination are conducted to help them discover, and reflect on, their work-related problems. EVA Air plans and helps to come up with solutions to improve our employees' professional skills and boost their work efficiency, so as to achieve the required performance standard.

- A sound promotion channel is the key to retaining talent. In order to place employees in the right position according to their competencies, EVA Air starts nurturing them when they are still new recruits. Considering various factors, such as performance appraisal results, employee career planning and organizational needs, the unit's immediate manager conducts suitable job rotation for the employees to unleash their potential. Job promotion assessments are also carried out regularly to provide outstanding employees with promotion opportunities. By retaining top-performance talents, the objective of business sustainability can be achieved.

5-4 Good Working Conditions

5-4-1 Interactions of Labor-Management Relations

- Diverse and unimpeded labor-management communication channels facilitate the promotion of company policies and the protection of employee rights and interests. Although EVA Air does not have a trade union or special provisions for collective bargaining, important information in regard to the operations are conveyed to every employee within the statutory deadline through internal announcements or briefing sessions. The Company's operational strategies, goal settings and important reform issues are conveyed through regularly held business meetings, departmental meetings and employee interviews, etc., to help employees understand the operational policies and procedures, and to give them the opportunity to express their views.

For the protection of employee rights and interests, employees must provide feedback on issues through the official complaint channel. From 2013 to 2015, a total of 23 labor practice issues were submitted through the official complaint mechanism. Among these, the majority of the new cases are related to training compensation amount and pension calculation disputes. In the future, EVA Air will strengthen the labor-management communication with regard to employment conditions to prevent related labor-management disputes from happening again. As for complaints that have already occurred, they shall be negotiated and resolved in a rational and peaceful manner.

Work Performance Appraisal and Interview

Ground Staff	Two performance appraisals are conducted every year. Unit managers will conduct an initial appraisal interview with employees who did not perform well, and then follow up with a second interview to assess the employees' improvement status.
Flight Crew	An annual test and two administrative management appraisals are conducted every year. Unit heads will conduct an appraisal interview with employees who did not perform well to inform them of the areas to be improved and to listen to their views.
Cabin Crew	The frequency and methods of performance appraisal vary according to different ranks. Appraisal scores and comments are compiled and analyzed every month. Cabin crew may view their individual results on the flight attendant website for encouragement or as the basis for improvement. For those with poor appraisal results, they may be counseled and arranged to undergo competency testing based on their performance. Alternatively, the "Enhancement project" may be implemented; flight pursers will comment on the cabin crew's performance in various areas. The cabin crew will then reflect on his or her work performance based on these comments, respond with his or her thoughts and make improvements.

	Total Number of Cases		
	2013	2014	2015
Total number of complaints regarding labor practice issues submitted through the official complaint mechanism (for the current year)	9	11	3
Number of complaints handled (incl. the preceding year)	9	16	8
Number of complaints resolved (incl. the preceding year)	4	6	5
Number of complaints in process (unresolved) (Note)	5	5	1

Note 1: The official complaint channel refers to the mechanism whereby an impartial third party unit intervenes to handle the complaint that employees filed with an external mediation unit or the court, which effectively protects the rights of both labor and management. EVA Air will take actions according to the handling results.

Note 2: In the past, the number of complaints is calculated based on the formal complaints filed during the year. However, considering that there are unresolved cases from previous years that still require further communication and negotiation, the principle of calculation of the number of complaints handled and resolved was adjusted in 2015 to "the number of complaints handled and resolved during the reporting period, including complaints filed during the current year and preceding year". For statistical consistency, the data for 2013 and 2014 were adjusted according to this new principle.

Note 3: The number of complaints in progress (unresolved) refers to the number of formal complaints filed during the current year which have not been resolved.

There was one case of labor law violation in 2015. EVA Air was fined NTD 20,000 by the Department of Labor, Taoyuan, for extending cabin crew members' working hours beyond the statutory hours during Typhoon Soudelor without seeking approval from the competent authority within the deadline in accordance with the Labor Standards Act.

EVA Air continuously controls and monitors our employees' overtime situation. However, overtime is inevitable in the event of irregularities such as natural disasters. If employees are required to extend their working hours, EVA Air shall seek approval from the competent authority within 24 hours pursuant to Paragraph 3, Article 32 of the Labor Standards Act, and give the employees time off in lieu afterward.

• Labor-Management Meeting

To coordinate labor-management relations, promote labor-management cooperation and protect employee rights, EVA Air holds regular labor-management meetings once every March, June, September and December, and convenes interim meetings when necessary. According to Regulations for Implementing Labor-Management Meeting, labor-management meeting representatives must adhere to the principle of good faith and participate in discussions on matters such as labor condition improvement, labor welfare, representative election, appointment and dismissal, etc.

The term of office of Labor-Management Meeting representatives is four years. Representatives may be re-elected to serve consecutive terms. Representatives who hold positions of (deputy) assistant managers and above will represent management. In 2015, the Labor-Management Meeting representatives were re-elected for the new term, comprising 5 management representatives and 5 labor representatives (2 males and 3 females).

• Sexual Harassment Prevention and Gender Equality

To ensure gender equality in employment, eliminate sexual discrimination and prevent sexual harassment incidents, EVA Air published "Advocacy of Sexual Harassment Prevention in the Workplace" on the Company's internal website. In 2015, we added the course "Gender Diversity and Human Rights Education", and hope to increase the number of course attendees in the future to raise the awareness of human rights issues such as gender equality, sexual harassment prevention, etc.

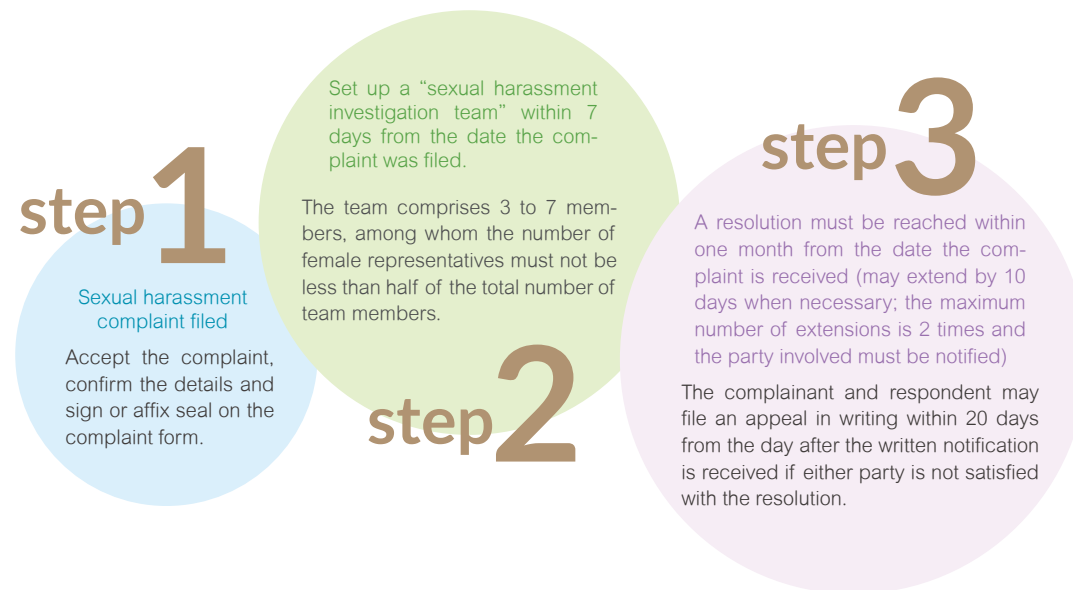
If employees encounter sexual discrimination or sexual harassment, they may file a complaint in accordance with the "Preventive Measures, Complaint Procedures and Disciplinary Actions for Sexual Harassment in the Workplace" by informing the head of the Human Resources Division through the complaint hotline or email. EVA Air will reach a resolution within one month from the date the complaint was received. In 2015, no complaints in relation to human rights issues such as sexual harassment or sexual discrimination were filed through the formal complaint channel.

Item	2013	2014	2015
Total number of course attendees (Unit: No.of persons)	2,263	2,348	2,923
Total training hours (Unit: Hours)	1,132	1,174	1,558
Ratio of the number of course attendees to the total number of employees (Note)	33.4%	29.8%	34.0%

Note 1: The duration of gender equality-related training is 0.5 hour. A 2-hour seminar on "Gender Diversity and Human Rights Education" was held during the flight safety week.

Note 2: Formula = Total number of employees who took the course / Total number of regular employees at the end of the year.

Sexual Harassment Complaint Procedure



5-4-2 Occupational Safety and Health Management

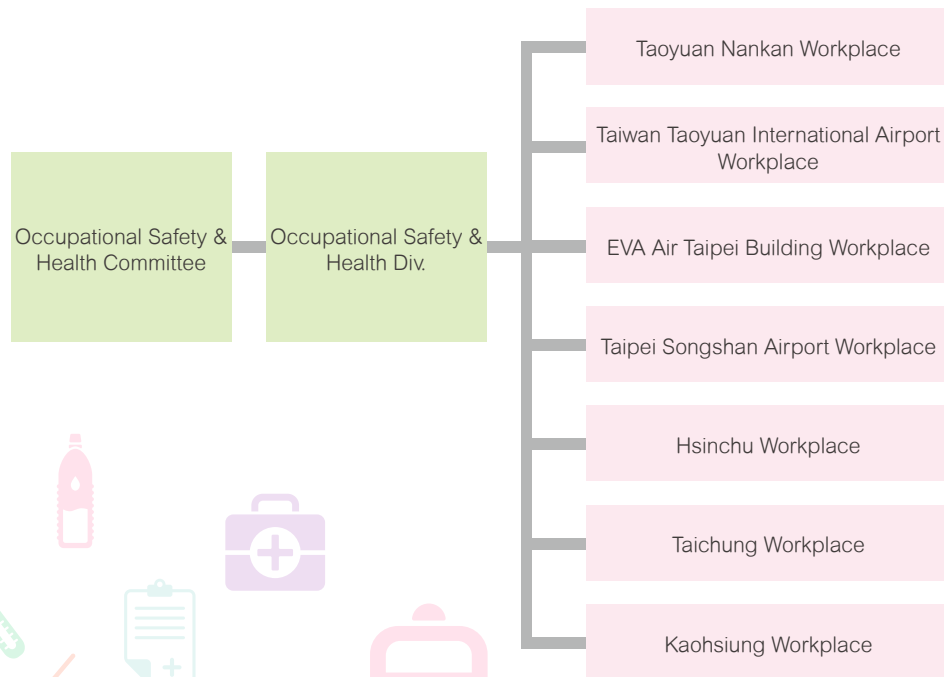
The "Occupational Safety & Health Committee" is responsible for reviewing, coordinating and making recommendations for EVA Air employees' health and safety matters. The position of the committee's chairman is held by our President, and under him are 1 executive secretary, 4 occupational safety and health administrators, 1 department head, 1 occupational safety and health-related site supervisor, 2 medical personnel and 8 labor representatives. The ratio of labor representatives far exceeds the statutory requirement of one-third (44%).

The Occupational Safety & Health Committee convenes the "Occupational Safety & Health Committee Meeting" once every 3 months, where occupational safety and health policies and related recommendations are proposed and then handed to EVA Air's relevant internal departments for deliberation and implementation. The "Occupational Safety & Health Division" will supervise and track the implementation status, and report the results to the Occupational Safety & Health Committee regularly.

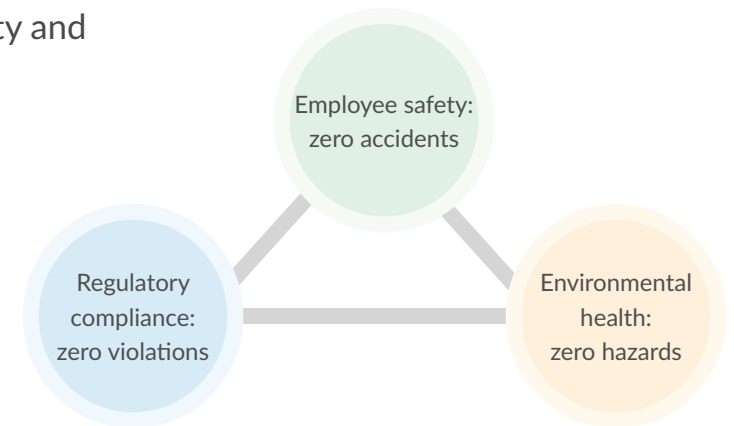
To provide a better work environment, EVA Air strived for the same occupational safety and health objectives as with previous years and achieved zero accidents for employee safety, zero hazards for environmental health and zero violations for regulatory compliance in 2015. In March 2015, EVA Air started introducing the national standards "Taiwan Occupational Safety and Health Management System (TOSHMS)", and the international standards "Occupational Health and Safety Management System (OHSAS 18001)", and successfully obtained the above management systems' certifications on December 25, 2015, to become the first in Taiwan's airline industry to obtain the TOSHMS certification.

Implementing the Taiwan Occupational Safety and Health Management System (TOSHMS) helps to reduce the occurrence of occupational accidents. It can better comply with the relevant laws and regulations, and strengthen staff involvement, occupational accident prevention, change management, procurement management, contractor management, emergency management, etc., thus boosting the performance of occupational health and safety management. EVA Air will continue to improve through the management system, and will carry out regular reviews to achieve the occupational safety and health objectives.

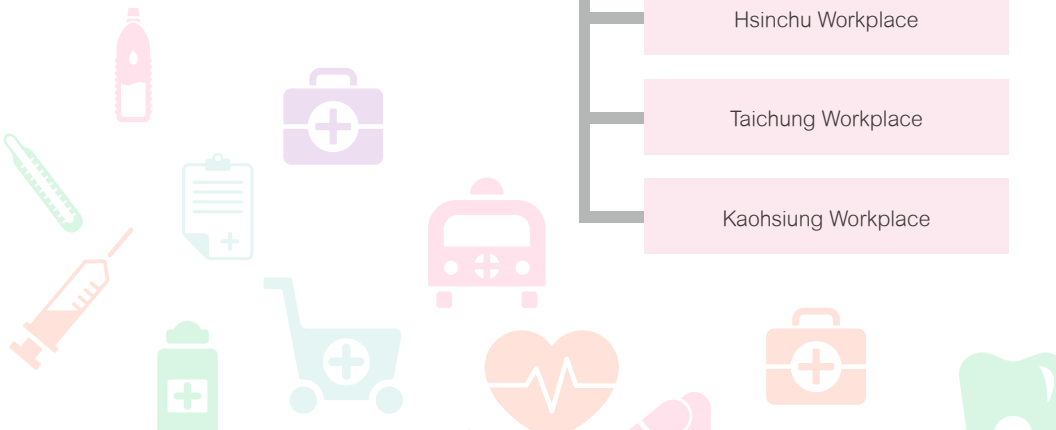
EVA Air Occupational Safety and Health Management Organizational Chart



Occupational Safety and Health Objectives



EVA Air Occupational Safety and Health Management System Certification



2015

Occupational Safety and Health Management Promotional Tasks

Safety Management Tasks	<ul style="list-style-type: none"> • Implement safety and health inspections of workplace • Statistical analysis of occupational accidents and promotional campaign using case examples • Automatic inspection and examination of equipment and vehicles • Hazard identification, risk evaluation and control in the workplace
Health Management Tasks	<ul style="list-style-type: none"> • Free influenza vaccines for inflight service personnel and frontline employees, and influenza vaccines for employees' dependents at their own expense • Periodically publish information and preventive measures of occupational diseases and high-risk diseases like MERS, dengue fever, and other such infectious diseases • Set up AED in main office premises and buildings, and conduct first aid and AED trainings. • Prevention of long working hours, repetitive tasks and illegal violations, and maternal health protection program
Emergency disaster drills	<ul style="list-style-type: none"> • Two self-defense and firefighting team trainings and drills are conducted each year. An earthquake disaster prevention seminar and a field exercise were conducted during the second half of 2015 • Hold emergency disaster drill review meetings to review deficiencies and recommend future improvements



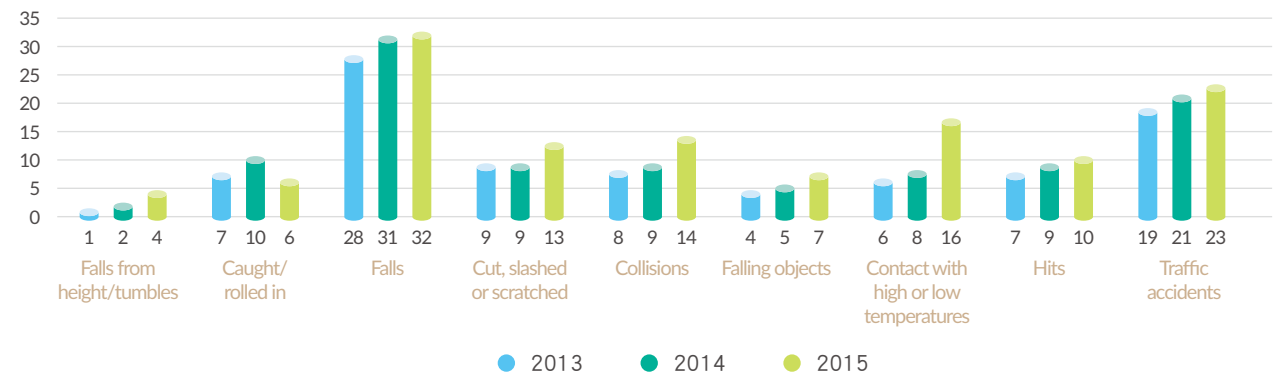
5-4-3 Occupational Accident Prevention and Handling

In compliance with government laws and regulations, EVA Air carries out safety control and set up warning signs at the areas of operation. We also provide employees with the use of protective devices and arrange regular health examinations for the entire staff at a frequency higher than that required by the law. We also offer health promotion and consultations, as well as psychological counseling by physicians to help employees relieve work stress and reduce the risk of occupational disease. Besides setting up an infirmary and hiring medical personnel to provide employees with on-site health care services, AEDs are also set up at office buildings, and trainings are conducted for employees on its usage to prevent accidents from happening.

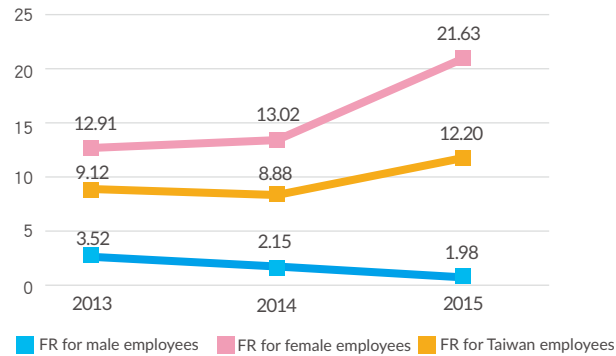
Besides carrying out occupational safety and health management, EVA Air also implements regular automatic checks and on-site inspections to prevent the occurrence of "Major Occupational Accidents". The current occupational accident status is regularly inspected by relevant departments, and safety and health improvement strategies are formulated based on the causes of occupational accidents to reduce the rate of occurrence. EVA Air's 2015 Disabling Injury Frequency Rate (FR) and Disabling Injury Severity Rate (SR) were higher than those in 2014, and cabin crew members accounted for 82.81% of the occupational accidents. To effectively reduce the occurrence of occupational accidents, the Cabin Service Division specially produced a promotional campaign using case examples and published it on the "Occupational Safety and Health Corner", to enhance cabin crew members' safety awareness and instill the correct work concepts.

In 2015, there were no major occupational accidents involving death, causing injuries to 3 people or more, or one person or more that require hospitalization. However, a subcontractor of our main contractor reported one major occupational accident, where a worker fell from a ladder. The onsite supervisory unit immediately requested the prohibition of aluminum ladders that violate safety standards at workplaces, to prevent the occurrence of similar incidents.

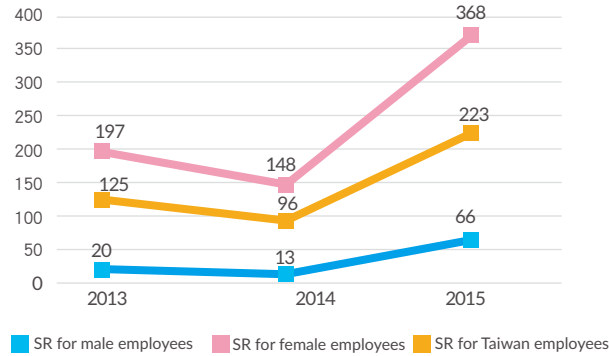
Common occupational injury types encountered by EVA Air and major contractors over the past three years:



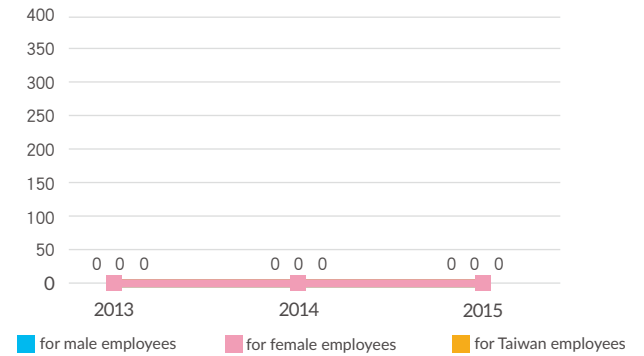
Disabling Injury Frequency Rate (FR): Domestic



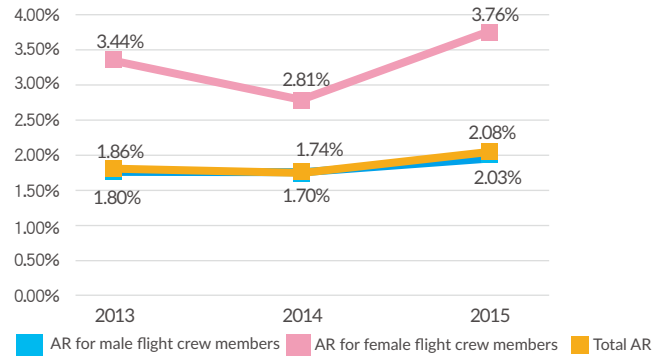
Disabling Injury Severity Rate (SR): Domestic



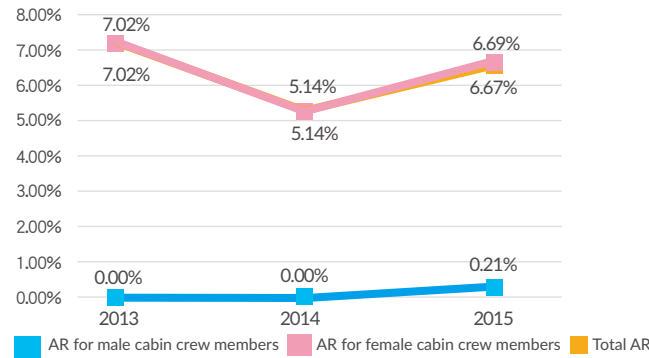
Occupational Disease Rate (ODR): Domestic



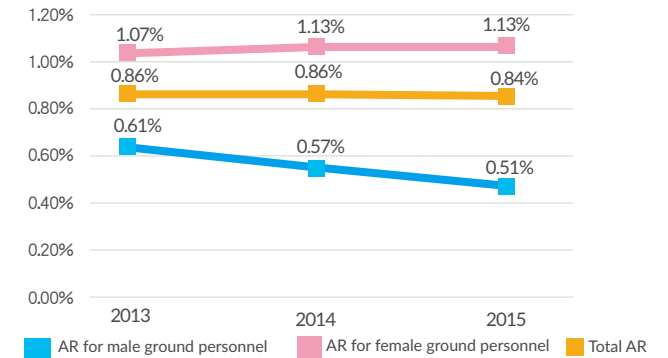
Absence Rate (AR): All Flight Crew Members



Absence Rate (AR): All Cabin Crew Members



Absence Rate (AR): Domestic Ground Service Personnel



Note: In 2015, two female flight crew members were pregnant and applied for 30 days sick leave before going on unpaid parental leave. Hence, the 2015 absence rate for female flight crew members is higher.

Note 1: In line with the amendments to Article 14 of the Act of Gender Equality in Employment, female employees who have difficulties in performing their work during their menstruation period may apply for one day menstrual leave each month. If the menstrual leave applied does not exceed three days for the entire year, they shall not be counted as sick leave. All additional days of menstrual leave applied shall be counted as sick leave.

Note 2: In 2015, there were 600 new cabin crew members with less than a year's service and not entitled to special leave. As their individual leave requirement and work schedule were adjusted through leave application, the 2015 absence rate for female cabin crew members was higher.

- As IR and LDR of G4 index are occupational injury calculation methods used in the U.S., they are replaced by Taiwan's occupational injury FR and SR as the basis of calculation.
- Disabling Injury Frequency Rate (FR) = Total number of employees with disabling injuries × 10⁶ / Total working hours.
- Disabling Injury Severity Rate (SR) = Total number of days lost due to disabling injury × 10⁶ / Total working hours.
- Occupational Disease Rate (ODR) = Total number of occupational disease × 200,000 / Total number of working hours. From 2013 to 2015, EVA Air's occupational disease rate was zero.
- Absence Rate (AR) = (Total absence hours / Total working hours) × 100%.

- Definition of absence: Employees have to leave their post due to the loss of working capability. This includes sick leave (incl. occupational injury, occupational disease) and personal leave; it excludes approved leave, maternity leave, paternity leave, bereavement leave, etc.
- Total occupational injury rate (IR) for occupational accidents that occurred during work: 1.45; higher than 2015's target of 1.3. The main reason was that there were 600 new cabin crew members in 2015, resulting in an occupational injury rate that is higher than that in 2014.
- 2016 Disabling Injury Frequency Rate Target: less than 9.0; Disabling Injury Severity Rate Target: less than 100.
- In March 2015, the Ministry of Labor requested the submission of contractors' working hours. The relevant data of occupational accidents are expected to be fully disclosed by 2016.

Community Engagement

06

Community Engagement



Adhering to our founder Mr. Chang Yung-Fa's philosophy of giving back to society, EVA Air has been persistently providing support for the disadvantaged, and engaging in local community activities and charitable sponsorships. Aside from the provision of financial assistance, EVA Air also harnesses our advantage as an air carrier to sponsor air tickets or offer air freight rate discounts, help promote local tourism, invite international performance groups to Taiwan and fund athletes' travel overseas for competitions. We ardently nurture aviation talents through academia-industry collaborations. In the days to come, we shall continue to uphold the spirit of giving, and make every effort to fulfill our corporate social responsibility to facilitate social integration.

Roles and Responsibilities of CSR Committee Social Engagement Teams



6-1 Charitable Activities

Convinced that one plus one is greater than two when it comes to the effect of philanthropic efforts, EVA Air joined forces with the Chang Yung-Fa Foundation in a nationwide effort to help the needy and underprivileged groups. The Company also pays attention to social causes and supports emergency aid programs. Through post-disaster reconstruction and fundraising, we hope to inspire more charitable undertakings to improve social well-being.

Philanthropic Efforts in 2015

	Cash Donation (in NT dollars)	Free Ticket (No. of tickets)	Special Fare Ticket (No. of tickets)	Others (In-kind donations, donations of manpower and time, etc.)
Charitable Activities	\$62,400,000	0	0	Items such as furniture, iPads and thermal imaging cameras: 664 pieces Manpower: 1 person
Athletic Sponsorships	\$13,240,000	198	12	
Giving Back to Local Communities	\$7,086,950	47	6	Sponsored air transportation of 500 kg of orchids for exhibitions.
Education Initiatives	\$1,940,000	0	0	3 sets of cabin crew uniform and 25 units of cabin supplies for the "Little Flight Attendant" training camp. Manpower: 60 persons; Time: 717 hours
Arts and Culture Activities	\$0	128	84	
Total	\$84,666,950	373	102	

Note: Charitable cash donations for FY 2015 accounted for 1.32% of net income.



6-1-1 Donation of Second-hand Items

EVA Air has always treasured what we have and practices gratitude. With the help of Chang Yung-Fa Foundation's professional charity service, the Company has donated recyclable items ranging from inflight tableware to furniture to those in need. The act of kindness converts waste into useful resources, and more importantly, helps to improve the living and learning environment of needy organizations and families.

As part of our 2015 dormitory reconstruction project, and in the spirit of reuse and recycle, EVA Air donated furniture that is still in good condition to charitable organizations, rural schools and poor families through the Chang Yung-Fa Foundation. Donated items include TV stands, coffee tables, desks, closets, mattresses, storage units and kitchen range hoods.

In the pursuit of urban-rural educational equality, and to provide children with a happy learning environment, EVA Air donated flight crew members' used iPads to rural schools and welfare and service centers for the disabled through the Chang Yung-Fa Foundation, giving the physically challenged a taste of unfettered freedom as they embark on virtual tours around the world.

The smiles of grateful beneficiaries are the motivation behind our philanthropic efforts. We shall work with our philanthropic partners to plan more donation drives and inspire more donations of second-hand items. Let us all learn to count our blessings!

Gifts	Beneficiaries
162 iPads	30 organizations/families including Taipei City Yangming Home for the Disabled, Eden Social Welfare Foundation, the indigenous Leshui neighborhood in Datung Township, Yilan County, rural schools in Hsinchu and Yunlin, and underprivileged families.
497 pieces of furniture	

Words of Gratitude

"The furniture has turned my house into a luxury mansion." Ms. Luo, Banqiao.
 "My home was wrecked in a fire. Now with this batch of furniture, I can quickly rebuild my house again and strive for a better tomorrow!" Mr. Pan, Yilan County.
 "This batch of furniture is a life-saver. It solves the problem of our dilapidated school dormitory facilities." A rural school representative.
 "We'll study harder now that we have these new desks!" Underprivileged children.

6-1-2 The Chang Yung-Fa Foundation

“The purpose of life is to build good karma and do good deeds. Successful entrepreneurs should practice gratitude and remember their roots. With the wealth they’ve amassed, they should give back to society through charitable acts.”
- Chang Yung-Fa

- For more than three decades, the Chang Yung-Fa Foundation has been dedicated to charitable and educational initiatives. EVA Air upholds the spirit of giving back to society by making annual charitable donations to the Foundation according to the Company’s revenue.

Out of our NT\$62.4 million philanthropic spending in 2015, NT\$42.4 million went to the Chang Yung-Fa Foundation for educational and charitable projects: providing financially needy students with scholarships and books to assist them in their academic pursuits; managing a symphonic orchestra and developing all-round music talents, spreading Taiwan’s art and culture to every corner of the world with international performances; establishing the Evergreen Maritime Museum to promote naval educational programs, etc. The Foundation’s impressive range of social services was brought into full play to fulfill the vision of giving back to society.

- The remaining NT\$20 million was donated to the Foundation to identify people in need across Taiwan and provide them with timely assistance and care, with a focus on emergency aid, medical assistance, disaster relief and funeral/burial financial assistance. With the help of its professional charitable service, resource-strapped corners of the country can be reached with efficiency to help the underprivileged and create social happiness and security.

6-1-3 Involvement in Social Causes

- Fund Movie Day for Northern Region Children’s Home**

Children at the Northern Region Children’s Home were treated to a “Movie Day” jointly organized by EVA Air and the Luchu Precinct’s Friends of the Police Association. Volunteers and shuttle bus services were arranged to bring the children to TaiMall for the event.



- Funding the Movie “Wansei Back Home”**

We sponsored the production crew of “Wansei Back Home” with free airline tickets and equipment transportation services to reduce its production cost and raise public awareness about the social predicaments faced by the Taiwan-born Japanese repatriated after World War II.

- Fundraising for the Formosa Fun Coast Explosion**

We staged the successful 2013 “I See You” advertising campaign in Chishang Township and have since been paying attention to its community and tourism developments. For example, we bought 100 cartons of Chishang Rice as part of a fundraising campaign launched by Chishang Farmers’ Association for the June 2015 Formosa Fun Coast explosion. Besides helping the explosion victims, the purchase also presented an opportunity for us to introduce our passengers worldwide to Taiwan CAS rice by featuring the rice on our in-flight menu.

- Donating Equipment to the Taoyuan Fire Department**

On January 20, 2015, a blaze at a bowling alley in Taoyuan City’s Xinwu District left 6 firefighters dead. EVA Air donated 5 thermal imaging cameras to Taoyuan Fire Department to enhance its frontline fire rescue equipment and reinforce its firefighting efficiency and safety.



6-2 Education Initiatives

As a member of the airline industry, we have long been involved in academia-industry collaborations with universities to offer professional programs or internship opportunities that nurture aviation professionals. We also offer industry delegation tours of our Safety Gallery to share EVA Air’s safety concept, and participate in the promotion of general social education.

Resources Mobilized for Education Initiatives in 2015

Manpower	60 persons
Time	717 hours
Funds	NT\$1.94 million
Others	3 sets of cabin crew uniform and 25 units of cabin supplies for the “Little Flight Attendant” training camp.

6-2-1 Industry Liaison Program with National Cheng Kung University

EVA Air possesses an excellent corporate culture and abundant teaching resources. In 2013, National Cheng Kung University (NCKU) unveiled the Certificate Program in Aviation Engineering in a corporate-academic partnership with EVA Air, to help advance the education of aviation professionals and nurture great aviation engineering talents. 2015 marked the third year of the Certificate Program, with 162 hours of lectures given by senior EVA Air flight operations, aviation safety and aircraft maintenance personnel at the University. Summer and winter internships totaling 450 hours were also offered at the Evergreen Aviation Technologies (EGAT) and EVA Air’s Flight Operations Division. The 612-hour program of 2015 involved a 13-member faculty.

Besides offering high-dollar annual scholarships for well-performing students, we also give those who have completed the "Certificate Program in Aviation Engineering" priority over all other candidates in hiring. So far, three graduates (two from 2014 cohort and one from 2016 cohort) have been recruited by EVA Air and EGAT, and 1 current graduate student is involved in our long-term "Boeing 777 Training Cockpit Simulator Construction Project". To assist EVA Air in the implementation of fuel conservation, a research team led by Dr. Yuan Hsiao-Feng from NCKU's Institute of Civil Aviation has signed a "Joint-Development Agreement on the Usage of Flight Data Recorder (FDR)" with the Company. These corporate-academic partnerships have proven to be successful in driving the growth of EVA Air and the academic institutions alike.

Certificate Program in Aviation Engineering

Courses	Objectives
Aircraft Subsystems and Operations	Understanding the basic aircraft systems
Basic Flight Operation	By reviewing the subject of Pilot Handbook of Aeronautic Knowledge enabling the students to get the information on every topic needed to qualify for and excel in the field of aviation. Learning how to make a flight plans; a chance of feeling flight in a modern jet Flight Simulator
Aviation Safety Management	Understanding the theory and applications of flight safety from both the individual and overall perspectives

6-2-2 Cooperative Education with Civil Aviation University of China

The number of flights between Taiwan and mainland China has increased in recent years, reaching 890 in 2015. To further facilitate cross-strait cooperation in aviation control and aircraft maintenance, EVA Air signed a partnership agreement with the Civil Aviation University of China (CAUC) in 2006, with CAUC representatives sent to Taiwan annually for exchanges.

In 2015, a delegation from CAUC's College of Air Traffic Management spent three weeks observing aircraft dispatches at EVA Air's Flight Control Department, and learning special flight operations and safety control measures at the Flight Management Department and the Corporate Safety, Security & Environment Division, respectively.

Not only did the CAUC instructors take the opportunity to discuss aviation/aerospace science theories, line maintenance and aircraft modification with EGAT, but they also compared notes with EVA Air's Cabin Service Division on airline services.

6-2-3 Establishment of the Safety Gallery

EVA Air's "Safety Gallery" was established in 2012 and has since been accepting applications for visits from airline-related enterprises, schools and organizations. In 2015, there were a total of 47 domestic and foreign delegations, comprising more than 610 visitors. During the visits, visitors were exposed to the Company's safety-centric business philosophy. Through fun-filled, lively and diversified instructions, we offer "greater peace of mind along with deeper understanding" for flight safety, and invite more to join us in our safety efforts.

6-2-4 Flight and Ground Safety Training

With the country's aviation disasters frequently making headlines over the past few years, the Flight Safety Foundation - Taiwan held a symposium where EVA Air representatives and participating organizations were engaged in exchanges on pilot training practices to boost international flight safety.

6-2-5 Sponsorship of United Daily News Column "A Crash Course on Global Affairs"

For four years on end, we have included United Daily News' "A Crash Course on Global Affairs" column in our annual sponsorship efforts to encourage wholesome media content. The column expands local readers' horizons by analyzing international situations once every two weeks.

6-2-6 "Little Flight Attendant" Training Camp

The Civil Aeronautics Administration held the 2015 "Little Flight Attendant" training camp at Taipei Songshan Airport for the promotion of flight safety. EVA Air contributed to the event with specially produced kid's version of our cabin crew uniforms for children to dress up and pose for pictures. The concept of aviation safety was spread amidst tons of fun.

6-3 Giving Back to Local Communities

Committed to giving back to the country and local communities, EVA Air surrounds its office buildings with lush greenery and engages in community activities to blend into the local community and reinforce neighborhood relations. In a bid to raise Taiwan's global profile as a beautiful, effervescent island, EVA Air joins local tourism authorities in attending international arts and cultural events, where Taiwan-grown produce and floriculture products are presented to promote locally themed tourism.

6-3-1 Neighborhood Relations

• Improving Freeway Side Slopes (Lot No. 504)

We have been including the improvement of freeway side slopes in our annual budget since 2013. In 2015, funds were allocated for the maintenance of flowering plants and lawns, such as cherry blossoms, hibiscus, silk floss trees and cassia fistula. The year-round blossoming of flowers beautifies the surrounding environment and provides road users with excellent views.



• Moon Festival Party for Zhuyuan Villagers

To strengthen neighbor relations, we sponsored a prize-packed raffle for the Moon Festival party organized for the residents of Zhuyuan Village, Taipei City.

• The "Go Further Taipei" New Year Countdown Celebration

Major cities and counties in Taiwan hold New Year countdown celebrations every year without fail and invite the participation of enterprises. EVA Air has been one of the corporate sponsors for many years, including its 2015 sponsorship of the "Go Further Taipei" extravaganza that ushered in Year 2016.

6-3-2 Marketing Chishang Rice Worldwide with Strategic Inclusion in Inflight Menu



Chishang Rice is introduced to our international passengers through feature articles in our inflight magazine.

The award-winning rice is featured in our inflight meals.

A page in our inflight menu is dedicated to the introduction of Chishang Rice to build brand awareness.

As a socially responsible enterprise that cares for the community, EVA Air features the excellent Taiwan rice variety on our flights around the world. Each immaculate, plump grain epitomizes both the bounty of Taiwan and Chishang farmers' wholehearted dedication. Chishang's award-winning "premium rice" is specially selected to share the great taste of Taiwan rice with our international passengers and etch it in the gastronomic memories of these globetrotters.

A Paddy-dotted, Otherworldly Landscape

Under extensive swaths of azure sky, the utility pole-free Chishang countryside is snugly encircled by verdant, cloud-capped hills. As the breezes dispel the mountain mist, egrets fly away and the rice seedlings sway gently with nonstop rustling.

Featured in EVA Air's 2013 "I See You" global advertising campaign, this picturesque realm has gained international fame. Countless visitors seeking an ethereal getaway have been attracted to Chishang Township to wander along its restful country roads; a complimentary pot of tea sits waiting under the Tea Service Tree to warm the hearts of visitors. U-Theatre and Cloud Gate Theater set their performances on the stage of Chishang's paddy fields and against the backdrop of mountains, showcasing the paddies' rhythmic waves and the life force of the earth, evoking the purest stirring of the heart. This state of being one with the universe can only be attained in the unspoiled, slow-paced town of Chishang. It is not only food for inspiration, but also nourishment for the body, mind and soul of travelers from around the world. Chishang Township lies in the East Rift Valley's middle section and is reputed as Taiwan's most gorgeous and cleanest agricultural region. Aside from the pastoral scenery, it boasts a rice variety with a perennial national championship status, and a professional certification system that

impressed delegates from the European Commission's Directorate General for Trade (DG TRADE). Let the world witness the bounty of Taiwan and Chishang farmers' wholehearted dedication through each immaculate, plump grain of Chishang Rice.

Chishang Rice: Pristine Grains from a Pristine Paradise

Chishang Township is perched atop the East Rift Valley. Featuring fine-textured, organic matter-rich saprolitic soil washed down and deposited from the Coastal and Central Mountain Ranges, the abundant land is great for growing crops. A crystal-clear, mineral-impregnated creek originating in the over 3,000-meter-high Central Mountain Range and flowing through multiple hot spring spots irrigates the land and nurtures the crops. An average topography relief of 300 meters and the drastic temperature changes between day and night form growing conditions much like those in Japan. A long growing period and unpolluted, crisp air further support the breeding of the delightfully plump, fragrant, chewy and pure Chishang Rice. It is no wonder that the rice secured the 1st place in its 1971 debut at the competition held by Taichung District Agricultural Research and Extension Station!

The amiable Chishang farmers display genuine respect for, and stewardship of, the abundant motherland that has generously fed their families over the years. Besides enhancing the rice quality through constant learning and with the help of state-of-the-arts technologies, the time-consuming, labor-intensive sustainable techniques are adopted to nurture the growth of rice crops without disturbing their dynamics with insects in the food chain, for a harmonious coexistence with nature.



The farmers rise before dawn daily to meticulously remove weeds and apply fertilizers. Nighttime patrols are conducted under the moonlight to keep any artificial illumination from intervening in the ecosystem. This is why the Chishang paddies form the only region in Taiwan where utility poles and streetlights are absent.

The fecund, carefully tended Chishang paddy fields yield a premium, organic rice variety that, albeit accounting for only 1% of Taiwan's total rice production, is a many-times national championship rice treasured by all. It is also worth noting that Chishang rolled out Taiwan's first certification of origin. The certification label is available in limited quantity per batch and is awarded only to Chishang-grown rice that meets stringent safety, palatability and quality standards. The certification system underscores Chishang Rice's superior quality as it ensures the traceability in every step of the production process from seed selection to sales.

Propelling the premium Chishang Rice onto the International Stage

The scenic beauty of Chishang was propelled onto the international stage following our 2013 "I See You" global advertising campaign. The premium Chishang Rice, perennial national champion rice with a palatability rating of 83, was introduced in our inflight menu in 2015, to allow travelers from around the world to have a taste of the fragrant, chewy, pure and sweet rice. The "en Voyage" column of our inflight magazine features articles that illustrate how the Chishang farmers working in harmonious co-existence with Mother Nature, rolled out the excellent certification program and established the Taiwanese premium rice brand. As passengers enjoy the great taste of Chishang Rice, they also gain insights into Taiwanese farmers' commitment towards environmental stewardship and quality produce.

We are eager to present our passengers with an array of global cuisine, particularly Taiwanese representative dishes. Since the autumn of 2015, we have served the award-winning Chishang Rice in Business Class rice dishes on most routes and have also dedicated a page of our menu to the introduction of the rice. Passengers from around the world can now enjoy the exquisite taste of the premium produce from Taiwan's most beautiful fields, and bring Chishang Rice international fame.





6-3-3 Boosting Local Tourism

• Boosting Taiwan's Presence in International Orchid Shows

Taiwan is a thriving floriculture hub with superior orchid species. Eyeing the global market, the Taiwan Orchid Growers Association (TOGA) attends international shows every year and benefits from the free flights and transportation services offered by EVA Air. We help to reduce the costs shouldered by TOGA and ensure that the transported flowers stay fresh and stunning for the shows. The sponsorship is part of our attempt to open up the international market for Taiwan's floriculture industry.

• Promoting Taiwan as a Tourist Destination

EVA Air has been promoting the Taiwanese tourism industry in a long-time partnership with the local tourism authorities. In 2015, for instance, we held a travel fair in Singapore together with New Taipei City's Tourism and Travel Department, and launched a promotional campaign to encourage Singaporeans and Malaysians to visit Taiwan.

• Taipei Mini Tours

In 2015, Taipei City's Department of Information and Tourism announced its plans to roll out Taipei Mini Tours in Shanghai. EVA Air specially sponsored a promotional event in Shanghai and invited Chinese journalists to Taiwan to experience the tours for themselves. Besides promoting Taiwan as a tourist destination, this media strategy also drummed up Mainlanders' interest in our airline brand.

• The Chishang Autumn Rice Harvest Arts Festival

Sparing no effort to expand the boundaries of folk art and culture, we sponsored the annual Chishang Autumn Rice Harvest Arts Festival in 2014 and 2015 with the hope of propelling the breathtaking Chishang landscape onto the international stage. The event included a benefit concert that was set against the backdrop of Chishang's paddies and featured renowned performance groups and artistes. The promotional campaign was the combined effort of Chishang Township, Taitung County Government and members of the public. 100% of the proceeds go towards philanthropic causes.

• The Full Recovery of Chishang's "Tea Service Tree"

As part of our ongoing endeavor to ensure the maintenance of Taiwan's iconic tourist attractions, after curing the "Tea Service Tree" in 2014, we invited a Japanese specialist to Taiwan in 2015 for a follow-up visit. We sponsored a tree pit cover to protect the tree roots, and the setup of artworks to build a warm sanctuary for the tree. Today, we announce the full recovery of the "Tea Service Tree".

• The Taitung Hot Air Balloon Festival

To better harness Taiwan's regional tourism assets in the global travel market, we started sponsoring the Taitung Hot Air Balloon Festival in 2014, inviting pilots from all over the world to enjoy a bird's-eye view of Taitung County's breathtaking mountains, valleys, farmlands and lakes.

6-4 Arts and Culture Activities

As part of EVA Air's ongoing arts and culture promotional program, we continually invite excellent foreign performance groups to Taiwan to stage performances, and also have world-renowned artworks brought in for exhibitions. In so doing, Taiwanese get the opportunity to enjoy world-class arts and advance their cultural appreciation without having to travel abroad. This not only facilitates international and domestic cultural exchanges, but also helps to develop a global perspective.

6-4-1 Music, Arts and Cultural Patronage

Every year, internationally acclaimed musicians and performance groups are invited to perform in Taiwan. EVA Air offers our support with special fare tickets and extra baggage allowance, to help the organizers cut costs and provide incentives for high-caliber artistes to stage performances on the island.

• Hamlet

In 2015, we sponsored the National Theater & Concert Hall and invited Japan's HoriPro Inc. to perform "Hamlet" in Taiwan. Hamlet is one of the four great Shakespearean tragedies that delve into the dialectical relationship between philosophy and ethics; it exerts greater international influence than any other English classic drama.

New Snow White & the Seven Dwarfs

In 2015, we sponsored "New Snow White & Seven Dwarfs," a musical for kids, to broaden Taiwanese children's artistic and cultural horizons.

• Notre Dame de Paris

Based on a romantic novel by French novelist Victor Hugo, the musical "Notre Dame de Paris" has proved popular since we sponsored its Taiwanese debut in 2005. Following several such sponsorships over the past decade, we once again brought in this best-selling French-language production in 2015 for the Taiwanese audience to broaden its global perspective.

• Beauty and the Beast

In 2015, we sponsored "Beauty and the Beast", a musical presented by the United Daily News, and once again opened the Taiwanese audience's eyes to an internationally acclaimed production.

6-4-2 Fostering an Excellent TV and Film Culture

Quality TV or film projects are typically labor-intensive and costly. Our long-term patronage of Taiwanese film and TV productions takes such forms as cash sponsorships, special fare tickets, transportation service discounts and sponsorships of music or film award ceremonies. By encouraging creative works of substance and depth, we hope to make a positive impact on the Taiwanese society.

• The 52nd Golden Horse Awards

We attach great importance to Taiwan's film industry, and have sponsored the Golden Horse Awards for 10 consecutive years, to encourage filmmakers to continue their craft and to boost Taiwan's cinematic culture.



- **The 50th Radio Broadcast Golden Bell Awards**

To encourage quality radio and TV productions and services, we sponsored the 2015 Radio Broadcast Golden Bell Awards organized by China Television Company.

- **The 26th Golden Melody Awards**

We sponsored the 2015 Golden Melody Awards organized by Taiwan Television Enterprise, to encourage musical creations.

- **TV Program “Explore Science and the Universe”**

Taiwan Television Enterprise's universe-themed production was shot partially at NASA and its aerospace facilities to make the contents more substantial. We sponsored the production with free airline tickets.

- **TV News Magazine “Disappearing Boundaries”**

We support TV news magazines that cover topics that are informative or have a positive social influence. In 2015, we sponsored Sanlih E-Television's trip to shoot in Houston for the program “Disappearing Boundaries”.

6-5 Athletic Sponsorships

A long-time supporter of sporting events, EVA Air sponsors Taiwanese athletes with airline tickets when they travel abroad for competitions, to alleviate their financial burden and incentivize them to earn medals for their home country in international sporting competitions. We also provide financial assistance for various sporting competitions to further contribute to Taiwan's sports community and spark interest in sporting events nationwide.

6-5-1 Contributing to Taiwan's Athletics Community

- **Rising Star of Badminton Tai Tzu-Ying**

The Evergreen Group has always been committed to nurturing high-potential athletes, with a particular focus on golf and tennis players. We sponsored Tai Tzu-ying, a rising star of badminton when she traveled abroad to compete in 2015, as part of our effort to encourage Taiwanese representatives to perform well in different ball games.

- **Amateur and Professional Golfers**

The year 2009 marked the beginning of our annual sponsorship for the celebrated golf player Yani Tseng's tournaments around the world. Since 2007, the Chang Yung-Fa Foundation has sponsored golfer Pan Cheng-Tsung's studies and competitions in the U.S. After years of hard work, Pan Cheng-Tsung earned a place at the PGA Grand Slam of Golf as an amateur for the third time in 2014. EVA Air took over the Chang Yung-Fa Foundation's patronage in 2015 and sponsored free airline tickets for his tournaments abroad to nurture the rising star of golf.

- **Tennis Players**

We have been sponsoring national tennis players Chan Yung-Jan and Chan Hao-Ching with airline tickets and cash since 2008. We also provided annual sponsorships for up-and-comers, including Hsu Ching-Wen and Lu Yen-Hsun since 2012 and 2015, respectively. With EVA Air's support, talented Taiwan athletes can gain experience at international sporting events without financial worries and, by means of sports marketing, help increase Taiwan's global presence.

- **Taiwan's Team AAI**

Team AAI is a Taiwan-based professional car racing team. In 2015, we provided the team with special fare tickets for a race in France so it could gain more international experience.

6-5-2 Sponsorship for Sporting Events

Year after year we sponsor sporting events of various categories to give local athletes the opportunity to accumulate competitive experience and boost Taiwan's athletic presence. Through such sponsorships, we also hope to incite nationwide enthusiasm for all types of sports and build a sound environment for nurturing future sports talents.

- **Swinging Skirts LPGA Classic 2015**

Taking place in San Francisco, the Swinging Skirts LPGA Classic 2015 mostly featured well-established female golfers, and was broadcast live across 171 countries. As a first-time title sponsor, we ensured the tournament organizer had adequate resources to promote Taiwanese culture to the world through the display of artwork installations by a renowned Taiwanese artist during the TV broadcasts.

- **ICRT BIKE DAY**

Leveraging on Taiwan's bike boom, EVA Air participated in the ICRT Bike Day to encourage members of the public to take up sports and advocate energy conservation and carbon emission reduction through actions to protect the earth.

- **OEC Taipei WTA 125K Series 2015**

The OEC Taipei WTA 125K Series is a highlight of Taiwan's annual sports calendar that is closely watched by both tennis fans and professional players worldwide. The sporting event is broadcast live by local TV stations every year. EVA Air is a long-time supporter of international sporting events that are important to Taiwan. Every year, we provide sponsorships in the form of free airline tickets.

- **International Competitions Hosted by the National Dance Association of R.O.C.**

Every year, the National Dance Association of R.O.C. will host international competitions and invite the participation of international dancers. We comply with the organizer's request and sponsor the contenders with free airline tickets to Taiwan.

Appendix

GRI G4 Index Comparison Table

General Standard Disclosures

Category	GRI Indicator	Description	Disclosing Status	Corresponding Chapter	Page	External Assurance
STRATEGY AND ANALYSIS	G4-01	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	5	V
ORGANIZATIONAL PROFILE	G4-03	Report the name of the organization.	●	EVA Overview	8	V
	G4-04	Report the primary brands, products and services.	●	EVA Overview	8	V
	G4-05	Report the location of the organization's headquarters.	●	About this Report	7	V
	G4-06	Report the number of countries where the organization operates, and the 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	8	V
	G4-07	Report the nature of ownership and legal form.	●	EVA Overview	8	V
	G4-08	Report the markets served	●	EVA Overview	8	V
	G4-09	Report the scale of the organization, including: 1.Total number of employees 2.Total number of operations 3.Net sales (for private sector organizations) or net revenues (for public sector organizations), 4.Total capitalization broken down in terms of debt and equity (for private sector organizations), 5.Quantity of products or services provided	●	EVA Overview Operating Performance/ Description of Financial Status 5-1-1 Total Number of Employees	8 11 82	V
	G4-10	Total number of employees: 1.Report the total number of employees by employment contract and gender. 2.Report the total number of regular employees by employment contract and gender. 3.Report the total workforce by regular/contingent employees and gender. 4.Report the total workforce by region and gender. 5.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). 6.Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	●	5-1 Employee Structure	82	V

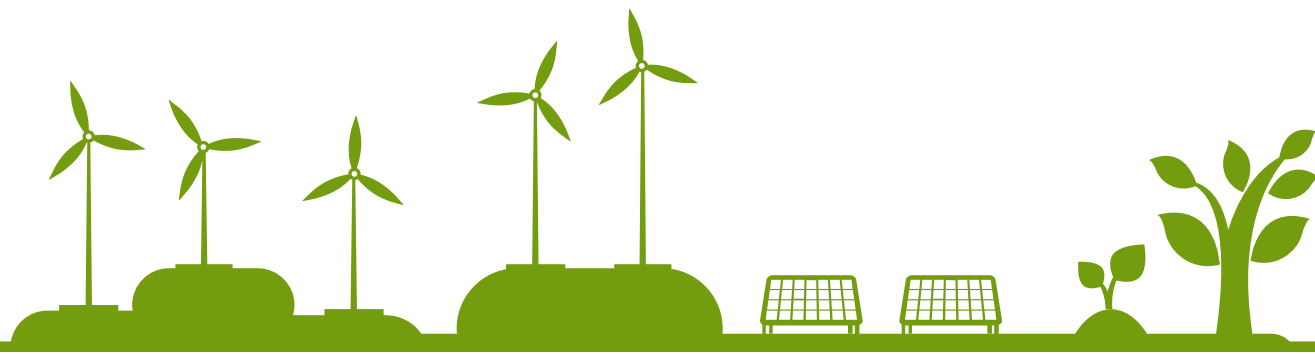
Category	GRI Indicator	Description	Disclosing Status	Corresponding Chapter	Page	External Assurance
STRATEGY AND ANALYSIS	G4-11	Report the percentage of total employees covered by collective bargaining agreements.	•	5-4-1 Interactions of Labor-Management Relations	98	V
	G4-12	Describe the organization's supply chain.	•	1-4 Supply Chain Management	37	V
	G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	•	Operating Performance/ Description of Financial Status	11	V
				1-4 Supply Chain Management	37	
	G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	•	1-3 Internal Control System 2-1 Flight Safety Risk Management	36 44	V
	G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	•	Not applicable for EVA Air		V
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations	•	Participation in External Organizations and Participating Identity	13	V	
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES	G4-17	<ul style="list-style-type: none"> List all entities included in the organization's consolidated financial statements or equivalent documents. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report. 	•	EVA Overview	8	V
	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. 	•	Fulfillment of CSR	14	V
	G4-19	List all the material Aspects identified in the process for defining report content.	•	Fulfillment of CSR	14	V
	G4-20	For each material Aspect, report the Aspect Boundary within the organization, report any specific limitation regarding the Aspect Boundary within the organization	•	Fulfillment of CSR	14	V
	G4-21	For each material Aspect, report the Aspect Boundary outside the organization, report any specific limitation regarding the Aspect Boundary outside the organization	•	Fulfillment of CSR	14	V
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	•	Various chapters		V	
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	•	About this Report	7	V	
STAKEHOLDER ENGAGEMENT	G4-24	Provide a list of stakeholder groups engaged by the organization.	•	Fulfillment of CSR	14	V
	G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	•	Fulfillment of CSR	14	V
	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.	•	Fulfillment of CSR	14	V
	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.	•	Fulfillment of CSR	14	V

Category	GRI Indicator	Description	Disclosing Status	Corresponding Chapter	Page	External Assurance
REPORT PROFILE	G4-28	Reporting period (such as fiscal or calendar year) for information provided.	●	About this Report	7	V
	G4-29	Date of most recent previous report.	●	About this Report	7	V
	G4-30	Reporting cycle.	●	About this Report	7	V
	G4-31	Provide the contact point for questions regarding the report or its contents.	●	About this Report	7	V
	G4-32	<ul style="list-style-type: none"> Report the 'in accordance' option the organization has chosen. Report the GRI Content Index for the chosen option Report the reference to the External Assurance Report, if the report has been externally assured. 	●	About this Report	7	V
	G4-33	<ul style="list-style-type: none"> Report the organization's policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. Report the relationship between the organization and the assurance providers. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report. 	●	About this Report	7	V
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.	●	Fulfillment of CSR 1-1 Senior Operating Management	14 31	V
	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.	●	Fulfillment of CSR	14	V
	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.	●	Fulfillment of CSR	14	V
	G4-38	Report the composition of the highest governance body and its committees: <ul style="list-style-type: none"> Executive or non-executive directors Independent 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 	●	Fulfillment of CSR 1-1-1 Board of Directors	14 31	V

Category	GRI Indicator	Description	Disclosing Status	Corresponding Chapter	Page	External Assurance
GOVERNANCE	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).	●	1-1-1 Board of Directors	31	V
	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 	●	1-1-1 Board of Directors 1-2 Ethical Management	31 34	V
	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.	●	Fulfillment of CSR	14	V
	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.	●	About this Report	7	V
	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.	●	1-1-2 Remuneration Committee	34	V
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.	●	1-2 Ethical Management	34	V
	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.	●	1-2 Ethical Management	34	V
	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.	●	1-2 Ethical Management	34	V

Reason for Omission:

G4-15's "List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses" is not applicable as EVA Air does not subscribe to any external charters or initiatives.



Specific Standard Disclosures: Economic

Aspects	GRI Indicator	Description	Disclosing Status	Corresponding Chapter	Page	External Assurance
ECONOMIC PERFORMANCE	DMA	Generic Guidance	●	EVA Overview	8	V
	G4-EC1	Direct economic value generated and distributed	●	Operating Performance/ Description of Financial Status 06 Social Integration	11 103	V
REPORT PROFILE	G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	●	4-2 Proactive Countermeasures against Climate Change	68	V
	G4-EC3	Coverage of the organization's defined benefit plan obligations	●	5-2-1 Remuneration Standards	90	V
MARKET PRESENCE	DMA	Generic Guidance	●	5-2-1 Remuneration Standards	90	V
	G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	●	5-2-1 Remuneration Standards	90	V
	G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	●	5-1-2 Employee Categories	86	V
INDIRECT ECONOMIC IMPACTS	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	06 Social Integration	103	V
	G4-EC7	Development and impact of infrastructure investments and services supported	●	6-1-3 Involvement in Social Causes	105	V
				6-2-1 Academia-industry Collaboration with National Cheng Kung University	105	
				6-2-2 Collaboration with Civil Aviation University of China	106	
				6-2-6 "Little Flight Attendant" Training Camp	106	
6-3-1 Neighborhood Relations	106					
PROCUREMENT PRACTICES	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	1-4-2 Procurement Practices and Audit Management	39	V
	G4-EC9	Proportion of spending on local suppliers at significant locations of operation	●	1-4 Supply Chain Management	37	V

Reason for Omission:

With regard to G4-EC1, as the payments made to investors and the government are not significant, they are not disclosed.

Specific Standard Disclosures: Environmental

Aspects	GRI Indicator	Description	Disclosing Status	Corresponding Chapter	Page	External Assurance
ENERGY	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	4-1-1 Environmental and Energy Policy 4-1-3 Compliance with Environmental and Energy Laws and Regulations	66 67	V
	G4-EN3	Energy consumption within the organization	●	4-2-2 Greenhouse Gas Inventory	69	V
	G4-EN5	Energy intensity	●	4-2-2 Greenhouse Gas Inventory	69	V
	G4-EN6	Reduction of energy consumption	●	4-3-2 Fuel Conservation Measures 4-3-4 Ground Operation Energy-saving Actions	73 76	V
	G4-EN7	Reductions in energy requirements of products and services	●	4-3-2 Fuel Conservation Measures	73	V
WATER	DMA	Generic Guidance	●	4-4-1 Water Resources Management	77	V
	G4-EN8	Total water withdrawal by source	●	4-4-1 Water Resources Management	77	V
	G4-EN9	Water sources significantly affected by withdrawal of water	●	4-4-1 Water Resources Management	77	V
	G4-EN10	Percentage and total volume of water recycled and reused	●	4-4-1 Water Resources Management	77	V
EMISSIONS	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	4-2-1 Greenhouse Gas Management	68	V
	G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	●	4-2-2 Greenhouse Gas Inventory	69	V
	G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	●	4-2-2 Greenhouse Gas Inventory	69	V
	G4-EN18	Greenhouse gas (GHG) emissions intensity	●	4-2-2 Greenhouse Gas Inventory	69	V
	G4-EN19	Reduction of greenhouse gas (GHG) emissions	●	4-3-2 Fuel Conservation Measures 4-3-4 Ground Operation Energy-saving Actions	73 76	V
	G4-EN21	NOx, SOx, and other significant air emissions	●	4-4-5 Air Pollutant Emission Estimation	79	V
EFFLUENTS AND WASTE	DMA	Generic Guidance	●	4-4-2 Wastewater Quality Control 4-4-3 Waste Management	78 78	V
	G4-EN23	Total weight of waste by type and disposal method	●	4-4-3 Waste Management	78	V

Aspects	GRI Indicator	Description	Disclosing Status	Corresponding Chapter	Page	External Assurance
EFFLUENTS AND WASTE	G4-EN24	Total number and volume of significant spills	●	4-4-3 Waste Management	78	V
	G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention (2) Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	●	4-4-3 Waste Management	78	V
	G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	●	4-4-2 Wastewater Quality Control	78	V
PRODUCTS AND SERVICES	DMA	Generic Guidance	●	4-1-1 Environmental and Energy Policy	66	V
	G4-EN27	Extent of impact mitigation of environmental impacts of products and services	●	4-3-2 Fuel Conservation Measures 4-3-4 Ground Operation Energy-saving Actions	73 76	V
COMPLIANCE	DMA	Generic Guidance	●	4-1-3 Compliance with Environmental and Energy Laws and Regulations	67	V
	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	●	4-1-3 Compliance with Environmental and Energy Laws and Regulations	67	V
TRANSPORT	DMA	Generic Guidance	●	4-4-5 Air Pollutant Emission Estimation	79	V
	G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	●	4-4-5 Air Pollutant Emission Estimation	79	V
OVERALL	DMA	Generic Guidance	●	4-1-2 Management Systems	66	V
	G4-EN31	Total environmental protection expenditures and investments by type	●	4-1-3 Compliance with Environmental and Energy Laws and Regulations	67	V
SUPPLIER ENVIRONMENTAL ASSESSMENT	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	1-4 Supply Chain Management	37	V
	G4-EN32	Percentage of new suppliers that were screened using environmental criteria	●	1-4-3 Supply Chain Partnership with Social Responsibility	41	V
ENVIRONMENTAL GRIEVANCE MECHANISMS	G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	●	4-1-2 Management Systems	66	V

Specific Standard Disclosures: Social - Labor Practices and Decent Work

Category	GRI Indicator	Description	Disclosing Status	Corresponding Chapter	Page	External Assurance
EMPLOYMENT	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	5-4-1 Interactions of Labor-Management Relations	98	V
	G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	●	5-1-1 Total Number of Employees	82	V
	G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	●	5-2-2 Employee Welfare	92	V
	G4-LA3	Return to work and retention rates after parental leave, by gender	●	5-2-3 Family Care	94	V
LABOR/MANAGEMENT RELATIONS	DMA	Generic Guidance	●	5-4-1 Interactions of Labor-Management Relations	98	V
	G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	●	5-4-1 Interactions of Labor-Management Relations	98	V
OCCUPATIONAL HEALTH AND SAFETY	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	5-4-3 Occupational Accident Prevention and Handling	101	V
	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	●	5-4-2 Occupational Safety and Health Management	100	V
	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	●	5-4-3 Occupational Accident Prevention and Handling	101	V
	G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	●	5-4-3 Occupational Accident Prevention and Handling	101	V
	G4-LA8	Health and safety topics covered in formal agreements with trade unions	●	EVA Air has no trade union, hence this indicator is not applicable		V
TRAINING AND EDUCATION	DMA	Generic Guidance	●	5-3 Sound Education and Training	94	V
	G4-LA9	Average hours of training per year per employee by gender, and by employee category	●	5-3 Sound Education and Training	94	V

Reasons for Omission:

- With regard to G4-EN3d, EVA Air did not use steam or independent electricity meters for heating and cooling in 2015; hence only total energy consumption by energy type is shown.
- With regard to G4-EN5c, energy intensity only reflects the energy types that were consumed and that can be calculated (fuel and electric power).
- With regard to G4-EN8a, the main source of water supply comes from Taiwan Water Corporation, and the collection of small amounts of rainwater and condensate.
- With regard to G4-EN21a, there is a limit to the amount of information the airline industry can refer to for aircrafts' air pollutant emission conversion coefficients. Hence, the air pollutant emission estimation currently only covers two types: NOx and SOx.
- With regard to G4-EN23a, the statistical coverage currently comprises only EVA Air's Nankan Park, and waste are sorted accordingly for disposal.
- With regard to G4-EN30b, currently only estimations for air pollutants produced by transportation are conducted. Mechanisms to reduce the environmental impacts of transporting products, other goods, materials and transporting members of the work force have not been established.

Category	GRI Indicator	Description	Disclosing Status	Corresponding Chapter	Page	External Assurance
TRAINING AND EDUCATION	G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	●	5-3 Sound Education and Training	94	V
	G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	●	5-3-5 Performance Appraisal and Career Development	98	V
DIVERSITY AND EQUAL OPPORTUNITY	DMA	Generic Guidance	●	5-1 Employee Structure	82	V
	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	●	1-1-1 Board of Directors 5-1 Employee Structure	31 82	V
EQUAL REMUNERATION FOR WOMEN AND MEN	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	5-2-1 Remuneration Standards	90	V
	G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	●	5-2-1 Remuneration Standards	90	V
SUPPLIER ASSESSMENT FOR LABOR PRACTICES	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	1-4-3 Supply Chain Partnership with Social Responsibility	41	V
	G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	●	1-4-3 Supply Chain Partnership with Social Responsibility	41	V
LABOR PRACTICES GRIEVANCE MECHANISMS	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	5-4-1 Interactions of Labor-Management Relations	98	V
	G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	●	5-4-1 Interactions of Labor-Management Relations	98	V

Reasons for Omission:

- G4-LA4 b: For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements. As EVA Air does not have any trade union, there are also no special regulations for collective agreements.
- G4-LA6b: Report data such as work-related injury of independent contractors working on-site to whom the organization is liable for the general safety of the working environment. In March 2015, the Ministry of Labor started requesting for the submission of contractors' working hours; hence full disclosure of occupational accident-related data is expected to be completed by 2016.
- G4-LA8: Report whether formal agreements (either local or global) with trade unions cover health and safety. EVA Air does not have any trade union; hence this indicator is not applicable.
- G4-LA10b: Skills management for managing career endings and lifelong learning programs are still under deliberation and planning; hence there are no relevant information disclosures in 2015.

Specific Standard Disclosures: Social - Human Rights and the Society

Aspects	GRI Indicator	Description	Disclosing Status	Corresponding Chapter	Page	External Assurance
INVESTMENT	G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	●	1-2 Ethical Management	34	V
	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	●	5-4-1 Interactions of Labor-Management Relations	98	V

Aspects	GRI Indicator	Description	Disclosing Status	Corresponding Chapter	Page	External Assurance
SUPPLIER HUMAN RIGHTS ASSESSMENT	G4-HR10	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	1-4-3 Supply Chain Partnership with Social Responsibility	41	V
		Percentage of new suppliers that were screened using human rights criteria	●	1-4-3 Supply Chain Partnership with Social Responsibility	41	V
HUMAN RIGHTS GRIEVANCE MECHANISMS	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	5-4-1 Interactions of Labor-Management Relations	98	V
	G4-HR12	<ul style="list-style-type: none"> Report the total number of grievances about human rights impacts filed through formal grievance mechanisms during the reporting period. Of the identified grievances, report how many were: <ul style="list-style-type: none"> Addressed during the reporting period Resolved during the reporting period Report the total number of grievances about human rights impacts filed during the reporting period that were resolved during the reporting period. 	●	5-4-1 Interactions of Labor-Management Relations	98	V
ANTI-CORRUPTION	G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	●	1-3 Internal Control System	36	V
ANTI-COMPETITIVE BEHAVIOR	DMA	Generic Guidance	●	1-2 Ethical Management	34	V
	G4-SO7	<p>Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes</p> <ul style="list-style-type: none"> Report the total number of legal actions pending or completed regarding anti-competitive behavior or violations of anti-trust and monopoly legislation in which the organization has been identified as a participant. Report the main outcomes of completed legal actions, including any decisions or judgments. 	●	1-2 Ethical Management	34	V
COMPLIANCE	DMA	Generic Guidance	●	5-4-1 Interactions of Labor-Management Relations	98	V
	G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	●	5-4-1 Interactions of Labor-Management Relations	98	V
SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	1-4-3 Supply Chain Partnership with Social Responsibility	41	V
	G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	●	1-4-3 Supply Chain Partnership with Social Responsibility	41	V
GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY	G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	●	1-2 Ethical Management	34	V

Reason for Omission:

With regard to Index G4-HR1, there were no relevant investment agreements in 2015; hence EVA Air proposes to define “importance” when there are investment agreements in the future.

Specific Standard Disclosures: Social - Product Responsibility

Aspects	GRI Indicator	Description	Disclosing Status	Corresponding Chapter	Page	External Assurance
CUSTOMER HEALTH AND SAFETY	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	2-1 Flight Safety Risk Management 2-2 Flight Path Management and Maintenance Quality 2-3 Pilots' Safety Control 3-1-1 Passenger Satisfaction Survey	44 50 52 55	V
	G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	●	2-1 Flight Safety Risk Management 3-3-1 In-flight Meal and Airline Catering Management	44 56	V
	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	●	2-1 Flight Safety Risk Management 3-3-1 In-flight Meal and Airline Catering Management 3-9 Cargo Service	44 56 63	V
PRODUCT AND SERVICE LABELING	DMA	<ul style="list-style-type: none"> Generic Guidance Aspect-specific Guidance 	●	3-2 Compliance with Laws and Regulations	56	V
	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	●	3-2 Compliance with Laws and Regulations	56	V
	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	●	3-2 Compliance with Laws and Regulations	56	V
	G4-PR5	Results of surveys measuring customer satisfaction	●	3-1-1 Passenger Satisfaction Survey 3-9-1 Cargo Customer Satisfaction Survey	55 63	V
MARKETING COMMUNICATIONS	G4-PR6	Sale of banned or disputed products	●	3-2 Compliance with Laws and Regulations	56	V
	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	●	3-2 Compliance with Laws and Regulations 3-9 Cargo Service	56 63	V
CUSTOMER PRIVACY	DMA	Generic Guidance	●	3-7 Customer Privacy	61	V
	G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	●	3-7 Customer Privacy	61	V
COMPLIANCE	DMA	Generic Guidance	●	3-2 Compliance with Laws and Regulations	56	V
	G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	●	3-2 Compliance with Laws and Regulations	56	V

Third Party Assurance Statement



INDEPENDENT ASSURANCE STATEMENT

To: The Stakeholders of EVA Airways Corporation

Introduction and objectives of work

Bureau Veritas Certification Taiwan has been engaged by EVA Airways Corporation to conduct an independent assurance of its 2015 EVA AIR Corporate Social Responsibility Report. This Assurance Statement applies to the related information included within the scope of work described below.

This information and its presentation in the 2015 EVA AIR Corporate Social Responsibility Report are the sole responsibility of the management of EVA Airways Corporation. Bureau Veritas was not involved in the drafting of the Report. Our sole responsibility was to provide independent assurance on its content.

Scope of work

The assurance process was conducted in line with the requirements of the Assurance Standard AA1000AS (2008) Type 2 assurance. The scope of work included:

- Data and information included in 2015 EVA AIR Corporate Social Responsibility Report for the 1st January, 2015 to 31st December, 2015;
- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse and review the information reported;
- Evaluation of the Report against the main principles of the AA1000 Assurance Standard (2008)¹
 - Inclusivity
 - Materiality
 - Responsiveness
- Evaluation of the Report against the principles of Stakeholder Inclusiveness, Sustainability Context, Materiality, Completeness, Balance, Comparability, Accuracy, Timeliness, Clarity, and Reliability, as defined in the GRI Sustainability Reporting Guidelines G4.

The level of assurance has been applied as high level.

Methodology

As part of its independent assurance, Bureau Veritas undertook the following activities:

1. Interviews with relevant personnel of EVA Airways Corporation;
2. Review of documentary evidence produced by EVA Airways Corporation;
3. Review performance data listed in report with sampling basis;
4. Site visits to headquarter and sites in Taoyuan, Taiwan;

¹ Published by AccountAbility: The Institute of Social and Ethical Accountability <http://www.accountability.org.uk>



5. Review of EVA Airways Corporation data and information systems for collection, aggregation, analysis and review.

Our work was conducted against Bureau Veritas' standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance.

The work was planned and carried out to provide reasonable, rather than absolute assurance and we believe it provides a reasonable basis for our conclusions.

Our findings

On the basis of our methodology and the activities described above, it is our opinion that:

- The information and data included in 2015 EVA AIR Corporate Social Responsibility Report are accurate, reliable and free from material mistake or misstatement;
- The Report provides a fair representation of EVA Airways Corporation's activities over the reporting period;
- The information is presented in a clear, understandable and accessible manner, and allows readers to form a balanced opinion over EVA Airways Corporation's performance and status during the 1st January, 2015 to 31st December, 2015;
- The Report properly reflects the organisation's alignment to and implementation of the AA1000 Assurance Standard (2008) principles of Inclusivity, Materiality and Responsiveness in its operations. Further detail is provided below;
- EVA Airways Corporation has established appropriate systems for the collection, aggregation and analysis of relevant information;

Alignment with the principles of AA1000AS(2008)

Inclusivity

EVA Airways Corporation has processes in place for engaging with a range key stakeholders including socially responsible investors, government officials, representatives from a range of NGOs, charities and industry associations and has undertaken a number of formal stakeholder engagement activities in 2015 covering a range of topics such as Supply Chain, Human Rights and Environment.

Materiality

The Report addresses the range of environmental, social and economic issues of concern that EVA Airways Corporation has identified as being of highest material importance. The identification of material issues has considered both internal assessments of risks and opportunities to the business, as well as stakeholders' views and concerns.

Responsiveness

EVA Airways Corporation is responding to those issues it has identified as material and demonstrates this in its policies, objectives, indicators and performance targets. The reported information can be used by the organisation and its stakeholders as a reasonable basis for their opinions and decision-making.

Key areas for ongoing development



Based on the work conducted, we recommend EVA Airways Corporation to consider the following:

- The assessment process of significant sustainable issues can take into account opinions of external interest parties directly other than internal members. (MATERIALITY)

Limitations and Exclusions

Excluded from the scope of our work is any assurance of information relating to:

- Activities outside the defined assurance period;
- Positional statements (expressions of opinion, belief, aim or future intention by EVA Airways Corporation) and statements of future commitment.

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist within the Report.

Statement of independence, impartiality and competence

Bureau Veritas is an independent professional services company that specialises in Quality, Health, Safety, Social and Environmental management with more than 188 years history in providing independent assurance services. Bureau Veritas 2015 full year revenues reached 4.6 billion euros. The Group's adjusted net profit for 2015 reached 420 million euros.

Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day to day business activities. We are particularly vigilant in the prevention of conflicts of interest.

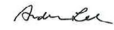
No member of the assurance team has a business relationship with EVA Airways Corporation, its Directors or Managers beyond that required of this assignment. We have conducted this verification independently, and there has been no conflict of interest.

The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over years combined experience in this field and an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

Bureau Veritas Certification Taiwan

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Technical Reviewer:  Date: 17/June/2016

Assurer:  Date: 17/June/2016



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