

# **EVA Airways Corporation**

## **Code of Conduct**

Since its establishment, EVA Airways Corporation (hereinafter referred to as "EVA Air" or "the Company") has upheld its corporate spirit of "challenge, innovation, and teamwork" and adhered to its core values of "safety, service and sustainability". To enable EVA Air to operate sustainably and fulfill its corporate responsibilities, EVA Air has formulated the EVA Airways Corporation Code of Conduct (hereinafter referred to as "the Code") to serve as the highest guidelines for conduct and ethics in its daily tasks. The Code is applicable to the Company, its subsidiaries (including joint venture companies) and its suppliers.

The Code is formulated in accordance with relevant international standards, including the (UN Global Compact, the International Labor Organization (ILO), the Organization for Economic Cooperation and Development (OECD), the Social Accountability 8000 International Standard (SA 8000), the Guidance on Social Responsibility (ISO 26000), the Global Reporting Initiative (GRI) and the UN Guiding Principles on Business and Human Rights. The Company also complies with international standards and local government regulations as the basic requirements.

### **1. Business Ethics**

EVA Air has formulated the "Codes of Ethical Conduct", "Ethical Corporate Management Best Practice Principles", "Procedures for Ethical Management and Guidelines for Conduct", "Antitrust Policy and Guidelines", and "Information Security Policy" in accordance with the principles of integrity and fairness, and promises to conduct all business operations in compliance with ethical standards.

#### **1.1 Anti-corruption**

The Company shall not directly or indirectly provide, promise, request or accept any forms of illegitimate interests to or from customers, suppliers and other interested parties, or engage in any corruption. Acceptance of gifts or entertainment in the course of duties shall be based on the principle of conforming to normal social etiquette and conventions.

Before involvement in any activity that may have corruption concerns, employees shall report to their supervisor to ensure no violation of this Code and shall avoid any situation that may negatively affect the reputation of EVA Air.

#### **1.2 Conflict of interest**

Once aware of a conflict of interest, employees shall avoid themselves from the situation, and shall report to their supervisor before engaging in business or activities that may

constitute a conflict of interest.

### 1.3 Fair competition

All business activities shall conform to the spirit of fair competition and comply with the regulations of the Fair Trade Act and the Antitrust Act. There shall be no illegitimate interests gained through unfair trading.

### 1.4 Insider trading

Trading of securities shall comply with relevant laws and regulations. Undisclosed material information that may affect the trading of the Company's securities shall not be leaked or used to engage in insider trading, and such information shall not be shared with anyone.

### 1.5 Information confidentiality

Information obtained from the Company, customers or suppliers shall be protected and shall not be disclosed or used to benefit individuals or third parties.

### 1.6 Personal data protection

The Company shall comply with Taiwan Personal Data Protection Act and local laws and regulations where the operations are located to protect the data of employees, customers and suppliers. It shall properly manage the collection, processing, storage, access or transmission of personal data and comply with personal privacy protection regulations.

### 1.7 Charitable or political contributions

Charitable donations shall comply with relevant laws and internal operating procedures to ensure the rationality and legality of the donations and avoid disguised bribery. The Company shall publicly disclose its charitable donations. EVA Air maintains a politically neutral position and does not provide political contributions to any political parties or individuals.

## **2. Environment**

EVA Air has formulated the Corporate Social Responsibility Best Practice Principles and adopted efficient operation methods to minimize adverse impact on the environment, protect natural resources, minimize the use of harmful substances, promote resource recovery and reuse, and promote the importance of environmental protection.

### 2.1 Permits and compliance

Necessary environmental permits/ licenses/ approvals and other related documents shall be obtained for operations. All operations shall be carried out in compliance with laws and regulations, and the aforementioned documents shall be renewed in a timely manner.

## 2.2 Energy and greenhouse gas

Energy consumption and the emission of all direct and indirect greenhouse gases shall be tracked and recorded. Cost-effective methods shall be used to improve energy efficiency to reduce energy consumption and greenhouse gas emissions.

## 2.3 Waste

Relevant management systems shall be implemented to ensure that waste substance, waste gas and wastewater are safely treated, transported, stored, recycled, reused or managed. Any waste substance, waste gas and wastewater that may adversely affect human health or the environment shall be properly managed, controlled and treated before being discharged into the environment in accordance with relevant laws and regulations. In addition, the Company promises to control and reduce in-flight waste in accordance with the regulations of international airline alliances.

## 2.4 Dangerous and hazardous substances

Dangerous and hazardous substances shall be identified and controlled to ensure safe handling, transportation, storage, use, recycling, reuse and disposal.

## 2.5 Noise pollution

Noise control and monitoring shall be implemented during the construction of office buildings. Aircrafts shall comply with relevant noise regulations and laws. The Company shall also cooperate with governmental airport noise control measures, pay annual aviation noise control fees, and continue to improve the quality of residential life in office and airport areas.

# 3. **Human/Labor Rights**

EVA Air has formulated the Corporate Social Responsibility Best Practice Principles as a promise to uphold human rights, provide workers with due protection and respect, and create a friendly and equal working environment.

## 3.1 Humane treatment

Any harsh and inhumane treatment shall be prohibited, including any form of harassment,

assault, corporal punishment, oppression, verbal abuse, threats or other similar conduct.

### 3.2 Prohibition of discrimination

The Company shall ensure that its human resource policies are free of discrimination due to differences in gender preference, race, socioeconomic class, age, gender, nationality, disability, pregnancy, religious belief, political position, marital status or family status. It shall practice equality and fairness in employment, employment conditions, salary, benefits, training, evaluation and promotion opportunities.

### 3.3 Prohibition of child labor

It is strictly prohibited to employ child labor regulated by local laws and regulations in the place of operation.

### 3.4 Freedom of choice in employment

The Company shall ensure that career choices are voluntary and that employees have the right to freely leave or terminate the employment relationship.

### 3.5 Freedom of association

The Company shall respect the rights of employees to freely form associations, organize trade unions, and choose to participate or not to participate in trade unions in accordance with relevant laws and regulations in the place of operation.

### 3.6 Working hours/Wage

The working hours shall not exceed those stipulated by the laws and regulations of the place of operation. The wages provided shall also comply with the relevant laws and regulations of the place of operation.

## **4. Safety and Health**

EVA Air promises to implement safety and health management and operational procedures. It shall also supervise, implement and continuously improve on the safety and health to provide a good working environment.

### 4.1 Occupational safety

The Company shall provide employees with the ability to identify, assess and control potential workplace risks and ensure operational safety through providing appropriate design, engineering and administrative control, protection measures, safe operation procedures and

continuous training.

#### 4.2 Emergency response

The Company shall evaluate potential emergencies and implement emergency response procedures to minimize the impact of accidents. The measures shall include education and training, appropriate fire detection and fire-fighting equipment, adequate evacuation facilities, emergency response plans, drills, emergency reporting, and evacuation and recovery plans.

#### 4.3 Occupational injuries and occupational diseases

The Company shall establish an occupational safety and health management system to prevent, manage, track and report occupational injuries and occupational diseases. It shall include encouraging employees to report occupational injury and occupational disease cases, providing necessary treatment, investigating, and implementing improvement measures to eliminate similar situations and to provide assistance to help employees return to work as soon as possible.

#### 4.4 Occupational hygiene

Based on operational risks, the Company shall identify, evaluate and control the impact of employees' exposure to chemical, biological and physical factors. It shall eliminate or control potential hazards through appropriate design, engineering and administrative management. If such measures cannot effectively prevent potential hazards, appropriate and properly maintained personal protective equipment shall be provided.

#### 4.5 Health check

The Company shall verify whether employees are suited to their tasks through medical examination, general health examination and examination for special health-hazardous operations. Health counseling, tracking and health education provided by the medical staff shall be coordinated with health management, health checks and health promotion activities to achieve health protection.

#### 4.6 Mechanical equipment protection

To prevent employees from being injured by mechanical equipment, protective devices, interlocking devices and barriers shall be provided and maintained. In case of a situation that may affect safety or health, all employees shall be obligated to take the initiative to report to the relevant unit as soon as possible to prevent harm to themselves and others.

#### 4.7 Health and safety training and education

The Company shall identify workplace hazards faced by its employees, including but not limited to physical, chemical, biological, human and stress hazards, and shall provide information and training as relevant to each profession.

The Company shall post relevant health and safety information in the workplace, and provide relevant information in a location that is identifiable and easily accessible. In addition, the Company shall conduct effective vertical and horizontal communication through the occupational safety and health website, Team+, email, meeting and other channels.

### 5. Management System

To fulfill the requirements of this Code, the following standards have been established:

#### 5.1 Management mechanism

- Management responsibility: The Corporate Sustainability Committee shall be responsible for ensuring the implementation of the management system and regularly review the implementation of related management regulations.
- Risk assessment and management: Procedures shall be established to identify EVA Air's business ethics, environment, human rights/labor, and safety and health risks. Goals shall be set and reviewed from time to time.
- Training and communication: The Company shall organize internal education and training to truly communicate to all its employees the policies, goals and actions related to this Code, and educate them on relevant communication mechanisms and appeal procedures.
- Documents and records: The Company shall establish an archive of documents or records to ensure compliance with regulations and the requirements of the Company, and at the same time ensure data confidentiality.

#### 5.2 Reporting

EVA Air adopts a zero-tolerance policy towards any conduct that is unethical, dishonest or in violation of this Code to prevent violation. The Company encourages internal and external personnel to report any violation of this Code through the following reporting mailbox:

- Integrity management and inquiry/reporting mailbox - [evapsn@evaair.com](mailto:evapsn@evaair.com)  
If you have suggestions regarding the Company's business ethics, integrity management and concerning matters, or find any above-mentioned violation, you may respond, inquire or report through this mailbox.
- Corporate Social Responsibility Mailbox - [csr@evaair.com](mailto:csr@evaair.com)

If you have suggestions regarding the Company's corporate social responsibility or code of conduct, or find any above-mentioned violations, you may respond, inquire or report through this mailbox.

The reporting person shall provide at least the following information:

- The name of the reporting person, and the address, telephone and e-mail address where the reporting person can be immediately contacted.
- The name of the person being reported or other information sufficient to identify the identity of the person being reported.
- Specific evidence that can be used in the investigation.

### 5.3 Acceptance, investigation and protection measures in reporting

The Human Resources Div. and the Corporate Safety, Security & Sustainability Div. of the Company shall be the main units accepting reporting cases. After acceptance, the case shall be handled or investigated by the responsible unit in accordance with the nature and content of the case.

The Company promises to keep the identity of the reporting person and the content of the report confidential, and promises to protect the reporting person from improper treatment as a result of the reporting.

If the investigation verifies that there is a case of non-compliance with this Code, including the failure of persons with supervisory responsibility to report wrongful conduct, the Company shall implement disciplinary actions in accordance with the labor contract, internal disciplinary regulations and procedures, including dismissal.

### 5.4 All personnel shall understand and abide by this Code. The Company shall strictly implement this Code and include the commitment to abide by this Code and the practice of this Code into employee performance evaluation for bonus and remuneration assessments.