







2024 China Southern Airlines Co., Ltd.
Social Responsibility and ESG Report



China Southern Airlines Co., Ltd.

Report Preparation: Publicity Department of Corporate Social Responsibility Management Committee of China Southern Airlines Group Co., Ltd.

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About this report

This is the 18th Social Responsibility Report issued by China Southern Airlines Co., Ltd. It systematically discloses the Company's practices and achievements in the fields of economic, environmental and social responsibilities. Through this report, we aim to provide you with a comprehensive insight into China Southern Airlines, and we look forward to growing together with you.

Reliability Assurance

The Board of Directors and all Directors of the Company hereby guarantee that there are no false records, misleading statements, or major omissions in the contents of this report, and take full responsibility for the authenticity, accuracy, and completeness of the contents

Reporting Period

The reporting period is from January 1 to December 31, 2024. To ensure the comparability of this report, some contents may extend beyond this timeframe.

Reporting Scope

This report mainly discloses the data indicators of China Southern Airlines Co., Ltd., with the disclosure of some individual indicators extending to China Southern Air Holding Company Ltd. The scope of data disclosure has been specified within the report.

Data Statement

The financial data in this report comes from the audited annual report of China Southern Airlines, and other data comes from the public data of government departments, official documents of the Company and relevant statistics. The financial data in this report is calculated in RMB, unless otherwise stated. For more detailed economic data, please refer to the Company's 2024 Annual Report.

Appellation Description

For ease of expression, China Southern Airlines Co., Ltd. may be referred to as "China Southern Airlines", "Company", or "we"; China Southern Air Holding Company Ltd. may be referred to as "China Southern Group" or "Group"; regional branches are denoted as "Region Name + Branch"; China Southern Air Logistics Company Limited may be referred to as "Logistics Company"; China Southern Airlines General Aviation Company Limited may be referred to as "General Aviation Company"; Zhuhai Xiangyi Aviation Technology Co., Ltd. may be referred to as "Xiangyi Company"; Guangzhou Aircraft Maintenance Engineering Company Limited may be referred to as "GAMECO"; and the Civil Aviation Administration of China may be referred to as "CAAC".

Compilation Basis

- Guidelines to the State-Owned Enterprises Directly under the Central Government on Fulfilling Social Responsibilities by High Standards in the New Era. State-owned Assets Supervision and Administration Commission of the State Council (SASAC)
- ESG Reporting Guide, Hong Kong Exchanges and Clearing Limited (HKEX)
- Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial) and Guide No. 4 for Self-Regulatory Supervision on Listed Companies of the SSE—Compilation of Sustainable Development Reports, Shanghai Stock Exchange (SSE)
- Corporate Sustainability Disclosure Standards—Basic Standards (Trial), Ministry of Finance (MOF)
- GRI Standards (2021 Edition), Global Reporting Initiative (GRI)
- > GB/T 36001-2015 Guidance on Social Responsibility Reporting

Report Accessibility

This report is published in both Chinese and English versions, available in both printed and electronic formats. You can browse or download the report by visiting the official website of China Southern Airlines.

Contact Information

If you have any questions or suggestions about this report, please write to China Southern Airlines Co., Ltd.



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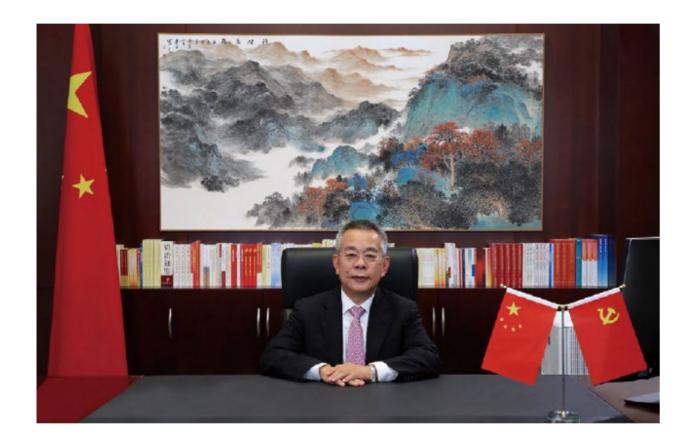
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Letter from the Chairman



Time goes by fast in the blink of an eye. The year 2024 has been an extraordinary one, where the complex global political and economic landscape paralleled the acceleration of the shift in drivers of growth in China. We bravely addressed challenges and forged ahead, building resilience against adversity and showcasing dedication amidst change. We fulfilled our political, economic, and social responsibilities, demonstrating interdependence between China Southern's development and social values in each of our flights.

We upheld the principle of "Aviation of the people and for the people". We focused on enhancing technology, strengthening our team, and mitigating risks, and continued to develop 7 key safety systems. We completed a total of 3.148 million flight hours, maintaining the best safety record in China's civil aviation industry. We aligned ourselves with national strategies, formulating 5 action plans for serving China's regional development initiatives, and ensured the successful operation of domestically produced C919 and C909 aircraft. We were committed to integrating our growth into the national strategic framework.

We drove the improvement in operational efficiency and profitability. We capitalized on the market recovery and achieved significant milestones: total transport turnover reached 36.2 billion ton-kilometers, passenger traffic volume hit 165 million, and cargo/mail volume amounted to 1.83 million tons, representing year-on-year increases of 21.5%, 15.9%, and 15.7%, respectively. We further advanced the Golden Ideas Efficiency Improvement Project, the customer management system. the cost control and accountability system, as well as China Southern ecosystem to maintain robust operational efficiency and profitability.

We continuously stimulated motivation and vitality.

We expanded and enhanced the tenure track and contractual management, with a total payroll mechanism based on benefits, efficiency, and horizontal adjustment. A new round of optimization across 5 major structures was initiated. A new "2+5+X" industrial layout was developed with a focus on strategic emerging industries closely related to civil aviation, including modern logistics, aircraft maintenance, and manufacturing. The "Horus" aircraft health monitoring system and the "Tianji" operation control system were applied. Notably, our national key R&D project, "Demonstrations on the Key Technologies and Applications of Domestic Operation Control Systems in Large Airlines" successfully passed the national review.

We continuously enhanced our brand service. We launched the "Sunshine China Southern" culture system for the new era, which involves the mission of "Enabling More People to Enjoy Better Flights", the service philosophy of "Affinity and Refinement", and the brand personality featuring "Reliability, Warmth, and Vitality". In 2024. China Southern ranked 8th on the State-Owned Assets Supervision and Administration Commission (SASAC) brand list and was rated the top brand in air transportation service by China Brand Power Index for the 14th consecutive year. By offering people-centered, digital, refined, personalized, and convenient services, we improved operations and cut down the check-in closing time to 30 minutes before departure for flights departing from Guangzhou, boasted over 100 million Sky Pearl Club members, and earned the "Best Airline Award" by CAPSE for seven consecutive years. "China Southern E-Travel" app was recognized as an outstanding achievement in the brand leadership actions among central state-owned enterprises (SOE).

We painted a vivid picture of low-carbon development in the aviation industry. We significantly reduced our environmental footprint through meticulous management and the introduction of high-performance aircraft, such as Airbus A320neo series and Boeing 787-9. Our fuel-saving initiatives, including aircraft weight reduction, saved 201.900 tons of fuel and cut carbon emissions by 636.200 tons. We made strides in green energy transition, piloting the use of sustainable aviation fuel (SAF) on multiple regular commercial flights. Our "Dine as Needed" service was also actively promoted, with a 33.08% increase in bookings year on year.

We supported the comprehensive revitalization of rural areas. We formulated a three-year plan for deepening rural revitalization support, established our first industrial park to provide assistance, invested RMB 99.496 million in 23 support locations nationwide, and attracted additional investments worth RMB 2.76 billion. We developed operational models for managing 7 assistance brands and deployed 48 officials to serve temporary positions in grass-root communities to facilitate sustainable development in over 20 towns and villages through industry support, education empowerment, and infrastructure upgrades.

2025 is the final year of the 14th Five-Year Plan and a milestone for China Southern in building itself into a worldclass enterprise. Committed to becoming a world-class air transport enterprise with global competitiveness, we will accelerate our pace towards high-quality development, actively fulfill our responsibilities as a central SOE, and make new and greater contributions to Chinese modernization and national rejuvenation.

China Southern Airlines Co., Ltd.

Chairman

品次伦

ESG Honors

China Southern Airlines has maintained an A-level in the responsibility system assessment of Party building of central SOEs for seven consecutive years



China Southern Airlines was rated A-level in the 2023 assessment for the performance of the heads of central SOEs



Xiangyi Company was recognized as a pilot SOE for digital transformation



3-Star Flight Safety Diamond Award









China Quality Technical Award



First Prize of Science and Technology Award

Chinese Society of Aeronautics and Astronautics

Ranked 8th in the overall brand building assessment of Chinese central SOEs for 2023

SASAC

"CAPSE Best Airline Awards" "CAPSE Civil Aviation Innovation Pioneer Award" "China's Most Improved Award for Cabin Facilities & Environment"

CAPSE

"Fly with Your Pets on China Southern" and "China's First Comprehensive Through-Service: Enjoy Smooth Transfers" won the CAPSE **Innovation Awards**

CAPSE

2023 Golden Information Disclosure Award

China Securities Journal

HKIRA Investor Relations Awards

Hong Kong Investor Relations Association

"Tianxuan-2023 Annual Aviation Travel List-Corporate Social Responsibility Brand"

China Civil Aviation

"Tianxuan-2023 Annual Aviation Travel List—Sustainable Contribution Brand"



Silver and Bronze Medals at the National Youth **Professional Skills Competition**

Communist Youth League of China, Ministry of Human Resources and Social Security

> 'Tianxuan·2024 Annual Aviation Travel List—Aviation Food"

China Civil Aviation

Having ranked 1st in China Brand Power Index for air service industry for 14 consecutive years

China Brand Research Center

Wind ESG rating of AA

Wind Information Co., Ltd.

Outstanding Listed Company in the 40th Anniversary of Guangzhou Development District

Securities Times, New Fortune

Excellent Practice in 2023 Annual Report Earnings Briefing for Listed Companies

China Association for Public Companies

China Southern Airlines was rated A-level in the 2023 key task assessment of reform deepening and enhancement actions of central SOEs

SASAC

China Southern Airlines was rated A-level in the 2024 benchmarking evaluation of procurement and supply chain management of central SOEs

SASAC

China Southern Airlines was recognized as a central SOE with outstanding overall achievements in the "Double-Hundred Action" special assessment for 2023



Best Practice Award for Investor Relations Management by Listed Companies



China Association for Public Companies

8



China Southern Sky Pearl Lounge was named the Most Popular VIP Lounge Among Overseas Passengers in the Chinese mainland

Plaza Premium Group

The Kapok Seasonal Memories Product won the Third Prize at the 7th Chinese Central SOE QC **Group Achievement Presentation**

China Association for Quality

"Excellent CATA Cabin Facilities and Management" "Excellent CATA Onboard Catering Service" "Excellent CATA Customer Service Hotline"

China Air Transport Association (CATA)

Eight captains were honored with the title of "Most Beautiful Captain"

China Air Transport Association (CATA)

About Us

10



China Southern Airlines Company Limited ("China Southern" or the "Company"), established on March 25, 1995, is a major transport airline controlled by China Southern Air Holding Company Ltd., with our headquarters in Guangzhou City, Guangdong Province. Recognized by the emblem of a blue vertical stabilizer adorned with a red kapok flower, the Company upholds the corporate mission of "Enabling More People to Enjoy Better Flights". Guided by the core values of Safety First and Customer Orientation, the Company vigorously promotes the spirit of Diligence, Practicality, Inclusiveness, and Innovation". Focusing on creating a globally renowned airline brand characterized by reliability, warmth, and vitality, the Company positions itself as an industry leader. Meanwhile, the Company is committed to building itself into a world-class air transport enterprise with global competitiveness.

Mainly engaged in air passenger and cargo transportation, the Company is the direct or indirect majority shareholder of nine airlines, namely Xiamen Airlines, Chongqing Airlines, China Southern Airlines Henan Company, Guizhou Company, Zhuhai Company, Shantou Company, Hebei Company, Jiangxi Company, and China Southern Airlines Cargo Company Limited, while taking stakes in Sichuan Airlines. The Company operates through 22 branches across various regions. such as Xinjiang Uygur Autonomous Region, Northern China, Beijing, Shenzhen, and Shanghai, along with two bases in Nanyang and Foshan. It manages 22 domestic sales departments in Guangzhou, Qingdao, Nanjing, and other cities, as well as 52 overseas sales departments in Los Angeles, London, Paris, etc. Building on the strength and success of our core business, we continuously expand into related industries such as aircraft maintenance and manufacturing, general aviation, aviation food, digital technology, flight training, and equipment manufacturing.

Our fleet, operated by subsidiary transport airlines, comprises over 900 aircraft, including the Boeing 787, 777, and 737 series, Airbus A350, A330, and A320 series, as well as the passenger and cargo aircraft of C919 and C909. Notably, we are the highest-rated domestic airline in safety stars and maintain the best safety record among domestic carriers, with our safety management ranking at the forefront internationally. By the end of 2024, we had achieved 302 consecutive months of flight safety and 367 consecutive months of air defense safety.

By the end of 2024

Fleet size

Total aircraft in operation

917

Passenger aircraft

899

Cargo aircraft

18



Cargo aircraft

1351

B777 series B737 series

Routes under operation

Newly opened domestic routes

Newly opened international and regional routes

Passenger transport capacity

Freight traffic volume

Flight punctuality rate

46

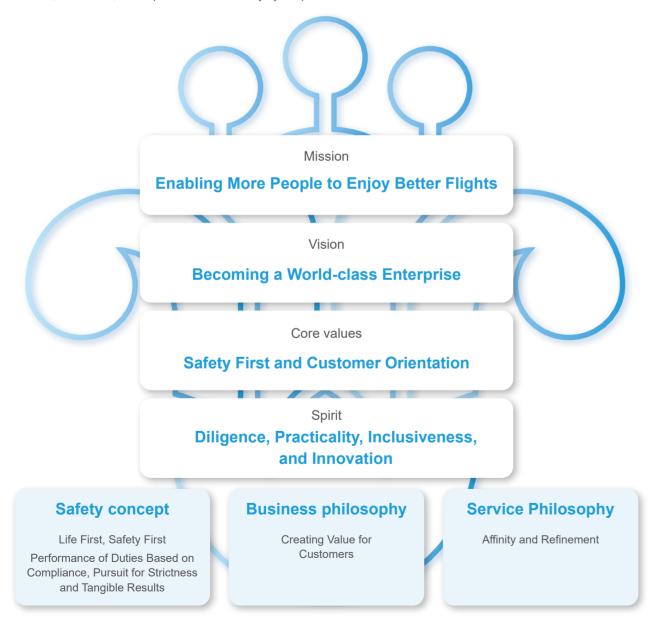
165 million passengers 1.834 million tons 86.88%

Cultural Philosophy

China Southern is advancing the renewal of the "Transparent China Southern Airlines" culture system and its brand philosophy system for the new era, enhancing the cultural brand power in every aspect. By establishing clear value propositions and brand appeal, we are laying a solid cultural foundation for high-quality development.

"Transparent China Southern Airlines" culture system for the new era

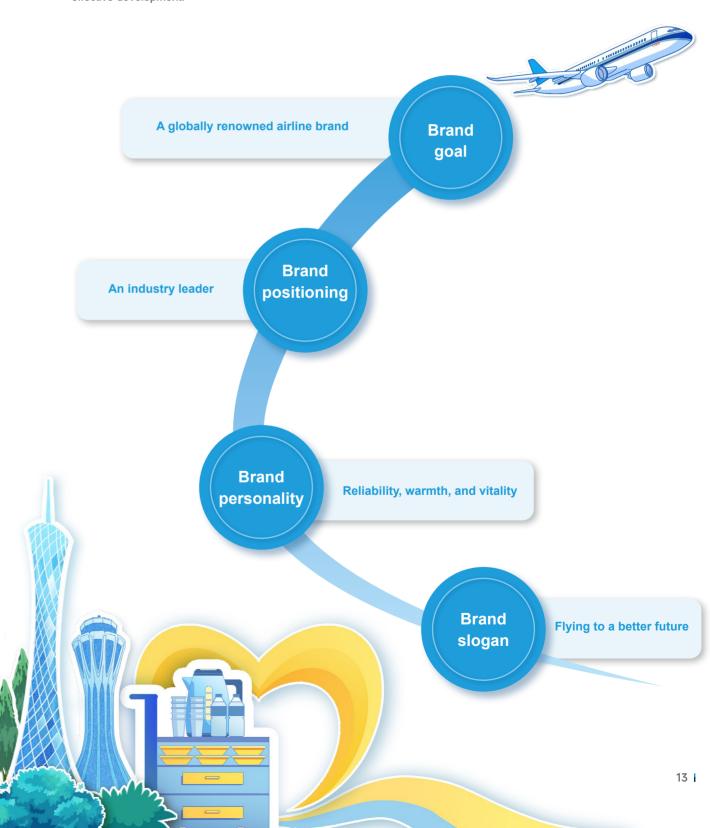
The "Transparent China Southern Airlines" culture system for the new era is an integral part of our development strategy and modern enterprise management. It serves as the guiding principle for driving China Southern toward high-quality development and becoming a world-class enterprise. This system is also a shared action guideline and work manual created, adhered to, and implemented collectively by the personnel of China Southern.



Brand philosophy system

Soaring to New

The brand philosophy system is an essential component of our brand management strategy and serves as the core declaration of the China Southern brand. It integrates brand building with operational management, guiding cohesive and effective development.





Development Strategy

China Southern, focusing on the "14th Five-Year Plan" and long-range goals toward 2035, aims to become a world-class enterprise. Centering on quality and efficiency, we have outlined a "5566" overall idea of high-quality development. This idea is guided by the "Five Major Developments" as ideological principles, the "Five Strategies" as action guidelines, the "Six Actions" as practical initiatives, and the "Six Major Changes" as target directions. All these elements form a grand blueprint for our journey toward building ourselves into a world-class enterprise.

"5566" overall idea of high-quality development



Board Statement

The Board, as the highest responsible body for environmental, social, and governance (ESG) matters of the Company, deeply understands the importance of ESG efforts in achieving long-term value. The Board oversees, leads, supervises, and makes decisions regarding the Company's ESG management and significant issues, reviews progress toward ESG goals, and approves the Company's social responsibility report and ESG Report.

Through regular communication meetings, the Board reviews committee reports on key ESG matters and progress. This process allows the Board to understand the current state of ESG management and identify potential ESG risks and opportunities that could impact the Company's businesses, shareholders, and other stakeholders, thus ensuring the alignment of ESG principles to the Company's operations and performing comprehensive planning for future ESG initiatives.

This report provides a detailed disclosure of the Company's progress and achievements in ESG management. All related work outcomes have been reviewed and approved by the Board in March 2025.

ESG Management

ີ້ເຊິ່ງ ESG Management Structure

The Board has authorized the Social Responsibility Steering Committee to develop and implement ESG-related initiatives. The Board has also expanded the responsibilities of the Strategy and Investment Committee to include responsibilities related to ESG, clearly defining its management role in ESG efforts. This committee collaborates with the Social Responsibility Steering Committee to establish the operating rules and formulate the decision-making list of the special committees of the Board of Directors at the two levels, further improving the closed-loop management of the Board decisionmaking. In 2024, in line with regulatory requirements such as SASAC's Guiding Opinions on High-standard Fulfillment of Social Responsibilities by Central Enterprises in the New Era, the Company continuously refined the Social Responsibility Steering Committee's ESG responsibilities to ensure the effective implementation of ESG practices.

Currently, the Company has established an ESG management structure with the Social Responsibility Steering Committee at the governance level, the Corporate Social Responsibility Office at the management level, and the Corporate Social Responsibility Working Group at the execution level. The Corporate Social Responsibility Working Group comprises 15 departments: the Disciplinary Inspection and Supervision Team, the Office of the Board of Directors, the Strategic Planning and Investment Department, the Organization and Personnel Department, the Human Resources Department, the Safety Supervision Department, the Legal Standards Department, the Deepening Reform Leading Group Office, the News Department, the Mass Organizations Work Department, the Marketing Management Committee, the Operation Command Center, the Digital Technology Company, the Management Department of Air Security, and the Aviation Services Department (Aviation Services Company).



Identification and Analysis of Material Topics

To better address stakeholder expectations and enhance the relevance of disclosed information, China Southern has adopted the Exchange's Guide on Compilation of Sustainable Development Reports to establish a standardized process for identifying material topics. Through background analysis and stakeholder surveys, China Southern has identified and prioritized topics featuring financial materiality and impact materiality and then formed a matrix of material topics.

Material topic identification process





Analyze the Company's activities and business relationships, external conditions, and key affected stakeholders based on internal and external development environments and the Company's strategic goals.

Identify material topics by reviewing regulatory policies and benchmarking against industry peers. Develop a list of these topics to form a comprehensive material topic database.



Disclose the analysis process and results of the materiality assessment and provide targeted responses in the report.

Develop and distribute questionnaires to understand stakeholder concerns and impact areas and assess the scale, scope, and likelihood of these impacts to form the analysis results of the impact materiality of each topic.

Assess how material topics affect financial factors such as revenue and costs based on the Company's industry and operational characteristics and form the analysis results of the financial materiality of each topic.

Material topic library



- 1. Climate change mitigation
- 2. Pollutant emissions
- 3. Waste management
- 4. Ecosystem and biodiversity protection
- 5. Environmental compliance management
- 6. Energy utilization
- 7. Water resource utilization
- 8. Circular economy

Social

- 9. Rural revitalization
- 10. Social contributions 11. Overseas responsibility
- practices
- 12. Innovation drive
- 13. Supply chain security
- 14. Fair treatment of SMEs 15. Flight on-time
- performance improvement
- 16. Convenient service procedures
- 17. Passenger experience enhancement

- 18. Passenger rights protection
- 19. Safe flight operations 20. Passenger health and safety
- 21. Data security and customer
- privacy protection
- 22. Employee training and education
- 23. Diversity and equal opportunity
- benefits 25. Employee occupational health and safety

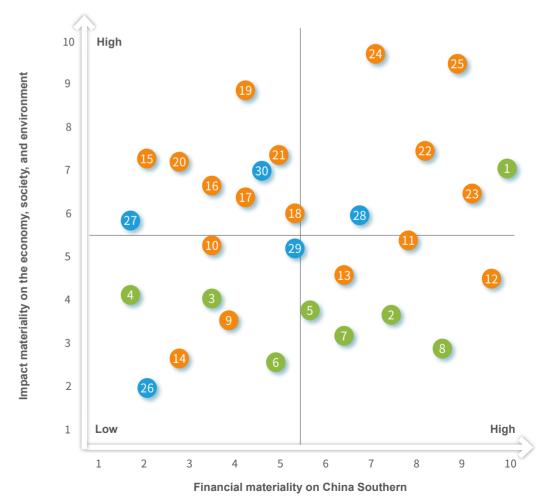
24. Employee compensation and

Governance

- 26. Due diligence
- 27. Stakeholder engagement 28. Anti-commercial bribery
- 29. Anti-unfair competition
- 30. Legal compliance

Material topic matrix







shareholders

Board meeting

meeting

Investor

Supervisory Board

Periodic disclosure

announcements

communication

of reports and interim

report

report

Research and visit

Project cooperation.

Statistical statement

Social responsibility

work meeting

Stakeholder Engagement

China Southern actively safeguards the rights of all stakeholders to information, participation, and oversight. The Company has established regular communication channels and methods tailored to stakeholder needs, fostering interaction and mutual trust and supporting collective progress toward sustainability.

to save energy and

Apply noise reduction

reduce emissions

Promote ground

environmental

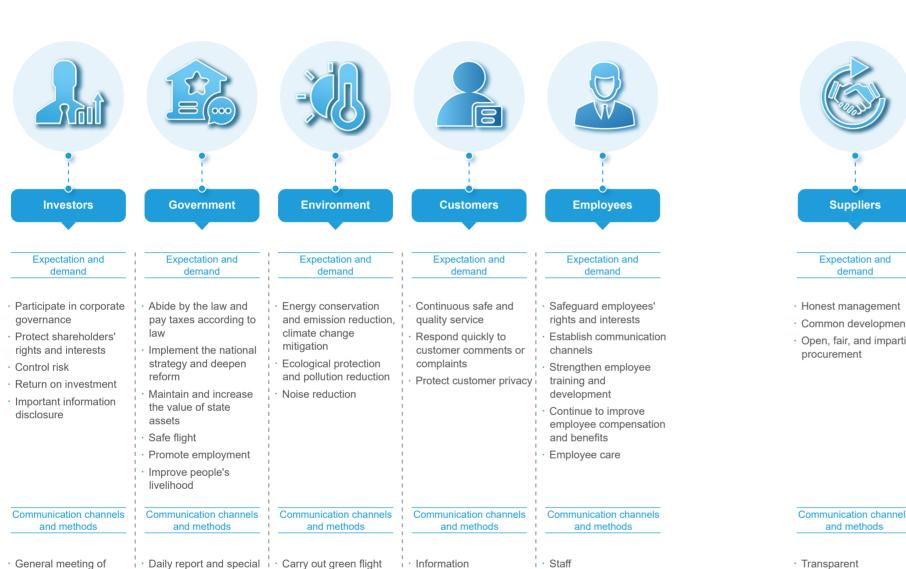
Public disclosure

of environmental

protection

measures

information



disclosure

management

Safety

system

Customer

relationship

management,

online services

representative

Employee training

meeting

platforms

Employee

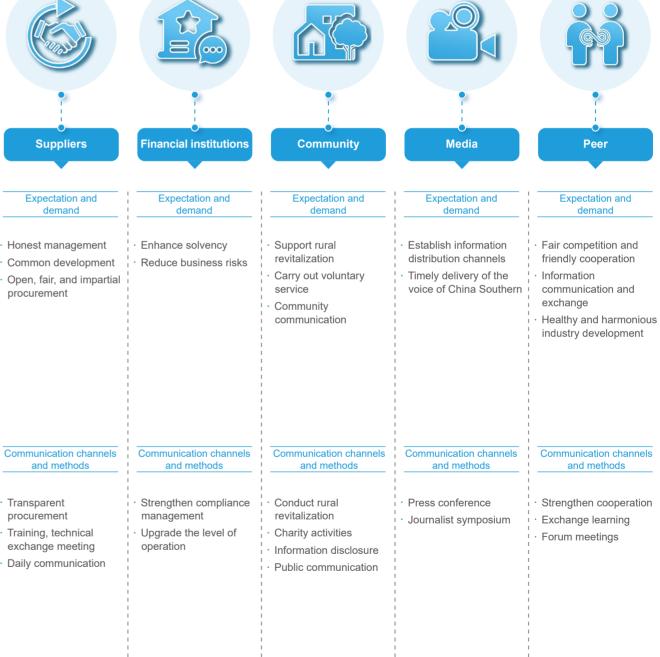
integrated

Reform of the

salary system

management

Employee activity





01



Strategy Guidance

Contributing to National Prosperity

China Southern adheres to the guidance of major national strategies, steadily advancing the deepening and enhancement of SOE reforms. The Company continuously improves governance efficiency, strengthens the comprehensive leadership of the Party, and establishes a robust risk and compliance management system. On the path to high-quality development and building a world-class enterprise, China Southern forges ahead steadily, contributing our strength to advancing Chinese modernization.

Responding to Global Reporting Initiative (GRI):

2-12, 2-14, 2-15, 2-17, 2-18, 2-22, 2-24, 2-27, 205-1, 205-2, 206-1, 207-2, 405-1



Embarking on the Path to Excellence

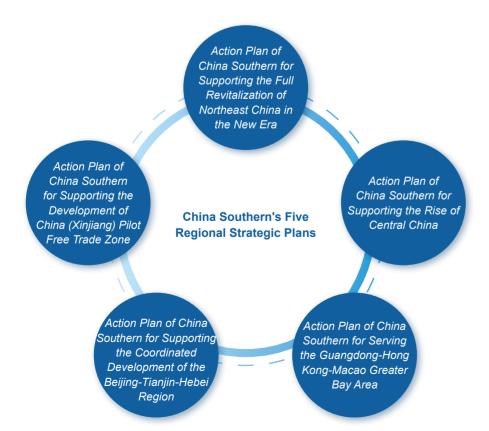
China Southern plays a leading role in implementing major national strategies and supporting the construction of new development patterns. We have strengthened our presence in strategic emerging industries, advanced China's efforts to build a strong transportation network, and achieved greater self-reliance and strength in science and technology. Additionally, we have continuously improved the modern governance structure as a characteristic Chinese SOE and optimized our new operational accountability system. These reform efforts have sparked new drivers for our high-quality development. In the annual SOE reform assessment by the SASAC, we received an A rating for the third consecutive year. Moreover, in SASAC's annual assessment of the "Double-Hundred Action", China Southern was recognized as a Chinese central SOE with outstanding overall achievements.



Serving national strategic goals

Strategic promotion system

China Southern has established a "National Regional Major Strategic Leadership Group" and implemented multiple working mechanisms, including regular meetings, issue resolution, business exchanges, specialized task forces, and performance evaluations. The Company has developed five strategic plans to support regional development, focusing on the coordinated development in the Beijing-Tianjin-Hebei region and the Greater Bay Area, the full revitalization of Northeast China, the rise of Central China, and the high-standard construction of the China (Xinjiang) Pilot Free Trade Zone and the Hainan Free Trade Port. By efficiently allocating resources within each region, China Southern has actively promoted the successful implementation of regional development strategies.



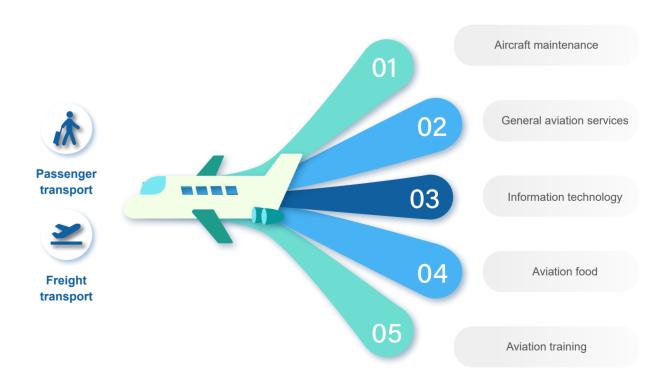
Strategic emerging industries layout

Soaring to New

China Southern significantly emphasizes strategic emerging industry planning, adhering to a "2+5+X" industrial layout. We aim to optimize and strengthen our two core businesses: passenger transport and freight transport. Meanwhile, we focus on developing the five key pillar industries: aircraft maintenance, general aviation service, information technology, aviation food, and aviation training. Additionally, China Southern promotes the coordinated development of domestic civil aircraft operations, flight training systems, aviation logistics supply chains, and low-altitude economy industries. With these efforts, we have enhanced the modernization of the aviation industrial chain and supply chain, paving the way for high-quality development with China Southern's characteristics.

Achievements of China Southern's strategic emerging industries in 2024:

- ▶ Revenue from strategic emerging industries increased by 25.36% year on year;
- ▶ China Southern's APU and composite materials projects were the only civil aviation initiatives selected for SASAC's "Top 100 Strategic Emerging Projects",
- ▶ China Southern launched the integrated intelligent logistics platform, featuring the industry's first 3D intelligent panel inspection system. This advancement has enhanced the autonomy and resilience of China Southern's logistics supply chain;
- ▶ The successful delivery of the first A320 flight navigation procedure trainer, independently developed by Xiangyi Company, marks a significant breakthrough in China Southern's innovation capabilities within civil aviation training equipment.



Building a country with a strong transportation network

China Southern is actively engaging in the national integrated transport system, focusing on combining trunk and feeder routes, achieving full network connectivity, advancing air-rail intermodal transport, and developing low-altitude economy initiatives. These efforts have enhanced the reach, depth, and efficiency of the aviation network, supporting stronger industries and regional development through robust transportation infrastructure.

Developing three major hubs

As a major air carrier for the Belt and Road initiative (BRI), a key base airline at Beijing Daxing International Airport, and a core Chinese central SOE in the Greater Bay Area. China Southern is committed to building three core hubs: The Guangzhou hub, serving Southeast Asia, Australia, and New Zealand; the Beijing hub, connecting to the Europe and America; and the Urumqi hub, linking Central Asia, West Asia, and South Asia. By collaborating with small and mediumsized airlines, we offer seamless ticketing, direct baggage check-through, and cross-airline transfers. This has improved the efficiency and accessibility of our passenger transport network and optimized the integration of trunk, feeder, and short-haul routes.

Guangzhou Hub

- The Guangzhou Hub has launched five new international routes to Budapest, Belgrade, Istanbul, and Doha. It now connects to 127 domestic destinations with 14 high-frequency routes. Great efforts are being made to develop a joint Guangzhou-Shenzhen hub, advancing the "Four Integrations" in the Greater Bay Area. This has successfully established a 4-hour air travel circle from the Greater Bay Area to major cities across China.
- The Guangzhou Hub has partnered strategically with the Guangzhou Municipal Commerce Bureau. Leveraging China Southern's network of offices in key global cities, this collaboration has promoted the establishment of four overseas investment promotion stations in Los Angeles, Paris, Dubai, and Singapore. This initiative supports Guangzhou's efforts to rebuild its investment promotion system.

Beijing Hub

- The Beijing Hub is prioritizing the expansion of international flights, increasing bidirectional connectivity with Europe through round-trip flights. It has recently launched 17 new routes to cities, including Almaty, Bishkek, Singapore, Riyadh, Tehran, Dhaka, Sydney, and Melbourne. The hub currently connects 49 domestic destinations and 15 international and regional destinations, with eight high-frequency routes. It is dedicated to creating efficient "four-in-four-out" connection waves at Beijing Daxing International Airport.
- The Beijing Hub has established a component support center and a tool support center, capable of accommodating the simultaneous maintenance of 12 aircraft. It has obtained full release capabilities for Boeing and Airbus route maintenance and holds certifications for major maintenance checks on ten key aircraft models. These facilities play a crucial role in providing all-model route maintenance support across all aircraft types and rapid component assistance. As a result, the utilization rate of the Daxing hangar has increased to 82.45%, marking a year-on-year growth of 22.62%.



Urumai Hub

- The Urumgi Hub is continuously developing branded express routes to major cities, such as Beijing, Shanghai, Guangzhou, and Chengdu. It is expanding the routes to partner countries and regions of the Belt and Road initiative, with the launch of new international flights to Yerevan and Istanbul and increased frequencies to Tashkent. The hub now serves 13 international and regional destinations, offering transfer connection opportunities of 10,000 per week, a 7% increase year on year. This expansion has achieved full market coverage across Central and South Asia.
- The Urumqi Diwopu International Airport expansion project for the China Southern base has progressed significantly. The Urumqi Hub has signed a strategic cooperation agreement with the Xinjiang Airport Group, pioneering a "business + technology" collaboration model in China. This initiative has launched the first aircraft bonded maintenance and public bonded warehouse service in the region, enhancing the timeliness of aircraft maintenance.





The hub now serves

3 international and regional destinations

Expanding logistics capabilities

Leveraging its subordinate China Southern Air Logistics as the platform, China Southern is expanding its global freight route network and investing in logistics infrastructure to seize opportunities in the thriving cross-border e-commerce sector. The Company has established a matrix with six core products: CZ Door-Door, CZ Speed, CZ Special, CZ Exclusive, CZ Standard, and CZ Transfer. These products cover a range of categories, including time-sensitive, special, and economical shipments. By seamlessly connecting cargo origins with hub airports, China Southern is creating an integrated and expansive air logistics network.

Freight transport network

- China Southern continuously expands its connections to key international markets, including North America, Europe, Oceania, and the Middle East. We have launched new freight routes such as Qingdao-Toronto, Guangzhou-Shanghai-London, Guangzhou-Port Moresby, and Beijing Daxing-Saudi Arabia. These routes strengthen the Company's capacity in major international shipping markets.
- China Southern collaborates with multiple global airlines, including LATAM Airlines, Qatar Airways, Gulf Air, Turkish Airlines, and Oman Air. Through various forms of cooperation, such as intermodal freight transport, block space agreements, and cargo reassignment between flights, China Southern is expanding the international freight network.

Logistics facilities

- China Southern has established cargo stations in 295 cities across the country, enhancing the integration of air and ground networks. This includes developing a hub-and-spoke ground network and clusters of city cargo stations. The Company is also promoting the growth of multimodal transport options such as air-truck, air-rail, and air-sea freight services. These efforts ensure seamless connectivity between cargo origins and airports.
- China Southern is fostering several key logistics infrastructure projects, including the Inbound Cargo Terminal at Guangzhou Baiyun International Airport, the International Cargo Centre Shenzhen, and the Urumqi Freight Area. With these efforts, we have significantly enhanced our cargo handling capacity, warehousing capacity, and transfer efficiency.



China Southern has established a total of

3()4 new forward

cargo stations (consolidation warehouses)

Ahout

Cross-border e-commerce

- China Southern is advancing the handling of cross-border e-commerce cargo, particularly for electric goods, by improving transportation policies, processes, and systems. This has enhanced the supply of air transport products for domestically exported goods, accelerating the goal of "domestically produced goods transported by national carriers". On May 31, 2024, China Southern successfully operated the first dedicated charter flight for cross-border e-commerce electric goods from Guangzhou to London, marking a significant milestone in China's civil aviation for the transport of electric cargo.
- China Southern has developed a cross-border e-commerce management module within the integrated intelligent logistics platform. This module provides services covering Germany and the United States, effectively addressing challenges such as large order volumes, high customized service requirements, and complex upstream and downstream coordination. It has streamlined the entire supply chain for cross-border small parcel e-commerce operations.



First charter flight for cross-border e-commerce electric goods from Guangzhou to London

Deepening air-rail intermodal transport

China Southern has partnered with China State Railway Group to integrate its APP with the "12306" APP under China State Railway Group, offering enriched "flight + train ticket" travel packages. This collaboration ensures seamless connectivity between railway and aviation connectivity. By the end of 2024, the air-rail intermodal service had supported 64 transfer cities, 112 transfer stations, and over 1,100 accessible stations, mostly covering the entire country.

Developing low-altitude economy

China Southern has launched cultural tourism projects with lowaltitude flights, including aerial and island tours in Zhuhai and aerial sightseeing in Shenzhen. We have established low-altitude tour operation demonstration sites, such as Zhuhai Jiuzhou Airport and Chimelong Ocean Kingdom. Additionally, the Company has inaugurated low-altitude travel routes, including Guangzhou-Hong Kong and Zhanjiang-Sanya.







Commitment to innovation-driven development

Innovative management system

China Southern continuously improved the innovation management system, which included 22 policies covering strategic management, organization and processes, resource management, and achievement management of scientific and technological innovation. This system supported full lifecycle management of sci-tech projects, providing regulatory assurance for compliant and efficient innovation activities and significantly enhancing management effectiveness. Meanwhile, the Company optimized the innovation incentive mechanisms by introducing awards such as the China Southern Science and Technology Progress Award and China Southern Patent Award. These initiatives promoted the conversion of scientific and technological achievements into practical applications, further motivating research personnel.

Major scientific and technological breakthroughs

China Southern actively pursued major technology research initiatives, increasing R&D investments in areas such as aviation application software, high-end equipment, and green technologies, thereby leading to a steady stream of innovative achievements.

Fully supporting the development of domestic civil aircraft

China Southern has independently developed the world's first "sky-eye" aircraft health diagnosis system, compatible with major aircraft models including Airbus, Boeing, and COMAC. This system enables remote health monitoring of aircraft, filling a critical gap in China's civil aviation health diagnostic capabilities. Successfully installed on China Southern's first domestically produced C919 aircraft, it provides robust support for the safe operation of domestic

Enhancing the conversion of technological achievements

civil aircraft.

China Southern established joint innovation labs for aviation maintenance with multiple universities, research institutes, and enterprises. It also launched an aircraft maintenance Al lab, piloting two innovation achievements in simulated market operations. Additionally, the Company set up a technological achievement conversion experimental base, incubating 219 projects and 12 flagship projects. China Southern promoted the commercialization of the "Tianji" system to third-party markets, with the first batch of domestically developed mobile intelligent maintenance stations already deployed at 13 units.



Delivery Ceremony of China Southern's First Domestically Produced C919 Aircraft



China Southern's Innovation Achievements Were Displayed at the 15th China International Aviation and Aerospace Exhibition

Sci-tech innovation platform

China Southern actively promoted the deep integration of industry, academia, and research. Through extensive collaborations with renowned universities, research institutes, and industry-leading enterprises, the Company established several high-end technological innovation platforms, including an Aviation Maintenance Engineering Technology Research Center, an Airline Al Key Laboratory, and a Flight Safety Research Institute. These platforms provided critical support for the Company's innovative development.



Aviation Maintenance Engineering Technology Research Center

The Aviation Maintenance Engineering Technology Research Center is one of the first engineering centers recognized by the CAAC in the maintenance field and the only one dedicated to airlines. It focuses on technological breakthroughs and product R&D across the entire aircraft lifecycle, including design, manufacturing, and maintenance. The Center has undertaken 16 major research projects funded by national ministries and commissions, local governments, and the civil aviation system.



The Center has undertaken

16 major research projects funded by national ministries and commissions. local governments, and the civil aviation system



Airline Al Key Laboratory

The Airline Al Key Laboratory is the only airline-led institution in China dedicated to cutting-edge AI research and theoretical studies. It has developed notable projects such as "Intelligent Operation Control and Decision-making for Complex Structures", "Multi-dimensional Risk Management Using Big Data in Airline Operations", and "Efficient Aircraft Operation, Maintenance, and Intelligent Platform". These projects have received prestigious awards, including two first prizes, one second prize, and one third prize at the provincial and ministerial levels.



Flight Safety Research Institute

The Flight Safety Research Institute is a comprehensive industry-academia-research platform focusing on flight training and safety. It develops customized flight training and safety management solutions tailored to China Southern and China's national conditions. By leveraging both independent and collaborative R&D, it promotes the localization of key flight training subsystems. The Institute has introduced and implemented two safety research projects: "Data-driven Automated Simulator Technology for Accident Investigation and Prevention" and "Accident Prevention Tools Based on Real Cases and QAR Data"

Digital transformation

Soaring to New

China Southern continuously explored paths for digital transformation and published the 2024 Digital Transformation Action Plan, further clarifying the latest development directions. This Plan provided guidance for advancing digital transformation and empowering high-quality growth. The Company also completed the China Southern Enterprise Architecture Meta-model Design, promoting information sharing and enhancing overall operational efficiency. Additionally, China Southern actively conducted digital talent training programs, including Phase III of the "Cloud T" initiative. To date, the Company held 29 training sessions with a total of 1,900 participants, laying a solid foundation for digital transformation by building up skilled personnel.



Case: Full implementation of electronic bunker delivery notes (eBDN) establishes a digital benchmark in civil aviation

On March 28, China Southern held a ceremony for the full implementation of eBDNs on flight CZ3115 in Guangzhou. In collaboration with China National Aviation Fuel Group Limited (CNAF), the airport transitioned to fully digital fueling operations, integrating China Southern's E-Cloud Fuel System with CNAF's Intelligent Fuel System. This direct integration fostered better communication between flight crews and aircraft refueling employees, reduced ground support vehicle risks, and enhanced pre-flight preparation efficiency for crews, thus setting a new benchmark for digital transformation in the civil aviation industry.



Modern corporate governance

China Southern revised the Party committee rules of procedure and optimized the "Three Priority and One Importance" system functionalities, guiding nine subsidiaries to dynamically update their pre-research item lists. In collaboration with the Guangdong Provincial SASAC, China Southern established a shared external director talent pool and implemented a training system that included preappointment, enhancement, and ongoing education, systematically improving directors' capabilities. The Company also strengthened various meeting mechanisms, including monthly deep-reform promotion meetings, quarterly reform review sessions, sector-specific coordination meetings, and work-level advancement meetings. These mechanisms ensured the effective communication of reform concepts and provided scientific guidance for the continuous progress of reforms in second-level units. Furthermore, China Southern accelerated the digital and intelligent reform by establishing a comprehensive digital management platform for reform processes. This platform enabled online management of reform records and intelligent data collection, providing real-time tracking and management of key reform tasks such as scientific and technological innovation, safety support, and modern industrial systems.



Reform review sessions

Soaring to New

New operating responsibility system

China Southern aimed to fully establish a new operating responsibility system under the framework of modern Chinese enterprise systems. It further implemented reforms in three key areas, comprehensively establishing market-oriented hiring practices and allocation mechanisms. These efforts aimed to stimulate the enthusiasm, initiative, and creativity of all levels of management and employees, fostering an intrinsic motivation for high-quality development within the Company.



The Company expanded agreement-based contracts to cover all organizational levels, clarifying the link between tenure system assessments and managerial performance assessments. This effort aimed to enhance the quality and reach of the tenure system and contractual management, achieving 100% coverage of management personnel.

achieving

100% coverage of management personnel

Flexible workforce management

China Southern leveraged a flexible labor platform to advertise temporary positions, effectively reducing manpower costs and boosting human resource efficiency.



China Southern developed a performance management, supervision, and assessment system focusing on comprehensive policies, scientific criteria, standardized execution, and measurable outcomes. The Company also improved salary management at secondlevel units, with an emphasis on rewarding challenging frontline roles. Strict adherence to assessment results was enforced to create a precise and efficient income distribution system.

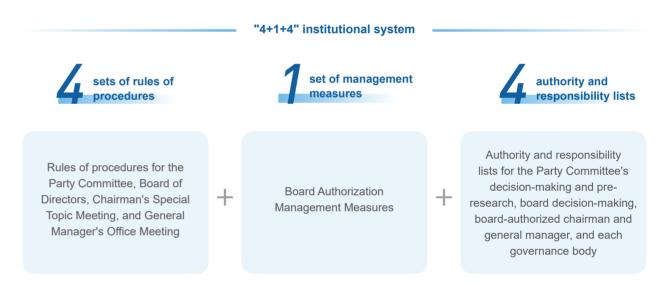
Optimizing Corporate Governance

China Southern continuously optimized the corporate governance system and organizational structure, strengthening board development to enhance the efficiency and compliance of the Board operations. The Company also actively managed investor relations to ensure stable operations and sustainable development.



Corporate governance system

The Company's Board of Directors established a "4+1+4" institutional system, clearly defining the authority and responsibility of the general meeting of shareholders, the Board of Directors, and the management team. This ensured clear accountability, effective oversight, and smooth coordination, providing a strong institutional base for the Company's continuous and sound growth.



In 2024, the Company fully revised the Articles of Association to optimize the list of significant business management matters subject to Party committee pre-research. The revision also involved adjusting the Board's authorization management and decision-making items, as well as establishing detailed guidelines for independent director meetings. Additionally, the Company improved the rules of procedure for decision-making meetings such as the Board, and enhanced the formality, professionalism, and independence of all decision-making processes to effectively bolster its governance effectiveness.

The Company continuously optimized its governance structure by establishing five specialized committees under the Board of Directors: the Strategy and Investment Committee, Audit and Risk Management Committee, Nomination Committee, Remuneration and Evaluation Committee, and Aviation Safety Committee. These committees provided professional guidance and recommendations for the Board's deliberation on major decisions, ensuring the scientific rigor and compliance of the Board's decision-making process and enhancing the Board's efficiency and governance capabilities. In 2024, the Company held two general meetings of shareholders and two class-specific general meetings of shareholders, approving 30 proposals throughout the year. The Board convened eight meetings, approving 80 proposals over the course of the year. Additionally, operational oversight included seven Supervisory Board meetings, complemented by specialized committee sessions: three Aviation Safety Committee meetings, five Strategy and Investment Committee meetings, six Audit and Risk Management Committee meetings, three Nomination Committee meetings, and three Remuneration and Evaluation Committee meetings.

Specialized Committees

Responsibilities

Strategy and Investment Committee

Conduct research and provide recommendations on the Company's long-term development strategies and significant investment decisions.

Audit and Risk Management Committee

- Propose to hire or replace the external audit institution;
- Supervise the Company's internal audit system and its implementation;
- Be responsible for the communication between internal audit and external audit;
- Review the Company's financial information and its disclosure;
- Review the Company's internal control and risk management system.

Nomination Committee

- Study the selection criteria and procedures of directors and senior managers and make recommendations;
- Conduct extensive searches for qualified directors and senior managers;
- Review and make suggestions on candidates for directors and senior management.

Remuneration and Evaluation Committee

- Study the evaluation criteria for directors and senior managers, conduct evaluations, and make recommendations;
- Study and review the remuneration policies and plans for directors and senior managers.

Aviation Safety Committee

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- Supervise the management of the Company's aviation safety;
- Study, review, propose suggestions on, and supervise the implementation of the Company's aviation safety work plan and major issues related to safety work.

China Southern's Governance Structure

Strengthening board development

China Southern focused on enhancing the diversity and independence of its board members. The Company provided various professional skills training programs to the board, promoting the digital transformation of board decision-making management to ensure efficient operations. In 2024, the Company's board consisted of six members, including three independent non-executive directors and one female director. Board members had extensive experience in risk management, audit and internal controls, finance, digital transformation, and internationalization.

In 2024, the Company's board consisted of





China Southern adhered to the principle of board member diversity, considering a broad range of factors during the appointment process. These included gender, age, cultural background, educational qualifications, industry experience, and professional skills. By incorporating these criteria, the Company ensured that the board could make wellrounded, inclusive, and sound decisions.



China Southern established the Independent Director Working System and the Independent Director Special Committee Guidelines, clearly defining the roles of independent directors to ensure their active participation in the Company's deliberations and decision-making. The composition of specialized committees was adjusted so that the chairs of the Remuneration and Evaluation Committee and the Nomination Committee were held by independent non-executive directors. This further enhanced the independence and fairness of the Company's decision-making governance.



China Southern invited both domestic and international lawvers to conduct collective training sessions for directors, supervisors, and senior executives. The training covered the latest regulatory requirements on corporate governance, adherence to business ethics, integrity education, and anti-corruption under the new company law. This initiative provided professional guidance to help directors, supervisors, and senior management comply with regulations and enhance their ability to perform their duties effectively.



China Southern continuously optimized the director decision-making support system, enhancing online approval functions to improve directors' efficiency. The system was integrated with the "Three Priority and One Importance" platform, allowing relevant pre-research documents to be synchronized to the decision support system for fullprocess tracking of decisions. Additionally, the Company promoted the development of decision support systems in subsidiary boards, strengthening digital management across subordinate enterprises.

Investor relations management

China Southern deepened investor relations management by strengthening mechanisms, optimizing the *Investor Relations* Management System, and ensuring shareholder rights protection. The Company enhanced transparency in information disclosure. broadened communication channels, and explored digital tools to empower investor relations. These efforts helped maintain mutual trust and engagement with investors, reinforcing their confidence in the Company's future development. In 2024, China Southern received several prestigious awards: the "Best Practice Award for Investor Relations Management by Listed Companies" from the China Association for Public Companies, the "HKIRA Investor Relations Awards" from the Hong Kong Investor Relations Association, recognition as an Outstanding Listed Company in Guangzhou Development District's 40th Anniversary, and the "Excellent Practice in 2023 Annual Report Earnings Briefing for Listed Companies" from the China Association for Public Companies.







Outstanding Listed Company in Guangzhou Development District's 40th Anniversary



HKIRA Investor **Relations Awards**



Excellent Practice in 2023 Annual Report **Earnings Briefing for Listed Companies**

Protecting shareholder rights

The Company is committed to protecting shareholder rights and fostering a culture of returning value to shareholders. We have clearly defined profit distribution policies in the Articles of Association. Additionally, we actively implemented the new "National Nine Articles" from the State Council, enhanced the protection of investors' legal rights and interests, and emphasized the importance of providing investment returns, promoting a corporate governance mechanism that respects, rewards, and protects investors. Moreover, we have incorporated the protection of the rights and interests of small and medium-sized investors into our Investor Relations Management System.

Enhancing communication

We enhanced our investor relations by improving the investor section on our official website. The section included 11 categories covering corporate governance, financial overviews, and production data, which deepened investors' understanding and recognition of the Company. We maintained open and diverse communication channels, including investor phone lines, email, and the SSE E-Interaction, to ensure efficient and orderly value communication. Throughout the year, we achieved a 100% response rate to questions on SSE E-Interaction and participated in over 180 events, including press conferences, strategy meetings, and conference calls, engaging nearly a thousand investors and analysts.

Transparent information disclosure

The Company has optimized and refined the information disclosure system and established the "Double-Hundred Enterprise" information disclosure guidelines. We have maintained an A-level rating for information disclosure from the SSE for 11 consecutive years.



During the reporting period, China Southern released

317 domestic and international announcements with a "zero error" record.

Digital empowerment in management

China Southern leveraged digital tools to enhance investor relations management, implementing a call diversion system for the investor relations hotline to minimize line congestion from ineffective calls and increase the connection rate for meaningful inquiries, which facilitated easier communication with investors.

Strengthening the Leadership of Party Building

Guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, China Southern fully implemented the quiding principles of the 20th CPC National Congress and previous plenary sessions. The Company deeply understood and implemented President Xi Jinping's important thoughts on Party building, focusing on enhancing the "six features" of Party building to strengthen the political and organizational functions of primary-level Party organizations. High-quality Party building provided solid political and organizational support for China Southern's pursuit of high-quality development.



Strengthening primary-level Party building

Improving the Party building system

China Southern was committed to building a cohesive and effective organizational system from top to bottom. The Company developed and distributed guidelines for standardizing and formalizing Party branch construction, along with recommendations for advancing grid-based management. This promoted comprehensive and effective coverage of Party organizations and activities, fostering a hierarchical structure where each level oversaw the next. The Company outlined 14 key measures to enhance the political and organizational functions of primary-level Party organizations, focusing on standardizing and formalizing Party branch construction. It ensured that all Party organizations were established and updated as needed, summarizing the effectiveness of the "Party Building + Grid-based" approach and improving the development of Party members.

Additionally, drawing on civil aviation safety management experience, China Southern used a rulebook-based approach to strengthen Party system construction. It developed a plan for revising, abolishing, establishing, and interpreting systems each year. By compiling a collection of Party work systems that covered five areas with 148 specific regulations, the Company continuously refined its Party work system, providing robust institutional support for Party building.

Enhancing the responsibility system

China Southern refined the Party building responsibility system by revising implementation measures and deepening the "one enterprise, one strategy, one assessment" approach. The Company introduced a "three lists and four responsibilities" full-cycle management model, creating a closed-loop for defining, executing, supervising, and assessing responsibilities. The Company also optimized assessment mechanisms and indicators, enhancing positive incentives and negative constraints to boost the vitality of primary-level Party building.

Innovating Party building formats

China Southern explored the "Party Building + Internet" model by developing and launching functions such as issue lists and task lists on the Party building information platform. Each second-level unit used these lists to formulate rectification measures online, provided regular feedback, and enhanced effective monitoring and process control of primary-level Party building. The Company also promoted online operations for tasks like developing new Party members, election renewals, and Party member management. This digital approach facilitated offline Party activities, improving the quality and efficiency of Party building. Additionally, China Southern introduced an innovative grid-based management system, combining "standard grids" with "dynamic grids". This setup ensured that organizational development, cadre deployment, and work assignments were deeply integrated into the grid structure, effectively addressing issues and demands at the primary level.

Creating Party building brands

China Southern's primary-level Party organizations actively developed distinctive Party building brands tailored to their unique characteristics. Examples included "The Power of Aircraft Maintenance and the Spirit of Craftsmanship", "Party Building Development on Flights", and "Guided by Six Features: Elevating Ground Service Excellence". These initiatives promoted the integration of the Party's work with business operations, ensuring that Party building and business development advanced in tandem and fostered mutual growth.





Building a competent cadre team

China Southern promoted a dynamic cadre system where capable individuals could rise and underperformers could be replaced, making the selection of outstanding young cadres a routine practice. The Company deepened the three-year action plan to optimize the cadre structure, fully implementing performance-based adjustments and exit mechanisms for those who were not meeting expectations. Meanwhile, it advanced the "talent + project" work mechanism, formulating and implementing a sci-tech talent cultivation program. The Company introduced management methods for recruiting high-level talent and launched a targeted recruitment initiative. Continuous efforts were made to strengthen comprehensive cadre management and regular supervision. Additionally, a qualification management system for Party affairs cadres was piloted, and specialized training programs, such as group-wide Party building workshops and demonstration training sessions on "Three Leaders" and "Party Building + Grid-based" primary-level governance, were organized. These efforts aimed to enhance the professional skills and job performance capabilities of both leadership and Party affairs cadres.



Conducting Party discipline education

China Southern focused on deepening Party discipline education through the study of newly revised disciplinary regulations. The Company employed various methods, including interpretations by Party organization members, joint study sessions between Party organizations and Party committees, and collective study among all Party members and cadres, to deepen and solidify Party discipline education. Meanwhile, it strictly implemented the "First Agenda" system and theoretical study center group to establish long-term mechanisms, thereby strengthening ideological foundations, enhancing wisdom, correcting conduct, and promoting practical action. Moreover, cadre training and education plans were introduced, creating new learning platforms such as the New Era Pilot Development Lecture, Flight Learning Lecture, and Integrated Operations Research Academy. These initiatives continuously reinforced the commitment of all employees to follow the Party's guidance and leadership.

Standardizing Risk Management

Amidst complex market conditions and stricter regulations, China Southern prioritized standardized risk management as a core element for stable growth. It implemented comprehensive risk and compliance management to build a robust governance foundation, aiming to become a globally competitive, world-class aviation transport enterprise.



Risk management

Establishing a robust risk management system

China Southern established a comprehensive risk management organizational structure comprising the Group Party Organization, the Board of Directors, the Management Team, Risk Management Responsibility Departments, Risk Management Departments, and Risk Supervision Departments. The Group Party Organization provides overall guidance on risk management and regularly reviews and discusses the Company's risk control management. The Board of Directors serves as the highest decision-making body for risk management, overseeing the establishment, improvement, and effective implementation of the Company's risk management system and mechanisms. The Management Team is responsible for leading and managing daily risk management operations in accordance with the requirements and authorization of the Board. The Risk Management Responsibility Departments, Risk Management Departments, and Risk Supervision Departments form three lines of defense, ensuring that risk management responsibilities are effectively implemented at every level.

The relevant business units serve as the risk management responsibility departments and implementation bodies. They are responsible for identifying and assessing risks and developing as well as implementing mitigation measures, forming the first line of defense in risk management:

The Legal Standards Department 03 is responsible for establishing the risk management system and coordinating daily comprehensive risk management activities, forming the second line of defense:

The Audit Department acts as the supervisory body for risk management, responsible for monitoring and assessing the effectiveness of risk management practices, constituting the third line of defense.

China Southern continuously refined the risk control management system by revising key risk management policies, including the Comprehensive Risk and Internal Control Management System, the Management Measures for Reporting Significant Business Risk Information, and the Internal Control Management Regulations. These revisions clarified risk management responsibilities and procedures, providing guidelines for identifying, assessing, and controlling risks with science-based approaches. This enhanced the Company's risk control capabilities and improved the efficiency of risk control.

Enhancing risk control

China Southern enhanced risk control by intensifying contract risk control, performing annual major risk identification and assessment, standardizing legal case management, and reinforcing overseas risk control. This ensured comprehensive and effective risk control, boosting the Company's risk management capabilities

Strengthening contract risk control

In terms of contract text risk control, China Southern developed an intelligent contract review model for both payment and receipt contracts. This model automatically extracted key information such as contract subject matter, partner details, and financial clauses to accurately identify potential risks. It issued real-time alerts and provided targeted risk mitigation suggestions, preventing legal disputes and effectively protecting the Company's legitimate rights and interests. For contract process risk control, the Company integrated its contract management system with financial reimbursement systems and revenue collection platforms, enabling seamless data sharing. This integration allowed for full online monitoring of the entire contract payment and receipt process, ensuring that contract management requirements were consistently applied throughout. This closed-loop management approach helped avoid compliance risks and enhance management efficiency.

Identifying and assessing major risks

China Southern organized mid-to-senior managers to conduct annual major risk identification and assessment, identifying the top nine major risks for 2024. The Company developed corresponding mitigation measures, with dedicated headquarters departments monitoring the implementation of these measures. Key risk indicators were collected on a monthly and quarterly basis to ensure that major risks remained under control, thus preventing any major operational risks during the reporting period.

Standardizing legal case management

Based on the China Southern's Legal Dispute Case Management Measures, the Company implemented a "casedriven management" approach. For issues identified during case handling, it promptly issued a total of 18 risk warning letters and rectification notices to business units, targeting root cause solutions and preventing future risks.

Strengthening overseas risk control

China Southern released an updated foreign risk prevention plan, adjusting the risk assessment operation mechanisms and frequencies. It routinely conducted foreign risk warnings and assessments, compiling and tracking high-priority risks to enhance its overseas risk management capabilities.



Compliance operations

China Southern advanced the "Five Ones" compliance management project, including establishing a solid foundation with one comprehensive compliance manual, developing a set of categorized and tiered compliance management policies, creating a closed-loop compliance management mechanism, building a digital compliance management platform, and cultivating a competent compliance management team. These efforts aimed to ensure seamless integration and implementation of compliance management throughout the Company, enhancing overall compliance efficiency.

Compliance management

China Southern based its compliance management on a comprehensive manual to ensure the Company's compliant and stable operations. It continuously improved its compliance management system and refined operational mechanisms to support robust compliance practices. Meanwhile, the Company established a Compliance Committee responsible for leading and coordinating compliance management. It made decisions on significant compliance matters and provided quidance, supervision, and assessment of compliance activities. Additionally, the Compliance Committee set up an office within the competent legal department to implement the overall requirements for building the Company's compliance management system.

Compliance assessment

China Southern used assessments as a guiding tool to clarify and strengthen responsibilities and continuously refined criteria. Second-level units were assessed on compliance system construction, mechanism operation, organizational foundation, and violation handling. This ensured accountability and guided subsidiaries and business sectors to appoint capable general counsel or chief compliance officers, providing strong support for effective compliance management.

Compliance training

In conjunction with the "8th Five-Year Plan on Improving Legal Awareness", China Southern conducted targeted compliance training on key areas such as antitrust and data protection through the Legal Standard Training. Compliance training was mandatory for senior managers, overseas personnel, and new employees in critical roles. Employees were required to sign a Compliance Commitment Letter to reinforce the concept of lawful and compliant business practices at all levels. In 2024, China Southern held a total of 55 Legal Standards Lecture Series training sessions, reaching over 20,000 participants.



Case: "Law-Based Governance and Compliance-oriented Operation" knowledge quiz

China Southern organized a "Law-Based Governance and Compliance-oriented Operation" knowledge quiz, shifting from a traditional "passive reception" to an "active learning" model. This initiative educated employees on adhering strictly to laws and regulations, fostering a strong culture of rule of law and compliance. The activity received widespread employee participation, with over 50,000 employees from 65 units engaging in both online and offline quizzes. The success of this activity further instilled a proactive compliance mindset among all employees, encouraging a shift from "compliance as required" to "compliance as desired". This promoted a culture where everyone strived for compliance in every task, laying a solid foundation for a more rigorous, comprehensive, and efficient compliance management ecosystem. It also significantly advanced the Company's overall operational standards towards greater discipline and stability.



Business ethics

Given the aviation industry's high demands for safety and reputation, China Southern recognized that even a single instance of corruption could trigger a crisis of trust. Therefore, the Company treated the topic of "anti-commercial bribery" as one of dual financial and impact materiality. Adhering to the Sustainability Reporting Guidance issued by the SSE, China Southern provided comprehensive disclosure on anti-commercial bribery within the framework of governance, strategy, risk management, metrics, and targets.

The Company reported no incidents of unfair competition throughout the year.





Governance

China Southern integrated anti-commercial bribery deeply into the governance structure, creating a tightly interconnected and clearly defined system from leadership decision-making to implementation and supervision. This maintained the Company's integrity and supported steady operations.

Group Party Organization, Board of Directors, Compliance Committee, and Compliance Committee Office Group Party Organization: Provide overall leadership for anti-commercial bribery and anti-corruption, and regularly review and approve related risk control management work to ensure alignment with the Company's strategic direction. Board of Directors: Establish and ensure the effective implementation of systems and mechanisms for anti-commercial bribery and anti-corruption and make decisions on major related matters. Compliance Committee and Compliance Committee Office: Oversee and coordinate compliance management, and guide, supervise, and assess anticommercial bribery and anti-corruption efforts. **Company Management Team** Implementation level Company Management Team: Organize daily anti-commercial bribery and anti-corruption activities under the Board's guidance, ensuring strategy implementation.

> Audit Department: Monitor commercial bribery within authorized jurisdictions, conduct investigations into violations, and implement accountability measures against liable personnel as stipulated by

and Supervision Team Office

Audit Department and Disciplinary Inspection

Disciplinary Inspection and Supervision Team Office: Carry out specialized research on integrity risk prevention and control, and strictly investigate and handle violations according to regulations.

Anti-Commercial Bribery Risk Management System

44

Supervision level

Anti-commercial bribery-specific policies	For detailed anti-commercial bribery policies, see Appendix I, Section B7 of this report: List of Policies and Regulations.
Internal employee management	Code for Honest Employment of Employees
Supervision and handling	Implement the requirements of various systems, including the Rules for Handling Reports and Accusations by Discipline Inspection and Supervision Organs and the Regulations on Disciplinary Inspection Suggestions and Supervisory Suggestions as outlined by China Southern.

relevant regulations.

Strategy

Upholding internal cultural advocacy

China Southern deeply integrated the values of integrity and honesty into its corporate culture, requiring all employees to voluntarily adhere to the Sunshine China Southern Convention. The Company advocated for employees to uphold principles of self-discipline, integrity, and honest business practices. This made anticommercial bribery a shared value pursuit among employees, eliminating improper behavior at its root and fostering a clean and upright corporate atmosphere.

Enhancing business ethics training

China Southern incorporated dedicated courses on the Company's values, behavioral quidelines, and basic business ethics requirements into new employee onboarding training. This ensured that new employees established the correct ethical mindset from day one. For employees at different positions and levels, the Company regularly conducted targeted business ethics training to continuously reinforce ethical awareness. Additionally, China Southern invited both domestic and international legal experts to conduct collective training sessions for directors, supervisors, and senior management, focusing on regulatory requirements for listed companies, including standard operation, business ethics, integrity education, and anti-corruption measures.



Ensuring integrity among partners

In collaborations with suppliers and other external partners, China Southern actively promoted anti-commercial bribery principles. The Company signed Integrity Cooperation Agreements and conducted integrity reviews of partners to jointly build a clean business ecosystem. This ensured the integrity of the collaboration process and protected the Company's positive business reputation.

Enhancing whistleblower protection mechanisms

Whistleblowers could report issues anonymously or under their legal name by mailing letters or visiting designated reception venues to contact China Southern's disciplinary inspection and supervision organs. Throughout the reporting process, all levels of the Company's disciplinary inspection and supervision organs strictly protected the confidentiality of the whistleblower and any related information. It was strictly forbidden to disclose the whistleblower's identity to the accused party or engage in any retaliatory actions, ensuring that the whistleblower's legal rights were protected. After the case was resolved, the disciplinary inspection and supervision organs promptly provided feedback on the outcome to the whistleblower.

Risk management

China Southern conducted specialized research on integrity risk prevention and control, thoroughly identifying and assessing business integrity risk points. The Company assessed risk levels, developed prevention and control measures, and optimized business processes to prevent violations and illegal activities.

Indicators and targets

Indicator name	Unit	2022	2023	2024
Foreign-related anti-commercial bribery incidents	Incident	0	0	0
Anti-commercial bribery training sessions	Session	_	_	2
Compliance culture promotions	Time(s)	1	1	2
Law-abiding compliance training sessions	Session	3	4	5
Board anti-corruption training sessions	Session	1	1	1

Anti-Commercial Bribery Indicators



Conducting Foreign-Related Anti-Commercial Bribery **Training**



Hosting the 177th Legal Standard Training and Interpreting Anti-Commercial Bribery Compliance Management Knowledge

Target	Progress
Achieve 100% coverage of anti-commercial bribery training	Completed
Achieve 100% signing rate of employee integrity commitment letters	Completed
Achieve 100% signing rate of supplier integrity cooperation agreements	Completed

Anti-Commercial Bribery Targets

Intellectual property protection

China Southern continuously improved the tiered and categorized intellectual property (IP) management system, fostering a strong IP protection culture to enhance IP management efficiency and further stimulate innovation. By the end of 2024, China Southern had accumulated a total of 645 valid patents, 934 software copyrights, and 1,069 registered trademarks, showcasing significant achievements in IP protection.



Valid patents

645



Software copyrights

934



Registered trademarks

1,069

Tiered and categorized management

China Southern established a three-tier management structure consisting of supervision, centralized management, and implementation levels. This structure was guided by the Intellectual Property Management Manual and supported by four categories of management methods: trademarks, patents, software copyrights, and work copyrights. This approach ensured streamlined, efficient, and compliant control over intellectual property.

Implementing the development plan

According to the Intellectual Property Mid-Term Plan of China Southern (2024-2030), the Company outlined a strategy focusing on overall defensive measures and targeted offensive actions. The plan prioritized domestic efforts in the medium term and international expansion in the long term to reduce overall IP protection costs and accelerate the conversion of selected patents into practical productivity.

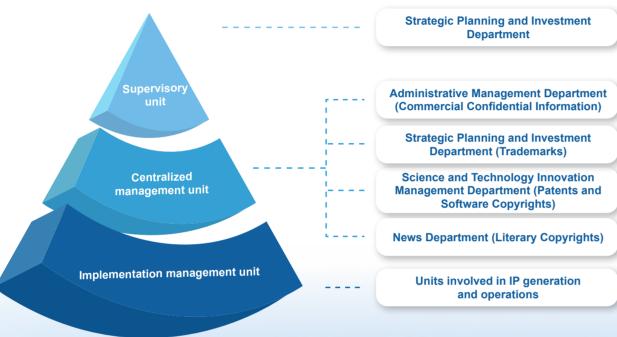
IP training

China Southern regularly conducted both internal and external IP training, covering IP protection policies, copyright laws, and patent application and utilization knowledge. This increased employee awareness of IP risks and reinforced IP protection.

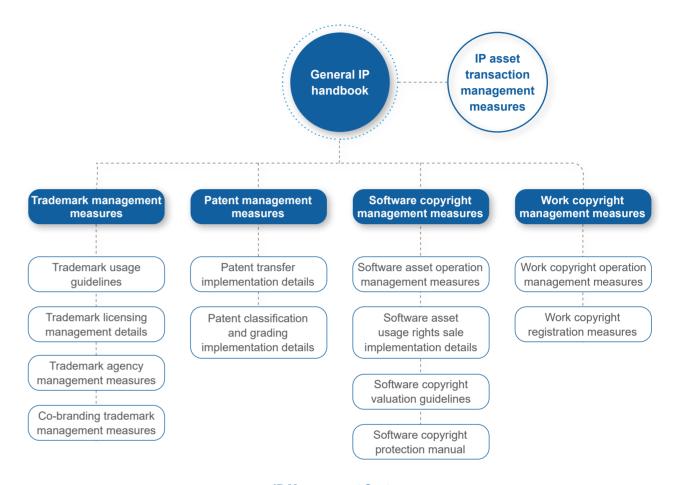
Soaring to New

Digital system development

China Southern launched an IP information management system to address issues of dispersed management, isolated data, and cumbersome filing processes for creators. This system enabled centralized display and categorized statistics of IP assets across the entire Group.







IP Management System



Case: "4.26 World Intellectual Property Day" IP series training activity

On April 25, China Southern hosted a two-day IP training activity at the Guangzhou Industry-Education Integration Training Base. Over 80 key IP personnel participated in the training. The activity featured four IP experts who provided in-depth analysis on three main topics: SOE IP issues, trademark brand risk prevention and management, and copyright law interpretation and protection practices. The training aimed to deepen participants' understanding of the critical role of IP in fostering innovation, driving business growth, and supporting high-quality development. This initiative laid a solid foundation for enhancing China Southern's capabilities in IP creation and utilization.



Strategy Guidance

Contributing to National Prosperity

Strengthening the Safety Foundation

China Southern Airlines deepened the development of seven major safety systems to prevent risks at multiple levels. The Company was dedicated to nurturing a strong safety culture and was fully committed to winning the annual safety challenge focused on enhancing technology, strengthening teams, and mitigating risks. This effort solidified the safety foundation, ensuring a robust and stable production environment.



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Safety disclosures

Governance

China Southern Airlines adopted a systemic approach to guide the development of the safety management system. Integrating forward-looking strategies, compliance measures, and practical considerations, the Company advanced seven core safety systems: safety responsibility, risk management, process control, regulatory manuals, training, safety culture, and scientific and technological innovation. These systems formed an interconnected, complementary, and mutually reinforcing framework, creating a synergistic safety management model. This holistic approach ensured sustained safety and stability with a higher level of management maturity.

Strategy

China Southern Airlines recognized the complexity of the aviation safety system, encompassing personnel, aircraft, materials, methods, and environment. Adhering to the principle of "long-term vision and moderate foresight", the Company has developed a comprehensive safety management strategy. By distilling past experience and practical lessons, China Southern Airlines has formulated a core safety management strategy summarized as "Two Priorities and One Prevention". This strategy provides standardized guidance for ground safety, food safety, aviation security, and fire safety.

Focus on the Long-Term **Development**

Adhere to a systemic approach, develop seven core safety systems, and establish longterm mechanisms to modernize safety governance and management capabilities.

Ensure **Implementation**

Implement key safety directives and core safety management tasks of the Group's Leading Party Members' Group and strengthen process control to ensure six key areas are fully realized: thought recognition, responsibility implementation, regulation enforcement, capability building, risk prevention, and organizational management

Prevent Risks

Prioritize risk prevention in daily safety management, integrate risk management into routine operations, and continuously improve the risk prevention system.

Overall Safety Management Strategy

Risk management

"Risk control" is a crucial component of the seven core safety systems. To address this, China Southern Airlines has clearly defined key tasks: "dynamically eliminating safety hazards", "strengthening safety risk control", and "enhancing safety oversight efficiency". The Company has established a dual prevention mechanism for safety risk management and hazard identification. This includes creating dual databases for hazards and safety risks and implementing a checklist-based management system for issues, risks, and measures, to improve the effectiveness of risk monitoring.



Risk Assessment

Conduct specialized risk assessments for vehicle operations, routes, new flight paths, fire safety, and food safety and produce assessment reports on core risks and prominent risks in various fields to promote forward-looking risk management and address common issues in risk management.



Hazard Identification

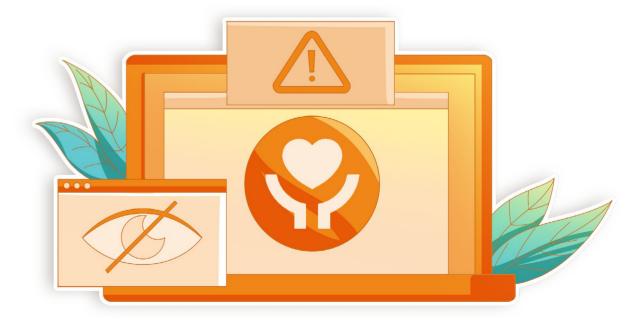
Focus on identifying hazards. encourage units to use the ESMS platform to establish dual databases for hazards and safety risks, update these databases dynamically through review meetings or specialized conferences, and develop long-term, actionable control measures.



Hidden Hazard Investigation

Guide units to issue rectification action plans, reinforce the leadership responsibility of primary managers for hazard investigation and rectification, conduct comprehensive, thorough inspections, implement one-on-one supervision and fullprocess closed-loop rectification, and effectively utilize the dynamic hazard elimination mechanism to ensure continuous improvement.

Safety Risk Management Initiatives



Indicators and targets

China Southern Airlines adhered to the CAAC's Three-Year Action Plan for Addressing Fundamental Issues in Work Safety in the Civil Aviation System (2024-2026) by setting safety targets related to "major safety hazards" and "aviation safety errors". The Company regularly monitored and tracked key indicators to reinforce the integration of development and safety. thereby solidifying the foundation of work safety for civil aviation enterprises.

Indicator Name	Unit	2022	2023	2024
Annual safe flight time	10,000 hours	155	284.2	314.8
Cumulative safe flight time	10,000 hours	2,786	3,006	3,260.5
Consecutive flight safety months	Month	278	290	302
Consecutive aviation security months	Month	343	355	367
Liability incidents	Incident	0	0	1

Safety Management Indicators

Category	Target	Progress
	Eliminate major safety hazards identified in 2023 and before by the end of 2024.	Completed
Major safety hazards	Effectively curb new major safety hazards by the end of 2025.	In progress
	Comprehensively improve the effectiveness of the normalized mechanism for eliminating hidden safety hazards by the end of 2026.	In progress
	Reduce flight violation error rate per 10,000 hours compared to the previous year.	Completed
Aviation safety errors	Reduce maintenance personnel error rate per 10,000 hours compared to the previous year.	Completed
	Reduce agency liability error rate per 10,000 flights compared to the previous year.	Completed

Safety Management Targets



Emergency response capability development

China Southern Airlines' Safety Committee members formed the core of the Emergency Management Leadership Group, with the Group Chairman serving as the head of this group to oversee emergency management comprehensively. An Emergency Management Office was established, with the General Manager of the Safety Supervision Department as the Director. Emergency persons in charge and emergency contacts were designated in each department to ensure the daily operation and on-duty work of emergency management.

Besides, China Southern Airlines conducted three comprehensive drills on aircraft accidents, AOC disaster recovery, and flight turbulence, as well as four specialized drills, including C919 emergency evacuations, family member assistance, and damaged aircraft removal. These drills refined emergency management plans and boosted the Company's ability to handle various safety incidents.



Fire Drill at China Southern Airlines Mansion



Safety culture development

China Southern Airlines continuously promoted the development of the safety culture through a variety of rich and diverse promotional activities. These activities helped employees understand the essence of safety in a positive environment, enhancing their awareness of work safety and improving their emergency self-rescue capabilities.



Work safety training

During Work Safety Month, China Southern Airlines focused on the theme of "Ensuring Clear Life-saving Passages". The Company organized educational activities on emergency escape knowledge and skills through expert lectures, live demonstrations, posters, and short videos. These initiatives aimed to familiarize all employees with the use of fire equipment, deepen their understanding of life-saving passage markings, and ensure the effective utilization of escape routes and disaster avoidance paths.



Safety story promotion

China Southern Airlines hosted a Safety Stories Around Me exhibition and established a dedicated safety column in the China Southern Airlines Daily. This initiative aimed to share compelling safety stories from employees, fostering emotional resonance and encouraging spontaneous dissemination and practice of the new era China Southern Airlines safety culture, which emphasizes "life first, safety foremost, regulatory compliance, and truth-seeking".



Safety Stories Around Me Exhibition

Upholding Aviation Safety

China Southern Airlines adhered to the overall national security perspective, continuously improving the safety operation system. The Company enhanced flight risk monitoring and ensured meticulous implementation of key flight protections, flight capability training, and discipline improvement initiatives. With a constant sense of responsibility, China Southern Airlines fortified the foundation for safe flying.



China Southern Airlines has developed checklists, including the Checklist for Handling Aircraft Incidents Caused by Hail, Bird or Lightning Strikes in Flight and the Checklist for Joint Response to Snow and Ice Weather Situations by China Southern Airlines. With intelligent flight terminals, the Company provided precise alerts for related operational risks, enabling efficient handling of in-flight emergencies and severe weather conditions. Additionally, the Company has also refined the risk management mechanisms and contingency plans for international situations and sudden conflicts. We conducted thorough risk assessments for new and resumed international routes and enhanced pre-flight inspections on high-risk sensitive routes to guard against operational risks effectively in international area.



China Southern Airlines improved the critical flight support manual, adjusted dispatch levels, increased blocked seats for security reasons, upgraded the configuration of aviation security officers, and strengthened cadre on-duty arrangements to ensure the safety of flights during significant events such as the Spring Festival travel rush, the Third Plenary Session of the 20th CPC Central Committee, the Forum on China-Africa Cooperation, and the China International Import Expo. Throughout the year, the Company successfully carried out 2,310 flights for important special missions, charter flights, and vital cargo transports.



China Southern Airlines has established a pilot enrollment cultivation system based on the "selective recruitment + academic cultivation + rigorous training" model. This approach includes implementing flight career aptitude assessments and advancing comprehensive, full-cycle training during the academic phase to enhance pilots' competency from the outset. The Company leveraged learning platforms including CRM training, flight lecture sessions, and safety lecture sessions to standardize training management and instructor-led flights. In 2024, eight sessions of the "Talent Cultivation Program" were held, with 612 flight students participating. To improve training effect and ensure direct applicability in aircraft modification and future flight operations, 41 pilots were appointed as seed instructors. By December 2024, 165-day captain-led courses, 101-day co-pilot-led courses, and 87-day courses led by instructors of Zhuhai Xiangyi Aviation Technology Co., Ltd. were organized, achieving excellent results, with a 95% student satisfaction rate. The mentoring program was successfully implemented, resulting in a 49.8% year-on-year increase in the number of pilots passing the second inspection, hitting a five-year high and exceeding new captain cultivation targets.



China Southern Airlines issued the Annual Work Plan for Strengthening Conduct and Discipline, including conduct standards into safety responsibility lists, manuals, and workflows. With on-site supervision, remote monitoring, and quantitative assessments, the Company further solidified mechanisms for development, quantification, accountability, and oversight. By closely monitoring emerging and trending conduct issues, we carried out educational warnings using typical case studies to address common problems. Special focus was placed on cultivating new hires, flight support personnel, and newly transferred employees to ensure continuous improvement in team conduct and discipline.

Ensuring Information Security

China Southern Airlines has established a comprehensive, multi-layered defense system for network information security and data protection. This system covers multiple dimensions, from physical environment security to network security, system security, and further to network data security and personal data protection. By integrating organizational personnel, standardized processes, and advanced technologies, the Company has created an efficient and collaborative mechanism for joint prevention and control.

Regarding the organizational structure. China Southern Airlines established a Network Security and Digitalization Committee led by the Company's General Manager. This Committee is responsible for major decisions regarding data security and oversees privacy protection and data security initiatives. The Company also appointed a Data Protection Compliance Officer, who is also the Deputy Chief Information Officer, to oversee personal privacy protection initiatives, regularly attend information system work safety meetings, and guide network security efforts. The Data Protection Compliance Officer also leads the Personal Information Protection Working Group, which is responsible for advancing specific initiatives for personal information protection.

Regarding institutional systems. China Southern Airlines adhered to the Personal Information Protection Law of the People's Republic of China, the Cybersecurity Law of the People's Republic of China, and other relevant laws and regulations. The Company has established a comprehensive Data Management Manual that covers all subsidiary entities, along with specific guidelines including the Data Classification and Grading Guidelines and the Network Security Management Measures. These documents provided standardized requirements for the security management of information and data

Privacy and Data Security Management Initiatives

Information audits and certifications

- We engaged third-party authoritative institutions to conduct network security level protection assessments, focusing on assessing the security capabilities of Level 3 network security level protection systems and newly added systems. All systems successfully passed the required assessments;
- We conducted national critical information infrastructure security assessments and civil aviation statutory selfinspections and annually reviewed certifications such as the ISO 27001 Information Security Management System and Data Management Capability Maturity Assessment Model (DCMM) Level 4. The ISO 27001 Information Security Management System passed on-site supervision and audits in 11 control areas, including management organization, operational security, and communication security.

Network drills and training

- We utilized an integrated "teaching-learning-management" platform to deliver the training courses focusing on the "Four Integrations" of information construction, and conducted company-wide training sessions to educate all employees on data security and privacy protection;
- We organized simulated system failure drills covering network environments, service links, and databases and implemented improvements based on the issues identified during these drills;
- We successfully completed critical network security support for major events such as the Third Plenary Session and the 75th anniversary of the founding of the People's Republic of China and achieved goals of no target system compromise and no core network breach during national network security drills.

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Privacy and Data Security Management Initiatives

Preventing data breach risks

- We implemented a privacy data encryption project to encrypt and anonymize sensitive data, including customer
- We developed emergency response plans for critical systems, defining procedures for handling data security incidents such as breaches, misuse, tampering, or destruction;
- We established a permissions center system and a data management platform to streamline data sharing and extraction processes, strictly control access permissions, and monitor access behavior in real-time, thereby providing timely alerts and blocking anomalies;
- We ensured the safe and stable operation of the Company's information systems, with no major network security incidents reported throughout the year. The number of classified faults decreased by 36% year-on-year, achieving an overall reliability rate exceeding 99.99%.

Protecting customer privacy rights

- We published privacy policies on the Company's official website and APP, and prompted users to read and confirm these policies at key business points. Moreover, we obtained tourist consent before sharing information with third parties and prohibited OTA platforms from selling, transferring, or leaking tourist information;
- We respected customer requests for deleting personal information or correcting errors, ensuring the implementation of customers' rights to deletion and correction;
- We complied with national laws to destroy and delete customer data promptly after use, ensuring immediate destruction upon completion and minimizing data retention;
- We adhered to a minimal data collection principle, enhanced data backup and disaster recovery capabilities in storage environments, and ensured encryption during cross-regional and cross-system transmission of sensitive data to improve compliance throughout the data lifecycle.



Ensuring Passenger Safety

China Southern Airlines struck the right balance between safety and service, focusing on multiple aspects such as cabin environment, onboard order, and food safety to provide passengers with a safe, healthy, and clean flying environment.



Ensuring cabin safety

China Southern Airlines continuously enhanced measures to prevent injuries from turbulence and falls, closely monitored onboard fire safety issues, and promptly responded to passenger medical emergencies, ensuring a secure cabin environment.

> Preventing injuries from turbulence

We have developed a cabin turbulence prevention plan and conducted a special campaign to prevent passenger injuries. We focused particularly on elderly passengers, children, and those seated in aisle seats, ensuring all passengers were securely fastened with seat belts throughout the flight. In this way, we achieved zero incidents of turbulence-related injuries and door-related falls for the entire year.

Staying vigilant against cabin fire safety

We have addressed the safety risks associated with lithium-ion battery devices by issuing the Smart Baggage Transport Cabin Safety Guidelines. Additionally, we ensured proper placement and regular inspections of smart baggage to minimize the risk of fires and smoke incidents in the

Assisting injured or ill passengers

China Southern Airlines maintains a stock of common medications and medical equipment to provide basic healthcare support such as oxygen and blood pressure checks for passengers experiencing sudden illness. In 2024, we provided health-related advice for 3,937 passengers. Additionally, we collaborated with ground airports to offer priority baggage handling and ambulance escorts, ensuring passengers have swift access to medical care.



Case: Collaborative rescue efforts accelerate direct flight to safeguard passenger's life

On September 5 at 8:57 AM, On flight CZ3631 from Wuhan to Harbin, a female passenger suddenly fell ill. From her fragmented statements, the chief flight attendant learned that she had previously been diagnosed with myocarditis and was currently experiencing severe heart discomfort without any medication on hand. The crew immediately provided an oxygen tank for the passenger and broadcasted an appeal for medical assistance on board. Fortunately, two doctors from Wuhan Puren Jiang'an Hospital and the Third People's Hospital of Hubei Province identified themselves and joined the crew in treating the passenger. Adhering to the principle of "life first", the crew reported the situation to the captain and sought to expedite the flight for an early landing while ensuring safety. With the help of the doctors and passengers, the ailing passenger's condition stabilized. At 10:28 AM, flight CZ3631 landed safely at Harbin Taiping International Airport, 53 minutes ahead of schedule. The chief flight attendant and other passengers assisted the ill passenger off the plane for further medical treatment.



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Tackling disruptive behavior on flights

China Southern Airlines launched a special operation to legally address disruptive behavior on flights, employing strong measures and methods to maintain aviation safety and order, and curb the frequent occurrence of such incidents. In 2024, we handled a total of 855 onboard incidents and five suspected illegal interference events. 362 cases among these were handed over to airport police, achieving an alarm transfer rate of 42.34%.

Strengthening disruptive behavior management

China Southern Airlines has established comprehensive regulations, including the Onboard Disruptive Behavior Handling Guidelines, Technical Standards for Preventing Disruptive Passenger Behavior, and Guidelines for Properly Handling Onboard Incidents. These rules effectively link critical procedures such as alarm reporting and handover, as well as coordination between air and ground teams, providing standardized guidance for frontline personnel and establishing a robust long-term mechanism for managing disruptive behavior.

Promoting civilized flying

China Southern Airlines widely promoted cabin service rules and passenger rights during ticket sales, check-in, and boarding. This initiative guides passengers to comply with civil aviation laws and regulations, fostering a strong atmosphere of "safe and civilized travel".

Disruptive behavior response drills

We have organized a joint crew response drill competition, innovatively using a "red-blue confrontation" model. This real combat-oriented approach tests the effectiveness of disruptive behavior management and enhances the overall handling capabilities of flight crews, cabin crews,



Promoting Safe Flight





China Southern Airlines adhered to the principle that "everyone is responsible for food safety", emphasizing shared governance and responsibility. We implemented strict food safety measures, conducted food safety supervision and management, and continuously promoted food safety awareness across the Company to prevent incidents of expired or spoiled food.

Food quality management



China Southern Airlines has obtained certifications for the ISO 9001 quality management system, ISO 22000 food safety management system, and HACCP system. We analyzed critical control points throughout the entire process from raw material procurement and inspection to food processing and meal delivery. This science-based approach helped us manage the production chain and comprehensively mitigate food safety

Food safety supervision



China Southern Airlines intensified oversight of in-flight meal and drinking water suppliers by conducting onsite factory audits, foreign object inspections, and sample surveys. We traced issues to their source and ensured rectification actions, guaranteeing healthy meals and clear water. Adhering to the "Four Strictest Aspects" food safety standards, we organized 12 specialized food safety inspections, focusing on four-pest control, meal temperatures, and seasonal changes in flight service. Through these efforts, we dynamically monitored and addressed primary food hygiene risks at different times, ensuring food safety.

Food safety promotion



China Southern Airlines created banners, posters, and other promotional materials to conduct in-flight food safety campaigns, Food Safety Publicity Month, Food Safety Consultation Day, and themed flights. These initiatives have addressed 1,496 inquiries about food safety, enhancing public awareness and knowledge of food safety practices.





Food Safety Publicity Month



Soaring to New Heights with Ambition

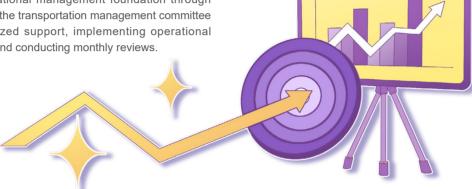
Ensuring Smooth Travel for Passengers

China Southern Airlines continuously optimized flight operations management, refining flight delay warning and response mechanisms to improve on-site service efficiency during delays. With efforts designed to manage departure punctuality, arrival punctuality, and Company-induced delay rates, we are committed to providing passengers with a more reassuring and secure flight experience.



Operational management system

China Southern Airlines steadily advanced the development of a highquality operational system, focusing on improving flight punctuality. We strengthened our operational management foundation through initiatives such as optimizing the transportation management committee structure, enhancing localized support, implementing operational performance assessments, and conducting monthly reviews.





China Southern Airlines further strengthened the leadership of the transportation management committees, integrating their functions and optimizing the Company's duty management system. By delegating GOC external termination management responsibilities to branches and subsidiaries, we enhanced localized operational support capabilities.



Improving collaborative operations efficiency

China Southern Airlines diligently implemented the CAAC's "Five Early" requirements—early warning, early consultation, early decision-making, early response, and early notification. By effectively mobilizing our operational support resources, we strengthened collaboration in operational services and enhanced support for business operations.



Conducting flight punctuality improvement initiatives

China Southern Airlines implemented four major projects and one specialized enhancement action to improve flight punctuality. We have established 13 monitoring indicators, with a particular focus on addressing extreme weather conditions, to comprehensively enhance operational quality.



Striving for on-time departures

Adopting a passenger-centric approach, China Southern Airlines has made concerted efforts to minimize flight cancellations, delays, and diversions, thereby improving flight punctuality. Multiple strategies were employed, resulting in an 86.88% flight punctuality rate in 2024.



resulting in an

flight punctuality rate in 2024



China Southern Airlines diligently implemented the CAAC's "Five Early" requirements, refining the extreme weather collaborative response procedures and time nodes. We have improved decision-making and consultation processes to ensure passenger travel is as smooth as possible.



By implementing the Plan of China Southern Airlines for Integrated Collaborative Operations at Small and Medium-Sized Airports, we aim to fully utilize the regional clusters of small and medium-sized airports to achieve integrated collaborative operations and resource synergy.



China Southern Airlines enhanced coordination with air traffic control authorities and airports to optimize the joint response mechanism for adverse weather conditions







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Case: China Southern Airlines announced six ground service commitments for the Guangzhou Hub during the Spring Festival travel rush

On January 26, China Southern Airlines, in partnership with Guangzhou Baiyun International Airport and the Guangdong Provincial Department of Agriculture and Rural Affairs, hosted the "Kapok Flowers in Warm Spring Breeze: Flying to a Better Future" 2024 Spring Festival Travel Service Commitment Conference. Focusing on meeting the travel needs of passengers during the Spring Festival travel rush, six ground service commitments were introduced at the Guangzhou Hub to ensure a more reassuring, comfortable, and heartwarming journey.

Six ground

service

commitments

Arranging dedicated services to offer comprehensive care

We upgraded service guides, opened additional service counters, and offered round-the-clock customer service hotline support.

Enhancing Spring Festival atmosphere

We established traditional bazaars featuring time-honored brands and New Year flower markets to enhance consumer convenience

Offering comprehensive support for peak travel

We offered free ticket cancellations or change and baggage delivery service to passengers who missed their flights due to transportation issues.

plementing an inquiry accountability system involving all employees

All ground employees are committed to being accountable to passengers who approach them with an inquiry, answering and following up on the inquiries.

Appointing care ambassadors to provide wholehearted services

We appointed Spring Festival service care ambassadors to offer one-stop expedited services.

Providing care for children, seniors, and first-time travelers

We arranged dedicated assistance for unaccompanied children and elderly passengers and set up special firsttime traveler counters.

Enriching the Product Ecosystem

China Southern Airlines is committed to meeting the needs of passengers for dining, accommodation, transportation, tourism, entertainment, and shopping. We have continuously enriched our product ecosystem, innovated our product combinations, expanded sales scenarios, providing passengers with a superior product consumption experience.

Baggage check-in

As the first airline in China to launch the full-process Easy Baggage Service, China Southern Airlines offers passengers value-added services such as baggage forwarding, baggage consignment, and home delivery. These services allow passengers with tight schedules and numerous belongings to enjoy a hands-free journey, effectively addressing the "last mile" of baggage services.

We have established the China Southern Premium Reception for Baggage Service, providing high-value baggage with exclusive tags and full-process tracking. Additionally, in the Pearl River Delta region, we launched a convenient customs clearance service for checked baggage to Hong Kong SAR and Macao SAR, ensuring that hands-free baggage delivery to designated destinations in Hong Kong and Macao can be completed in as fast as four hours. These efforts guarantee both the safety and efficiency for the delivery of checked baggage.

Key performance indicators:

Easy Baggage Service: This service cover 26 airports in China and has completed 2,060 baggage forwarding orders, 9,054 baggage consignment orders, and 9,230 home delivery orders.

Full-process tracking: This service is available at 51 airports in China and has been offered across 576 routes, tracking 2.560 flights daily.

China Southern Premium Reception for Baggage Service: This reception has served a total of 49,500 passengers, including 9,900 premium service passengers.



Handling of High-Value Baggage



China Southern Premium Reception for Baggage Service



Travelling with pets

China Southern introduces a range of pet-friendly products including "Pets Travelling Alone", "Travelling with Pets", and "Pets in Cabin". We have established Pet Stations and Pet Parks, offering personalized services such as pet boarding passes, same-flight travel, photo confirmation, and priority disembarkation. These services provide a one-stop solution for passengers traveling with their pets.



Case: China Southern launches the first pet travel service area in China

On January 22, China Southern Airlines officially launched a pet travel service area at Terminal 2 of Guangzhou Baiyun International Airport, becoming the first airline in China to offer a dedicated pet service area within an airport. The area features a "Pet Park" and a "Pet Station". The Pet Station provides passengers with pet boarding passes, free pet nets, and comprehensive pet check-in services. The Pet Park offers comfortable waiting areas and common pet supplies for both passengers and their pets. Additional personalized services include dedicated vehicle transport and online medical consultations. The real-time tracking of pet transportation status and milestones is available on the China Southern Airlines app, significantly enhancing the travel experience for passengers traveling with pets.





Case: China Southern Airlines launched "Pets in Cabin" service

On December 12, China Southern Airlines enhanced pet travel services by introducing the "Pets in Cabin" option, in addition to the existing "Pets Travelling Alone" and "Travelling with Pets" options. This new personalized service is being trialed on the direct round-trip flights between Guangzhou and Shanghai Hongqiao International Airport, allowing passengers to purchase dedicated seats for their small domestic cats or dogs. In the future, China Southern Airlines is going to expand the "Pets in Cabin" service to more routes and locations, further upgrading the pet transportation services to create more comfortable experience for passengers with pets.



Onboard catering

Focusing on five series—Chinese. Western, seasonal wellness, unique sauces, and "Red Kapok"-China Southern has developed a range of in-flight dining products. These include "Hometown Flavors", "24 Solar Terms", premium route offerings, C919 aircraft meals, complimentary meal selection, and paid meal upgrades. We are committed to creating exquisite, nutritious, appealing, and delicious high-quality meals that evoke emotions, enhance the travel experience, and elevate the brand. In 2024. China Southern Airlines was awarded the title of "Excellent Onboard Catering Service" at the Second CATA Aviation Conference for the exceptional culinary service.



CATA Excellent Onboard Catering Service



Business and leisure travel

We have expanded our express-route network in China by adding 19 key routes, covering 17 major travel cities including Beijing, Shanghai, and Hangzhou. This initiative aims to establish bus-like frequent flight operations between key hubs. Additionally, we have upgraded and launched new international express routes to five major tourist and business destinations in Southeast Asia. Moreover, we have operated 238 themed flights under the series "Kapok Festival", "Kapok Blossom", and "Kapok Seasonal Memories". These flights featured a variety of rich and distinctive onboard activities, creating a festive atmosphere and offering passengers a journey steeped in traditional culture. In 2024, our "Kapok Seasonal Memories" product won the Third Prize at the 7th Chinese Central SOE QC Group Achievement Presentation.



we have operated

238 themed flights under the series "Kapok Festival", "Kapok Blossom", and "Kapok Seasonal Memories".



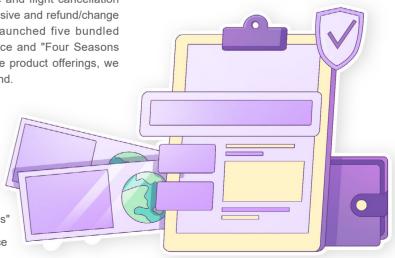
Insurance service

To meet customers' risk protection needs, China Southern Airlines has introduced a range of insurance products. These include 12 new products such as annual flight delay insurance and flight cancellation insurance, along with updates to six comprehensive and refund/change insurance products. Additionally, we have launched five bundled products like the "China Travel Pass" insurance and "Four Seasons Journey" insurance. By enriching our insurance product offerings, we ensure that passengers can fly with peace of mind.



we have launched

5 bundled products like the "China Travel Pass" insurance and "Four Seasons Journey" insurance



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Soaring to New

Delivering Premium Service

China Southern Airlines adheres to the principle of "people's aviation for the people" and focuses on building an internationally renowned service brand characterized by "Affinity and Refinement". In 2020, the Company launched the "Comprehensive Service" initiative and proposed the strategic vision of creating a well-structured, collaborative, efficient, intelligent, precise, and value-driven service management system characterized by "affinity and refinement" and establishing a service brand featured by "affinity and refinement". Our goal is to shape a first-class service image that is not only favored domestically but also recognized internationally. To date, we have received the honorary title of "Airline of the Year" at the Civil Aviation Passenger Service Evaluation (CAPSE) for seven consecutive years and has ranked first in the China Brand Power Index for aviation services for 14 consecutive years.



Enhancing service management system

In 2024, China Southern Airlines implemented the CAAC's "Year of Civil Aviation Service Quality and Efficiency Enhancement" initiative. We concentrated on "five dimensional" (people-centric, digital, refined, personalized, and convenient) services, further optimizing and enhancing our service management systems across marketing, ground service. in-flight service, catering, and information service to strengthen the protection of passengers' rights, improve channels for passenger feedback, and ensure the privacy and security of customer data, thereby comprehensively enhancing customer satisfaction and meeting travelers' expectations of a pleasant journey.

Improving service quality management

China Southern Airlines is committed to building a well-structured, collaborative, efficient, intelligent, precise, and valuedriven service management system characterized by "affinity and refinement". We have continuously improved our service quality management with efforts in service standard development, service process optimization, service skill enhancement, and service quality control.

Service standard development: We revised the in-flight meal service standard manual, implemented refined standard management, and continued to strengthen the meal service management system; we issued the China Southern Airlines Guangzhou Transit Service Business Compilation, established standardized response scripts for frequent passenger inquiries, and provided timely answers for transit passengers; we also improved standard procedures for transporting special passengers and enhanced service compliance operation training and assessment inspections.

Service process optimization: We have streamlined the ticket change and refund process, allowing travelers to handle related procedures online more conveniently. The system can automatically calculate fees based on policies and processes requests swiftly. We have also introduced the innovative "Scan and Update" initiative to improve the efficiency of managing the backlog of passengers at airports due to large-scale flight delays, providing passengers with self-service ticket change options.

Comprehensively improving service quality management

Service skill enhancement: All service-related units have strengthened their skill enhancement efforts and customized service skill standards and corresponding training and assessment plans for various positions. In 2024, the cabin crew system focused on competency development and collaborated with the training center to establish the Cabin Crew Competency Training System to enhance the "soft power" of flight attendants.

Service quality control: We have carried out fullprocess service quality control, established a supervision mechanism addressing service deficiencies, and constructed a long-term working mechanism encompassing "data monitoring", "analysis and rectification", "tracking feedback", and "continuous improvement", ensuring closed-loop rectification of identified issues



"Affinity and Refinement" Service Brand Exchange Event

Strengthening service brand building

China Southern Airlines has thoroughly studied and implemented the Xi Jinping Thought on Culture and the important discourse on brand building by President Xi Jinping. The Company actively practiced the "Sunshine China Southern" culture and brand philosophy of the new era, and accelerated the implementation of the "five-dimensional" services. Through the establishment of a service case database, training, dissemination, learning, and practice, the Company strengthened the promotion of the "Affinity and Refinement" service concept and the building of service culture. On the occasion of the 75th anniversary of the founding of the People's Republic of China, China Southern Airlines held a service brand exchange event. Under the theme "Creating an 'Affinity and Refinement' Service Brand to Enable More People to Enjoy Better Flights", the event combined situational interpretation with cultural presentations to showcase vivid cases of services in line with the "Affinity and Refinement" principle, deeply elucidating the cultural connotations of "Sunshine China Southern".



Listening to customers' opinions

China Southern Airlines has established a relatively complete customer feedback mechanism and set up a "Three for One" customer complaint handling mechanism that coordinates cooperation between the Customer Care Center, functional departments, and units responsible for the complaints. Customers can provide feedback and suggestions through various channels such as phone calls, emails, and WeChat. Once a customer complaint occurs, the Customer Care Center will quickly intervene, follow up, and work closely with the functional departments and responsible units to efficiently resolve the complaint, ensuring that the customer grievance is addressed in a timely and proper manner. China Southern Airlines regularly holds complaint review meetings to strengthen the analysis of complaint data and typical cases, ensure closed-loop management of complaint handling, and achieve a positive shift from passive service to proactive care.

Customer feedback channels

Currently, China Southern Airlines has set up five hotlines, including 95539, 4008695539, 4008695539. 4000095539, and 4008895539, as well as nine other channels, including the China Southern Airlines app, official website, WeChat, QQ, Weibo, email, SMS, and fax, to receive customers' opinions and suggestions. We provide a 24/7 timely response to customer demands.

Customer satisfaction survey

China Southern Airlines consistently prioritizes passenger satisfaction and their perceived value as the primary metrics for evaluating service quality. On January 1, 2024, China Southern Airlines officially launched a new version of the full-process customer satisfaction survey questionnaire designed based on the scales of customers' perceived value. The survey involved a diverse range of respondents and covers multiple aspects, with efforts to enhance the overall customer experience and the authenticity of the feedback. In 2024, our customer satisfaction survey received 295,373 valid responses, reporting an overall customer satisfaction score of 4.496 out of 5.



In 2024, our customer satisfaction survey received reporting an overall customer satisfaction score of

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4.496 out of 5

Protecting customer privacy

China Southern Airlines fully respects and safeguards users' rights regarding their personal information. The Company has established clear and easy-to-understand privacy policies to ensure users get fully informed about their privacy rights, as well as the corresponding responsibilities and measures taken by the Company. These privacy policies are prominently displayed across multiple channels, including the Company's official website and mobile applications, and users are reminded to review and confirm them at key touchpoints during their interactions with the Company. This approach effectively safeguards users' right to be informed. When users request the deletion or correction of their personal information, China Southern Airlines would adhere to established procedures to process such data, ensuring users' rights to deletion and correction are effectively implemented.



Enhancing passenger experience

China Southern Airlines upholds the mission of "Enabling More People to Enjoy Better Flights", continuously expanding the ecosystem of diverse services. We have built a comprehensive service system covering the entire aviation travel industrial chain, developed the "China Southern E-Travel" mobile application platform to integrate one-stop services, and accelerated the implementation of "five dimensional" services, providing passengers with a "people-centric, digital, refined, personalized, and convenient" service experience.

Expanding the "China Southern E-Travel" ecosystem

By integrating resources across the aviation industry chain, "China Southern E-Travel" has digitized over 300 traditional offline services, covering all six stages of passenger travel. The platform addresses diverse passenger needs, including dining, accommodation, transportation, tourism, entertainment, and shopping, while enabling mileage redemption across a wide range of scenarios, ensuring that passengers can "enjoy a worryfree journey with a single device in hand". To date, the "China Southern E-Travel" ecosystem has successfully connected with over 5,500 partners, with the platform boasting the highest monthly active users in China's civil aviation sector. The app has achieved over 100 million cumulative downloads and activations, with monthly active users exceeding five million. Recognized for its excellence, "China Southern E-Travel" has been awarded the "Best Practice Case for Jointly Building a Community with a Shared Future in Cyberspace" at the World Internet Conference and included in the first batch of outstanding achievements in the Chinese Central SOE Brand Leadership Initiative.



Extended reading:

"China Southern E-Travel" is the overarching term for the end-to-end, one-stop digital services provided by China Southern Airlines through official mobile platforms for passengers and partners. It encompasses multiple mobile application channels. including the China Southern Airlines app, China Southern Airlines WeChat Official Account, and China Southern E-Travel Mini



Case: Major revamp of the China Southern Sky Pearl Membership System

On August 2, China Southern Airlines held a membership system and ecosystem partnership launch event in Guangzhou under the theme "New Journey with Considerate Service". The event announced a comprehensive upgrade of the Sky Pearl Membership System, effective from January 1, 2025. This upgrade will bring hundreds of millions of Sky Pearl members significant benefits, including expanded mileage accumulation scenarios, more mileage redemption options, exclusive tier retention benefits, valuable tier overflow benefits, simplified mileage accumulation, and mileage extension guarantees.

During the event, China Southern Airlines signed the China Southern Ecosystem Cooperation Framework Agreement with nine key partners, including China Guangfa Bank, DragonPass, Destination NSW, Ping An Insurance (Group) Company of China, Banyan Tree Hotels & Resorts, China Paper, Midea, Genting Snow Park, and GUSTO. This collaboration aims to provide passengers with a richer and more diverse range of products and services.



Enhancing the intelligent digital service management platform

China Southern Airlines has developed an innovative "Human + Al Robot" integrated customer service platform characterized by digital intelligence. Leveraging big data and artificial intelligence technologies, the platform accurately analyzes passenger needs and automatically recommends service links, enabling passengers to independently complete over 10 types of transactions, including self-service changes and ticket refunds. Additionally, the platform's automated processing capabilities have been significantly enhanced, with the automated reconciliation rate for ticket refunds exceeding 95%. This reduces the workload of manual reviews and shortens the approval time for refunds, delivering a more efficient experience for passengers. On the business side, the platform has introduced 15 new customer service tags within the user center. By analyzing the correlation between customer experience data and operational management data, China Southern Airlines has further improved service quality.

Elderly passengers

Improving passenger product consumption experience

Throughout the product marketing, China Southern Airlines adheres to the concept of responsible marketing. We provide clear and transparent ticket booking, refund, and change policies, ensuring there are no hidden clauses or unreasonable fees. This approach allows passengers to fully understand all costs and entitlements when purchasing tickets, safeguarding their right to be informed and their freedom of choice.

Significant achievements in the vigorous implementation of the "five dimensional" services by China **Southern Airlines in 2024**



We provided full-process baggage tracking services that cover a total of 51 terminals in China and 576 routes for 2,560 flights daily. Additionally, we launched the direct delivery of checked baggage across 18 city terminals in the Pearl River Delta region. We also introduced a convenient customs clearance service for checked baggage to Hong Kong SAR and Macao SAR, ensuring that hands-free baggage delivery to designated destinations in Hong Kong and Macao can be completed in as fast as four hours. Moreover, we launched China's first full-process Easy Baggage Service at 26 airports in China to cover the "last mile" of baggage services.

Deepening the "China Southern Express" brand

China Southern Airlines has extended its domestic express services to 19 key routes, covering 17 major travel cities including Beijing, Shanghai, and Hangzhou and establishing bus-like operations between key hubs. We also launched new international express routes to five major Southeast Asian travel and business destinations. Additionally, we launched the "China Southern Express Plus" services, with all domestic express flights departing from Guangzhou implementing a 30-minute early check-in cutoff.



China Southern Airlines has operated 238 themed flights such as "Kapok Festival" and "Kapok Seasonal Memories", offering passengers unique cultural travel experiences. We have introduced "Cloud Surprise" and "Cloud Fun for Kids" to cater to diverse passenger groups and scenarios. We have also expanded paid meal options for economy class passengers, achieving a 100% rollout rate at self-operated domestic catering stations.

Catering to Special Needs

China Southern Airlines continued to innovate with passenger-friendly initiatives, enhancing the availability of accessible facilities and equipment to meet the travel needs of passengers with special requirements



Tailored warm services

China Southern Airlines offers customized warm service for passengers with special needs, including first-time passengers, children, pregnant women, elderly passengers, and passengers with illnesses, injuries, or disabilities. These services address challenges such as check-in and boarding difficulties. We have also advanced and optimized services like "Priority for Military Personnel".

First-time passengers

We have refined our first-time passenger service standards and systematically identified first-time passengers. Those in need are provided with special tags to ensure they receive assistance and quick guidance during check-in, security screening, and boarding.

Soaring to New

Pregnant passengers

We have optimized regulations regarding air travel for pregnant passengers, reminding them to bring prenatal check-up reports and other necessary documents for check-in procedures and providing special attention and reminders at the check-in counters.

Passengers with illnesses or injuries

We have simplified the documentation required for refunds or changes due to illness and added special guarantee processes.



Special Passenger Check-In Area

We have upgraded our accessibility services for elderly passengers, established a dedicated "Elderly Service" hotline, and installed accessibility signage at 38 direct ticketing offices. Additionally, "Priority for Seniors" service counters are now available at all self-operated ground service stations within China.

Child passengers

We offered the Unaccompanied Minor Service for children travelling in both Business Class and Sky Pearl Economy Class across all cabin categories, with staff providing guidance and care for them throughout the journey.

Passengers with disabilities

We have refined service plans for passengers with disabilities across various scenarios, conducted specialized training, and improved services to better meet their needs.



Unaccompanied Minor Service



Convenient online services

We have introduced a dedicated "Special Travel Service" module on our official website and app, consolidating services such as elderly assistance, wheelchair check-in, services for passengers with disabilities, and unaccompanied minor support. Additionally, we have upgraded the app's Homepage, Personal Center, Flight Status, and One-Way Ticket Within China sections for accessibility. A senior-friendly version of the ticket refund and change function has also been launched to meet the diverse information and communication needs of elderly passengers and visually impaired passengers.

Furthermore, we have established dedicated customer service hotlines for elderly passengers and passengers with disabilities, enhanced the keyword recognition capabilities of our voice assistant, streamlined service selection processes, accelerated the connection speed to specialized hotlines for passengers with special needs, and arranged reception staff to provide one-stop solutions for these passengers. In 2024, we received a total of 5,301 hotline calls from passengers with disabilities, including 3,993 voice calls and 1,308 online interactions.

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Addressing Climate Change

China Southern Airlines consistently prioritizes climate change issues and steadfastly pursues sustainable development. We have proactively integrated climate change response strategies into our corporate planning. Guided by our Carbon Peak Action Plan, we have outlined clear pathways for achieving carbon peaking, energy conservation, emission reduction, and environmental protection goals. In 2024, we developed and released the aviation industry's first White Paper on Green Development, actively leading the industry's green transition and setting an example for the transition to green and low-carbon operations in the global transportation sector.





Case: China Southern Airlines' first flight theme around the White Paper on Green Development

On December 20, China Southern Airlines' inaugural flight themed around the first White Paper on Green Development, flight CZ3615, took off from Guangzhou Baiyun International Airport to Harbin. On the flight, the cabin crew offered model airplane building block sets as souvenirs for passengers and introduced China Southern Airlines' first White Paper on Green Development and the Company's green development concept through in-flight announcements. The crew also conducted interactive activities related to green development, popularizing the concept of green development and environmental protection knowledge in a lively and engaging manner to help raise passengers' awareness and acceptance of a green and low-carbon lifestyle. This themed flight is a successful reference model for the practice and promotion of green development in the aviation industry. It also demonstrates China Southern Airlines' commitment and responsibility in responding to China's green development strategy and participating in global environmental governance.

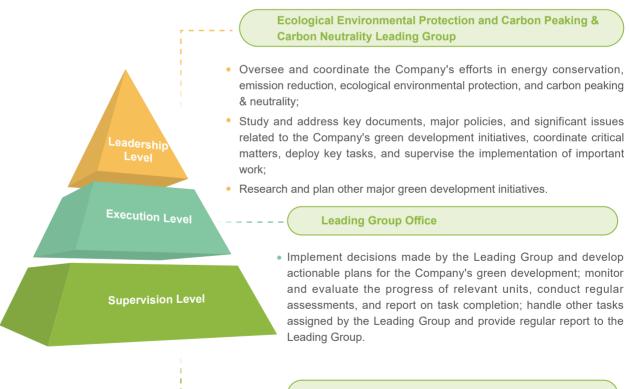




China Southern Airlines adheres to the IFRS S2 Climate-Related Disclosures (IFRS S2) issued by the International Sustainability Standards Board (ISSB) and the Sustainability Information Disclosure Framework outlined in the SSE's Sustainability Reporting Guidelines for Listed Companies. The Company has implemented actions and disclosures related to climate change response across four main areas: governance, strategy, risk management, and metrics and targets.

Governance

To effectively advance the climate change response initiatives, China Southern Airlines has established the Ecological Environmental Protection and Carbon Peaking & Carbon Neutrality Leading Group. This group is chaired by the top leadership of the Company, with members of the Leading Party Members' Group serving as deputy leaders. The group is responsible for organizing, planning, and overseeing energy conservation and emission reduction, coordinating solutions to major issues, and ensuring the implementation of various measures. Additionally, the Company has developed a three-tier collaborative working model consisting of the Ecological Environmental Protection and Carbon Peaking & Carbon Neutrality Leading Group, the Leading Group Office, and specialized task forces.



Specialized Task Forces

• Effectively implement major green development initiatives, including aviation fuel saving management, ecological environmental protection inspections, and green energy transition.

Safety Assurance Steering Steadfastly Toward the Future

Professional Service Sustainable Development Responsibility for Progress Soaring to New Green Flights for a Clearer Heights with Ambition Sky

Strategy

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In alignment with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), China Southern Airlines has conducted extensive industry research and utilized two Shared Socioeconomic Pathways (SSPs) from the Sixth Assessment Report (AR6) of the Intergovernmental Panel on Climate Change (IPCC), i.e. SSP1-2.6 (Low-Emissions Scenario) and SSP5-8.5 (High-Emissions Scenario), to analyze the potential risks and opportunities for the Company under different climate scenarios.

Scenario Type Selected Scenario Source of the Scenario

Description of the Scenario Application

Intergovernmental Panel on Climate Change (IPCC) SSP5-8.5 Sixth Assessment Report (AR6)

This scenario assumes that the continued extraction of fossil fuels as the primary energy source to drive global economic growth will lead to high levels of greenhouse gas emissions by 2100, potentially exacerbating the occurrence of extreme weather events.

In this scenario, the lack of effective climate intervention measures by governments and markets results in a significant increase in greenhouse gas emissions. Consequently, businesses, including those in the aviation industry, face heightened physical risks.

Intergovernmental Panel on Climate Change (IPCC) SSP1-2.6 Sixth Assessment Report (AR6)

This scenario assumes a rapid transition from a fossil fuel-dependent economy to one driven by renewable energy, with multiple nations implementing strong climate mitigation measures to limit global warming to no more than 2.0°C above pre-industrial levels (1850) by the end of the 21st century.

In this scenario, the push toward a lowcarbon economy results in increasingly stringent policy regulations. Consequently, businesses, including those in the aviation sector, face significant transition risks.

Identification

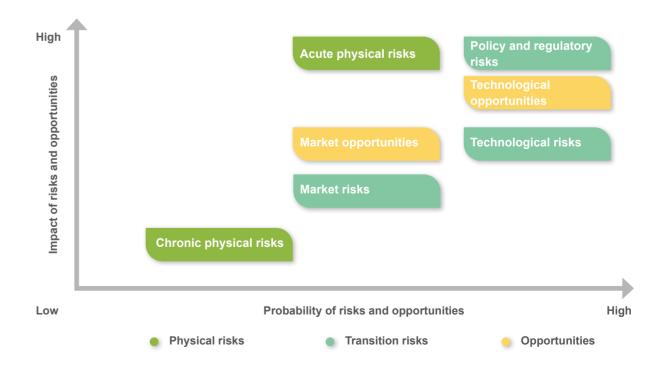
Focus on and analyze climaterelated policies and regulations, collect the climate-related research reports written by industry professionals, research institutions, and media, benchmark ourselves against international and Chinese excellent practices in climate information disclosure, and identify seven physical risks, transition risks, and opportunities that may affect the Company based on our actual situation.

Assessment

Evaluate climate-related risks and opportunities based on the Company's business characteristics and strategic development direction, as well as expert opinions.

Management

Develop a climate change response strategy, identify indicators related to climate change, and set targets and action plans for key indicators; break down the indicators and targets to guide plan execution, and formulate and implement response measures.



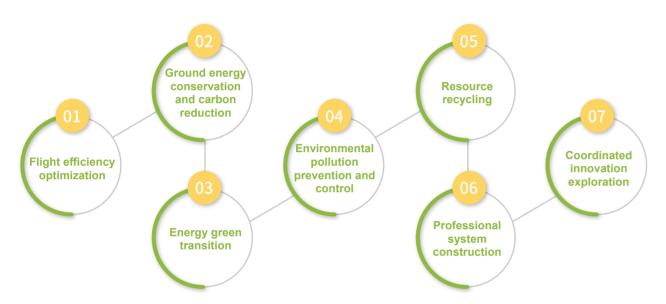
Risk Type	Risk Factor	Description	Time Horizon	Value Chain Segment	Potential Impact/ Financial Impact	Response Strategy
		 Hurricanes, heavy rain, snowstorms, and severe convective weather events are projected to become more frequent and intense. These conditions can directly lead to flight delays or cancellations for China Southern Airlines. Such disruptions not only inconvenience passengers, leading to decreased customer satisfaction, but also result in significant operational 				O Enhance meteorological monitoring and ear warning capabilities: Strengthen collaboration wi meteorological departments to obtain more accura and timely weather information; monitor weath conditions along flight routes and at departure/arrivairports, including typhoons, heavy rain, thunderstorm
Acute physical risks	Extreme weather events	costs, including passenger compensation, additional crew overtime payments, and increased aircraft scheduling expenses. Extreme weather phenomena such as hailstorms and lightning may cause physical damage to China Southern aircraft, affecting critical components like the fuselage, wings, and engines. Additionally, airport infrastructure, including terminals, runways, and navigation systems, could be damaged during extreme weather events, further disrupting China Southern Airlines' normal operations.	Short term	Operations Products and services	Operating cost Fixed asset value Operating revenue	and fog, to adjust flight plans proactively and minimize flight delays and cancellations caused by extrem weather through early intervention. O Develop emergency plans and conduct drills: Created detailed emergency response plans for different types extreme weather events; clarify the roles and workflow of various departments during emergencies; regular organize emergency drills for employees to improve their ability to handle unexpected events and enhance their coordination efficiency, thereby ensuring that swand effective measures can be taken to safegual passenger and flight safety when physical risks occur.
Chronic physical risks	Rising sea levels	 Some of China Southern Airlines' key hub airports are located in coastal areas, where rising sea levels may lead to seawater intrusion and flooding in the surrounding regions. These events could threaten the safety and functionality of critical airport infrastructure, such as runways and taxiways, potentially disrupting China Southern Airlines' flight scheduling and operational efficiency at these airports. 	Long term	Operations Products and services	Operating cost Operating revenue	 Strengthen airport infrastructure and aircramaintenance: Conduct regular inspections are maintenance of airport infrastructure, such as runway taxiways, and aprons, to ensure safety and availabil during adverse weather conditions; enhance dair maintenance and servicing of aircraft to improve the resilience and reduce the risk of malfunctions caused extreme weather. Optimize flight scheduling and operation management: Adjust flight departure/arrival time and routes flexibly based on meteorological data at airport operational conditions, and allocate resource efficiently to minimize the impact of physical risks of flight operations. For example, during typhoon season relocate aircraft to safer airports in advance to avoid damage from typhoon.

Risk Type	Risk Factor	Description	Time Horizon	Value Chain Segment	Potential Impact/ Financial Impact	Response Strategy	
Policy and egulatory risks	Policy changes	 As global attention to climate change intensifies, governments worldwide may introduce more stringent environmental regulations and policies, such as carbon taxes and emission trading systems. The implementation of these policies could significantly increase China Southern Airlines' operational costs and potentially have profound impacts on the business model and profitability. 	Medium and long term	Operations	Operating cost	O Actively participate in carbon markets and emistrading: Participate in the carbon emission tramarket to meet our own carbon emission requirement purchasing carbon emission quotas or investing in emisted reduction projects. O Advance fleet renewal and fuel efficiency improve Gradually introduce more advanced and fuel-efficient a models, optimize fleet structure, improve fuel efficiency reduce unit fuel consumption and carbon dioxide emis Strengthen the technical transformation and upgrad existing aircraft, adopt new aviation engine technologies light weight materials to further appears the fuel carbon.	
Market risks	Consumer preferences	 As consumers become increasingly environmentally conscious, they may prefer airlines with stronger sustainability credentials. If we fail to effectively meet these evolving consumer expectations, we may lose market share to competitors that prioritize environmental performance. 	Medium and long term	Operations	Operating cost Operating revenue	lightweight materials to further enhance the fuel economy aircraft, reduce dependence on traditional fossil fuels, a adapt to the requirements of energy transition. O Expand the application of sustainable aviation fuel Increase R&D and application investment in sustaina aviation fuels (SAF); cooperate with relevant scient research institutions and enterprises to explore S production technology and supply channels, and gradu increase the proportion of SAF used in flight operation to reduce the environmental impact of air transportation provide technical and fuel support for responding transition risks. O Strengthen cooperation and communication with stakeholders: Maintain close cooperation accommunication with government departments, indust associations, scientific research institutions, suppliers, and industry development trends and jointly promote sustainable development of the aviation industry. O Implement Environmental, Social, and Governate (ESG) Management: Incorporate ESG concepts in the corporate management system; establish a social sassess and disclose the Company's ESG performance enhance transparency and social responsibility, there strengthening investor and public trust and recognition the Company and creating a good external environment the sustainable development of the Company.	
Technological risks	Technological innovation	 To address climate change, the aviation industry must continuously develop and adopt new technologies, such as more efficient engines, lighter airframe materials, and sustainable aviation fuels. However, the R&D and implementation of such technologies require significant financial and time investments, and they come with inherent uncertainties. If we fail to keep pace with technological innovation, we may lose market share and competitive advantages. 	Short-to-long term	R&D	Operating cost		

Risk Type	Risk Factor	Description	Time Horizon	Value Chain Segment	Potential Impact/ Financial Impact	Response Strategy
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Market opportunities	Expanded green aviation market	 As the consumer awareness of environmental protection increases, the green aviation market is gradually emerging. We can seize this opportunity to actively expand our presence in the green aviation market, providing more environmentally friendly products and services to meet consumer demand. Climate change is a global issue requiring joint efforts from all countries. China Southern Airlines can strengthen cooperation and exchanges with international airlines and organizations to jointly develop new technologies, share experience, and promote the formulation of industry standards, thereby occupying a more favorable position in the global aviation sector. 	Medium and long term	Products and Services	Operating revenue 🍃	 Develop green aviation products: Design and launch more environmentally friendly aviation products; collaborate with environmental organizations to develop in-flight entertainment content and promotional materials with environmental education significance to enhance passengers' environmental awareness. Actively participate in international cooperation projects: Take the initiative to participate in international aviation industry environmental protection cooperation projects; jointly conduct research and practice with other international airlines and share experiences and achievements in green aviation technology R&D and operation management to enhance influence and voice in
Technological opportunities	Drive technological innovation and industrial upgrading	 Climate change has prompted China Southern to increase the investment in environmental protection technologies, driving technological innovation and industrial upgrading, thereby enhancing operational efficiency and competitiveness. 	Short-Long term	R&D Operation	Operating cost Operating revenue	the international aviation sector. O Increase investment in environmental technology R&D: Establish a dedicated R&D fund with a focus on improving aircraft engine technologies, developing new aviation materials, and optimizing flight operations; collaborate with scientific research institutions, universities, and aerospace enterprises at home and abroad to carry out industry-academia-research joint development initiatives, thereby accelerating the R&D and application of environmental protection technologies.



Based on a comprehensive analysis of the potential financial impacts of climate-related risks, China Southern Airlines has identified seven major actions: flight efficiency optimization, ground energy conservation and carbon reduction, energy green transformation, environmental pollution prevention and control, resource recycling, professional system construction, and coordinated innovation exploration. With aircraft energy conservation and carbon reduction, ground energy consumption reduction, and green travel for passengers as the key measures, the Company has established a green development model covering the entire process of air transportation, making efforts to address climate change.



Continuously promoting fuel conservation

Over the past decade, we have updated our fleet with 501 fuel-efficient aircraft, retired 196 older aircraft, and equipped more than 100 aircraft with wingtip sails. We developed the "Jet Fuel eCloud" system to implement refined operations, lean flight, and accurate load management, saving 201,900 tons of fuel in 2024. We also independently developed the C919 flight plan management system, which reduces fuel consumption during flight operations by accurately calculating takeoff and landing performance.



saving

201,900 tons

Actively engaging in ground energy conservation

We have advanced the transition of airport vehicles from gasoline to electricity, introducing a total of over 1,200 new energy vehicles to date. All of our new and updated vehicles at key airports are now electric vehicles. The model of "prioritizing electric vehicles over traditional boarding bridges" for narrow-body aircraft has been promoted at Guangzhou Baiyun International Airport.

introducing a total of over

Fully implementing green flight

China Southern Airlines consistently enriches and deepens the connotation of the "Green Flight" responsibility brand, encouraging passengers and employees to participate in and share the concept and achievements of "Green Flight", making it a new trend in air travel. In 2024, the booking of the "Green Flight-Meal on Demand" service increased by 33.08% year on year.



In 2024, the booking of the "Green Flight-Meal on Demand" service increased by

33.08% year on year

Introducing passenger carbon accounts

We have developed carbon accounts for passengers, recording reduced carbon emissions from actions such as opting out of meal services, using electronic check-in, and using electronic itineraries. We have also updated the passenger flight carbon calculator and launched a passenger carbon offset service on our app. By the end of 2024, the carbon offset service had cumulatively offset approximately 743 tons of carbon dioxide.



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Utilizing clean energy

At the end of November 2024, China Southern Airlines inaugurated the clean energy (distributed photovoltaic) energysaving project at the China Southern Guangzhou Industry-Education Integration Training Base. The project adopts advanced photovoltaic technology and intelligent management systems, effectively utilizing idle rooftops within the park and significantly reducing carbon emissions. It is projected to generate approximately 1.26 million kilowatt-hours of electricity annually, reducing standard coal consumption by about 42 tons and carbon dioxide emissions by about 125 tons annually. The Company has also actively applied renewable electricity and has completed the construction of 5.8-megawatt distributed photovoltaic power station projects in Guangzhou and Zhuhai.



It is projected to generate approximately

kilowatt-hours of electricity annually

reducing standard coal consumption by about

42 tons

carbon dioxide emissions by

125 tons annually

Risk management

To effectively address climate change risks, China Southern Airlines has established a top-down risk management framework, integrating climate change risks into the Company's risk management system. The Company conducts annual carbon dioxide emission monitoring, verification, and reporting for civil aviation flight activities, accurately grasping the greenhouse gas emissions in business operation links, and hence is able to implement or adjust emission reduction strategies in a targeted manner.

Indicators and goals

China Southern Airlines has set "energy conservation, emission reduction, and environmental protection", "dual carbon" (carbon peaking and carbon neutrality), and "plastic restriction" as the three core goals of energy saving and carbon reduction. The Company conducts regular statistical tracking of key indicators, pays attention to the gap between actual performance and target pathways, and continuously improves the capability to adapt and response to climate change through sustained green investment and action.

Category	Goal	Progress
Vehicle management	Achieve 100% electrification of airport vehicles by 2030, and achieve comprehensive electrification of vehicles by 2035	In progress
	Achieve 100% electrification of newly introduced airport vehicles and equipment by 2025.	In progress
Hazardous waste	Stop the supply of single-use non-degradable plastic straws, stir sticks, tableware/cups, and packaging bags on international passenger flights from January 1, 2023	Completed
management	Significantly reduce the use of non-degradable plastic tape, single- use non-degradable plastic rain cloth, stretch film, and other cargo packaging materials by the end of 2024	Completed

Aircraft Efficiency Optimization

China Southern Airlines promoted the optimization of the fleet structure, successively introducing new generations of aircraft models, such as the Airbus A320NEO, Airbus A321NEO, Boeing 737-8, and the Chinese large passenger aircraft C919, By the end of 2024, the proportion of high-fuel-efficiency aircraft had increased from 29.63% at the end of 2023 to 34.35%. The Company also completed projects such as installing lightweight seats on new aircraft, refining water filling, and adapting the winglets of 48 aircraft to promote weight reduction and fuel saving. Through the application of fuel-saving measures such as single-engine taxiing, fuel-saving landing gear lowering operations, reducing acceleration altitude, increasing cruising altitude, and opening direct routes, we saved 201,900 tons of fuel in 2024, reducing carbon emissions by 636,200 tons.



201,900 tons of fuel in 2024 636,200 tons

reducing carbon emissions by



Ground energy saving and carbon reduction

In 2024, China Southern Airlines signed agreements with 132 airports in China for the use of ground special equipment to replace aircraft APUs. During bridge-connected stopovers, priority was given to the "electric device before traditional boarding bridge" model, and plans for replacing old fuel vehicles were gradually advanced, fully realizing the electrification of newly added vehicles. In 2024, 314 new airport vehicles were added, achieving 100% electrification in principle for newly added vehicles in key areas.

In 2024.



314 new airport vehicles were added

achieving

100% electrification in principle for newly added vehicles in key areas



Energy green transition

China Southern Airlines has always been at the forefront of the use and promotion of sustainable aviation fuel (SAF). Since September 19, SAF has been routinely added to four pilot flights from Beijing Daxing to Chengdu Shuangliu and from Zhengzhou Xinzheng to Guangzhou Baiyun, marking a key step for China Southern Airlines towards low-carbon aviation.

At the same time, China Southern Airlines, in collaboration with the Global Sustainable Transport Innovation and Knowledge Center and Airbus, has actively conducted research on SAF. Together, they released the Sustainable Aviation Fuel Development Path Research Report at the 2024 Airshow China. The Report points out that a global supply chain for SAF is taking shape, and the Chinese SAF market has broad prospects, unique industrial resource advantages, and the potential to lead the global development of SAF. In the future, China Southern Airlines will join hands with various parties to make more contributions to promoting the green transition of the aviation industry.







China Southern's First Pilot Commercial Flight Utilizing SAF Took Off in Beijing



Case: Piloting SAF test service

On December 20, China Southern Airlines, in cooperation with MTU, successfully completed the first SAF test service. The test utilized a SAF with a blend ratio of 10%, primarily composed of waste animal and plant oils and fats. Compared to the production of traditional jet fuel, the production of SAF generates 80% less greenhouse gas emissions per gallon. This test lays the groundwork for China Southern Airlines' large-scale adoption of SAF in the fleet in the future, significantly contributing to the Company's efforts to reduce carbon emissions and actively respond to the global call to combat climate change.



China Southern Airlines consistently advances route optimization initiatives. By aligning route adjustments with seasonal flight schedule changes, the Company introduced nine optimized routes during the latest schedule transition. These optimizations collectively reduced flight distances by 630,700 kilometers, saved 970.45 flight hours, decreased fuel consumption by 2,838 tons, and lowered carbon emissions by 8,939.7 tons.

These optimizations collectively reduced flight distances by

630,700 kilometers

lowered carbon emissions by

970.45 flight hours

decreased fuel consumption by

2,838 tons

8,939.7 tons



China Southern Airlines actively supports and participates in various carbon trading market mechanisms. In compliance with the regulations of the CAAC, the Company successfully fulfilled the 2023 EU carbon trading obligations in April 2024 and completed the 2023 carbon dioxide emissions reporting and verification under the Guangdong Province carbon trading scheme in June 2024. Leveraging the independently developed Monitoring, Reporting, and Verification (MRV) system for flight carbon emissions, the Company efficiently completed the 2023 carbon emissions reporting and verification for civil aviation activities. In the future, China Southern Airlines will closely monitor Chinese and international carbon market policies and trends, promptly adjusting and optimizing the carbon asset management strategies to mitigate potential risks and challenges



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Ecosystem and biodiversity conservation

China Southern Airlines has always regarded biodiversity conservation as one of the core issues of green development. Actively responding to the guiding principle of the 15th meeting of the Conference of the Parties (COP15) to the Convention on Biological Diversity, China Southern Airlines took the lead in launching a "Biodiversity Conservation" themed flight in 2021, popularizing the concepts of ecosystem and biodiversity conservation among the public.

Over the years, China Southern Airlines has provided critical support for the protection and breeding of rare species through its professional live animal transportation services. On March 26, seven African wild dogs (listed as endangered species by the International Union for Conservation of Nature) were transported from Dalian to Beijing on a China Southern flight. Through China Southern Logistics' comprehensive "door-to-door" logistics service plan, rapid loading, customized temperature control, and full monitoring were achieved, we ensured the safe and smooth journey of the African wild dogs to their new habitat. This case demonstrates our technological advantages and refined management capabilities in longdistance live animal transportation. In addition, we have undertaken the transportation mission of national treasure animals for many times, such as the safe transfer of Olympic pandas from the Wenchuan earthquake-stricken area and the crossregional migration of endangered species like leopards and Bengal tigers, fully demonstrating our significant role as a global hub in biodiversity conservation.



seven African wild dogs successfully arrived at their new habitat aboard China Southern flight CZ6121



On November 29, thirty South African penguins were transported smoothly from Kuala Lumpur to Guangzhou on China Southern

ight CZ350

Advancing Energy Conservation and Emissions Reduction

China Southern is deeply committed to implementing the China Southern Green Development Implementation Plan (2023-2025). The Company has established energy conservation and emissions reduction management measures, development plans, and annual work programs, integrating these efforts throughout the entire process of corporate reform, structural optimization, and management enhancement. This proactive approach aims to address and mitigate the adverse impacts of climate change.



Environmental management system

China Southern Airlines has developed a comprehensive institutional framework centered on the Energy Conservation and Emissions Reduction Management Manual. Additionally, the Company has established an Environmental Protection Management Information System to facilitate the online reporting and processing of energy consumption and pollution emission data. This system also enables real-time monitoring of environmental pollution sources, risk points, and prevention measures. Furthermore, China Southern Airlines has formulated emergency response plans for environmental incidents, including specialized management plans and secondary units' contingency plans, forming a comprehensive emergency management system.



Case: Strengthening emergency drills to prevent environmental pollution incidents

On November 25, the Facilities Department of GAMECO's Support Division, in collaboration with the Safety Supervision Department and on-site environmental protection units, conducted an emergency drill for environmental pollution leakage. The drill simulated a scenario in which a valve failure on a waste oil truck at the Company's waste oil storage facility caused a spill onto the ground. On-site personnel promptly implemented emergency containment measures and activated the emergency response protocol. The relevant emergency response team was immediately notified and arrived at the scene with necessary equipment and materials to effectively contain and collect the spilled waste oil, as well as to relocate the affected vehicle, thereby preventing the spill from escalating into a more severe pollution incident. This drill primarily aimed to evaluate the emergency response and rescue capabilities of emergency response teams in the event of sudden pollution incidents. It also reinforced the safe and standardized management practices for the temporary storage and transfer of hazardous waste.





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(1) Strengthening energy consumption management

China Southern Airlines fully recognizes the importance of resource management and actively strives to enhance resource utilization efficiency. The Company integrates the concept of resource conservation into every aspect of business operations.

Energy use

Energy Type	Unit	2022	2023	2024
Gasoline	ton	2,684.53	3,128.89	2,976.47
Diesel oil	ton	4,969.15	6,905.80	7,899.91
Electricity	10,000 kilowatt-hours	29,580.77	35,621.80	40,934.22
Natural gas	10,000 cubic meters	1,064.83	1,310.58	1,439.98
Liquid gas	ton	146.27	240.92	197.08

🦫 Note: The relevant data disclosed pertains to China Southern Air Holding Company Ltd. and is consistent with the statistical scope for the year 2023.

Water resource management

China Southern Airlines promotes water resource management through various initiatives, including water conservation, wastewater treatment, improving water use efficiency, and ensuring water safety. In 2024, the Company's total water consumption was 6.8864 million tons, comprising 6.8715 million tons of fresh water and 14,898 tons of recycled water.



In 2024, the Company's total water consumption was

comprising

6.8715 million tons of fresh water

14,898 tons of recycled water



Onboard water resource management



China Southern Airlines has established a stringent aircraft drinking water management system, covering the entire process from collection to storage, transportation, distribution, and monitoring. Collection points must be located in facilities that meet hygiene standards, using equipment and containers compliant with food safety standards. Personnel involved in the collection must possess relevant qualifications and follow standardized procedures. Storage containers must be made from food-grade materials and meet manufacturing standards, with regular cleaning, disinfection, and water quality monitoring. During transportation, contamination is avoided by using sanitary equipment and containers, with periodic water quality checks. During distribution, clean cups or bottles are used, and distribution points are regularly cleaned and disinfected, equipped with water quality monitoring devices. Comprehensive water quality monitoring is conducted regularly to ensure compliance with hygiene standards.



China Southern Airlines has launched the "refined water filling" project for cabin operations. By scientifically calculating parameters such as the number of passenger and flight distance, the self-developed information system automatically determines the required water volume and communicates it to the chief flight attendant and ground crew via mobile devices. This initiative eliminates the previous practice of fully loading water tanks, which led to water waste and the need to drain excess water after flights. It also reduces aircraft weight, contributing to fuel savings and lower carbon emissions. Annually, this project significantly reduces carbon dioxide emissions.

Ground water resource management



By fully implementing aircraft dry cleaning technology across all China Southern maintenance units, the Company has significantly reduced water usage for aircraft cleaning. By the end of 2024, this initiative had saved a total of 656.863.12 tons of water.



By the end of 2024, this initiative had saved a total of

656,863.12 tons of water



China Southern Airlines conducts regular inspections and maintenance of ground water supply facilities, such as pipelines and faucets, as well as drainage systems. This proactive approach prevents water waste caused by leaks, spills, or drips, ensuring the efficient and rational use of water resources during ground operations.

Effective pollution control

China Southern Airlines strictly adheres to national laws and regulations, including the Law of the People's Republic of China on Water Pollution Prevention and Control, the Law of the People's Republic of China on Air Pollution Prevention and Control, and the Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution. The Company actively implements the Work Plan of China Southern on Pollution Prevention and Control, strengthening the management of wastewater, exhaust emissions, and solid waste disposal. These efforts aim to minimize the environmental impact of various pollutants on surrounding areas.

Plastic pollution prevention

In March 2024, China Southern Airlines took the lead in drafting and officially releasing the Specification for the Replacement of Non-degradable Single-use Plastic Products on Passenger Flights Departing in China. This standard is the first industrywide regulation in China's civil aviation sector aimed at limiting plastic use, marking a significant milestone in the industry's green development. Concurrently, China Southern Airlines has developed and internally issued the Plastic Pollution Control Chapter of the Energy Conservation and Emissions Reduction Management Manual, promoting systematic management of plastic pollution. To date, the Company has ceased providing single-use non-degradable plastic straws, stirrers, tableware/ cups, and packaging bags in terminals, lounges, and passenger flights within China. These measures have led to a notable reduction in the consumption of single-use plastic products.

Wastewater management

Production wastewater

In-flight

catering

wastewater

China Southern Airlines utilizes an integrated sewage treatment station equipped with biochemical treatment processes to handle production wastewater generated from aircraft paint stripping, component cleaning, and workshop activities. Through biodegradation technology, organic matter in the wastewater is converted into harmless substances, ensuring compliance with national discharge standards. The treated wastewater is then transported via the airport's sewage pipeline network to the airport's central treatment plant for further processing.



The Company has upgraded the functional pools of the existing treatment system to create an integrated system specifically designed to treat wastewater from onboard blanket laundering. Additionally, corroded steam pipelines have been replaced with galvanized materials to prevent steam leakage. This measure ensures the smooth operation of the integrated system and enables real-time monitoring of wastewater treatment, thereby ensuring high operational efficiency.

Dedicated and standardized production wastewater discharge points have been established. The wastewater from in-flight catering is treated using a system that includes oil separation, air flotation, and sedimentation. Flow meters are installed on the treatment equipment, and specialized personnel are assigned to operate the system. This ensures the proper functioning of the treatment station's environmental facilities and enables real-time tracking of wastewater treatment volumes, guaranteeing both efficiency and safety in wastewater management.

Waste gas treatment

China Southern Airlines has implemented waste gas treatment facilities utilizing activated carbon adsorption technology to capture organic emissions generated during aircraft painting. The adsorption materials are regularly replaced, and the emissions are continuously monitored in real-time through an online waste gas monitoring system, ensuring compliance with environmental regulations. In 2024, all waste gas emissions met the required standards

Noise control

In accordance with the Law of the People's Republic of China on Prevention and Control of Environmental Noise Pollution, China Southern Airlines has developed a noise reduction strategy for aircraft takeoffs and landings. For aircraft, visual inspections of the engine inlet and tailpipe soundproofing layers are conducted before, during, and after flights to ensure the proper functioning of noise reduction facilities. Newly introduced aircraft are equipped with advanced high-bypass-ratio engines and state-of-the-art noise control technologies to enhance noise reduction performance. On the ground, the use of APUs is strictly managed through lean operational practices, further reducing noise pollution during ground operations.

Non-hazardous waste recycling

China Southern Technical Division actively expands the business scope, focusing on the green recycling of aircraft materials such as fuselages, seats, and engines from aircraft retirement and dismantling. A collaborative project has been initiated with Chinalco Environmental Protection Group to recycle aluminum frames from economy-class seats of 57 retrofitted aircraft. This initiative ensures the rational utilization and disposal of idle aircraft materials, ensuring completely harmless treatment of maintenance waste.

Hazardous waste disposal

To eliminate safety risks associated with the illegal disposal of maintenance waste and ensure that waste is not improperly handled or discarded, China Southern Airlines has developed procurement standard documents. These documents stipulate that all maintenance bases must only entrust waste disposal to companies holding a Hazardous Waste Operation License. In 2024, the hazardous waste treatment rate reached 100%

Hazardous Waste

Hazardous Waste	Processing Volume (ton)
Waste kerosene	47.43
Waste miscellaneous oil	89.79
Waste organic solvent	436.92
Waste lubricating grease	0.15
Waste emulsion	0.34
Waste paint, paint residues, dyes, and coatings	2.34
Chromium waste	0.00
Lead waste	0.00
Waste organic resin	0.54
Waste lamp tube	0.00
Waste activated carbon	6.06
Waste packaging materials and containers	109.67
Waste batteries	0.00
Surface treatment waste liquid	12.50
Photosensitive material waste	0.00
Mercury waste	0.05
Other hazardous waste	11.23

1 98 99 |

Building green logistics

As a pioneer in the digital transformation of the air cargo industry, China Southern Airlines consistently deepens the green logistics practices. On September 25, the Company launched China's first electronic air waybill, achieving full-process digitalization of waybills through a systematic upgrade of cargo procedures. This innovation has completely transformed the traditional model of submitting, storing, and verifying paper documents, eliminating redundant intermediate steps. While significantly improving logistics efficiency, this initiative also promotes carbon reduction and efficiency gains across the entire supply chain lifecycle. This "China Southern Solution" provides a replicable model for the green and digital transformation of air cargo operations.



Customers can book and reserve cargo space through the official website of China Southern Airlines Cargo at cargo.csair.com. The platform also supports online modifications, cancellations, changes in consignment, and automatic transmission of e-AWB settlement data, among other functions.



Resource recycling and reuse

China Southern Airlines focuses on resource recycling and reuse, particularly targeting the recovery and repurposing of aircraft materials such as fuselages, seats, and engines from aircraft retirement and dismantling. The Company has signed a cooperation project to recycle aluminum frames from economy-class seats of 57 retrofitted aircraft.



Energy-saving transformation of buildings

China Southern Airlines is implementing comprehensive energy-saving transformation of existing buildings. In collaboration with China Southern Airlines Construction Company and third-party professional organizations, the Company has conducted thorough energy conservation audits and transformation assessments for existing buildings in the Guangzhou area.

Promoting Green Culture

China Southern Airlines fosters a strong energy-saving and low-carbon culture in the daily operations through environmental training and awareness activities. Externally, the Company organizes a variety of environmental initiatives to promote green lifestyles, encourage public participation in protecting the planet, and foster harmony between humanity and nature.



Conducting environmental training

On October 16, China Southern Airlines successfully held the first specialized green development training session, focusing on the dissemination of cuttingedge environmental concepts and standards. The training covered key topics such as the application of environmental technologies, the building of environmental management systems, and the transition to green production models. This company-wide initiative aims to cultivate a team of professionals well-versed in environmental laws, regulations, and policies and proficient in environmental expertise and advanced technical practices. This effort provides a solid foundation of human resources and intellectual support for the Company's high-quality transition, helping us seize opportunities in the wave of green development.



Implementing green office practices

The Company encourages employees to adopt frugal, low-carbon, and environmentally friendly office practices. We have standardized and promoted green management of office equipment such as air conditioners, lighting, and printers in office areas. Additionally, we have further regulated employee water and electricity usage, encouraging green commuting and consumption to foster a low-carbon office environment.



Engaging in environmental public welfare

China Southern Airlines organizes a series of themed events around the Earth Day and World Environment Day every year, aiming to instill in society the concept of "respecting, adapting to, and protecting nature", raise public awareness and concern for ecological and environmental protection, and continuously stimulate the internal motivation of the whole society to jointly protect the ecological environment.





05



Responsibility for Progress

Forging Ahead to Ignite a New Journey

China Southern is resolutely committed to fulfilling the economic, political, and social responsibilities as a Chinese central SOE. The Company actively integrates into and supports national major strategic initiatives such as workforce development strategy, a country with strong transportation network, BRI, and rural revitalization. In advancing high-quality development, China Southern consistently adheres to a people-oriented and win-win value orientation. The Company collaborates closely with employees, suppliers, partners, and other stakeholders to jointly create a sustainable future.















Unleashing Talent Potential

China Southern Airlines focuses on three core areas—employee rights protection, employee training and development, and employee care—to comprehensively cultivate, attract, gather, and effectively deploy talent. The Company is dedicated to building a "Three High, Two Excellent, and One Leading" first-class talent team, fully unleashing the intrinsic motivation of the workforce

Governance

Governance structure

In employee-related governance. China Southern Airlines has established a management system led by the Leading Party Members' Group and guided by the Human Resources Department. The Company's Remuneration and Evaluation Committee is responsible for participating in the formulation of compensation policies, performance reward mechanisms, and employee promotion and development strategies while also overseeing the implementation of these policies to ensure their effective execution

Internal systems

China Southern Airlines has established a comprehensive institutional framework covering all aspects of human resource management.

To protect the rights and interests of employees

We have developed systems such as the Labor Dispatch Management Regulations and the Flexible Employment Implementation Measures.

Regarding employee training and development We have established new systems including the Internal Instructor Management Regulations, the Course Management Regulations, the Integrated Teaching Management Platform Regulations, the Special Work Assessment Management Measures, and the Subsidiary Strategic Management Work Assessment and Evaluation Measures.



We have coordinated efforts to build a healthy workforce within the Company and issued a three-year categorized action plan for promoting the mental health of China Southern employees, aiming to be a guardian of our employees' physical and mental health.

Strategy

Focusing on the overall strategy of high-quality development, China Southern Airlines regards the creation of "Healthy China Southern" and a "Three High, Two Excellent, and One Leading" (high talent quality, high efficiency, high reserve ratio, excellent talent structure, excellent mechanism, leading talent competitiveness) talent team as the talent management strategic goals. We have further improved the talent development mechanism covering the whole chain from talent selection to cultivation, management, and utilization to promote the transition of human resources strategy from resource control to development support. This effort is aimed at fully promoting the implementation and detailed execution of the Group' Planning Scheme for Talent Team Building.

Risk management

Compliant employment risl

We have continuously monitored changes in labor laws and regulations in operational regions and promptly updated internal company policies and procedures to ensure that employment policies, compensation and benefits systems, employee training, and promotion mechanisms comply with legal requirements.

and loyalty by improving the

We have consistently refined the early warning mechanism for talent attrition and enhanced employee satisfaction compensation and benefits system, talent development and promotion system, and employee care system.

Talent attrition risk

We have strengthened the construction of occupational health risk control mechanisms for critical positions. We have also established an information notification system for key employee groups and a health management review system to promptly identify and address health issues. Additionally, we have bolstered the mental health care system and conducted mental health promotion activities to prevent and alleviate employee mental stress.

Employee health risk



Indicators and goals

About

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Indicator Name	Unit	2022	2023	2024
Total number of employees	Person	97,899	99,468	102,597
Number of foreign employees	Person	585	559	507
Employee labor contract signing rate	%	100	100	100
Employee social insurance coverage rate	%	100	100	100
Proportion of female managers at the middle level and above	%	23.86	11.73	20.71
Non-compensation benefit coverage (including pension and retirement funds)	%	100	100	100
Performance incentive compensation coverage rate	%	100	100	100
Labor disputes	Case	29	29	37
Proportion of employees died at work	Person	3	2	1
Average number of hours of employee training	Hour	219.12	149.48	243.54

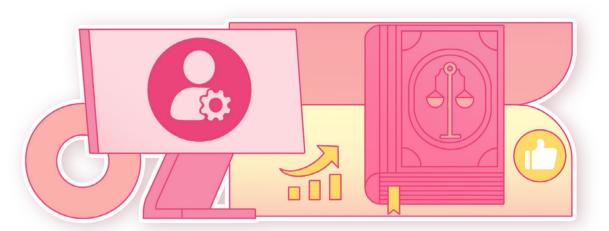
Employee Management Indicators

Goal	Progress
Prevent workplace discrimination incidents and ensure that no child labor or forced or compulsory labor exists at operational sites or among suppliers	Completed
Ensure 100% support coverage across flexible employment positions	Completed
Keep the employee turnover rate within 2.3%	Completed
Increase the employee health check completion rate to 90.5%	Completed
Raise employee training coverage to 80%	Completed
Conduct at least one employee satisfaction survey annually	Completed

Employee Management Goals

Safeguarding employee rights

We are firmly committed to the principle of compliant employment, striving to protect and uphold the fundamental rights of our employees. We continuously improve our compensation and benefits system and democratic management system, conducting at least one employee satisfaction survey annually to actively gather feedback and address employee needs and concerns.



Talent team building

Compliant employment:

We adhere to the principles of diversity, equality, and inclusion in our hiring practices. Discrimination based on race, gender, age, disability, and religion is strictly prohibited. We firmly oppose any form of child labor or forced labor, aiming to ensure that every employee enjoys a fair and equitable workplace experience.

2024 key employment performance metrics

Total number of employees: Proportion of female employees in middle and senior management:

102,597

Number of employees with disabilities: New employees:

5,784 158

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Employee Turnover Rate Indicator

Employee Turnover Rate in 2024 (%)

Decreased	Male	0.89
By gender	Female	1.38
	Under 30	1.25
Duana	31-40 years old	0.66
By age	41-50 years old	0.20
	Over 51 years old	0.16

Ensuring the rights of flexible employment personnel

China Southern Airlines implements equal pay and equal benefits policies for both permanent employees and labor dispatch employees. The Company has developed and issued the Labor Dispatch Management Regulations to safeguard the rights of dispatched workers. For interns, trainees, part-time workers, and other flexible employment arrangements, in addition to providing work injury insurance. China Southern Airlines also purchases employer liability insurance. In addition, the Company has established and promulgated the Flexible Employment Implementation Measures to standardize employment practices in accordance with laws and regulations, ensuring the rights of such employees.

Promoting employment for special groups

As a Chinese central SOE, China Southern Airlines firmly embraces the role by prioritizing political responsibility and considering the broader picture. In the placement of demobilized soldiers, the Company focuses on enhancing job-employee matching, particularly through two-way selection for positions such as aviation security officers. Additionally, based on operational needs, the Company strives to expand job options, including roles such as aviation medical staff and ground service personnel, alongside security positions.

Compensation and welfare system

Compensation system

China Southern Airlines determines the levels of compensation and benefits based on job value, performance contribution. and labor market conditions. The Company ensures timely payment of employee wages and completes social insurance contributions in accordance with laws and regulations, striving to build a competitive compensation and benefits system within the industry.

structure

Compensation Composed of base salary, performance bonuses, and other

Incentive mechanism

- Strengthening the application of performance evaluation results: We have established a compensation allocation and adjustment mechanism closely linked to organizational performance, individual performance, and labor efficiency, enabling salaries to "increase or decrease" based on performance.
- Implementing employee stock ownership plan (ESOP): We have deepened mixed-ownership equity reforms and explored medium-to-long-term incentive models suitable for various business sectors. ESOPs have been introduced in the Logistics Company and the General Aviation Company to effectively attract, motivate, and retain key talent aligned with our longterm strategic goals and business development needs.

Welfare system

Social insurance contributions

The Company fully pay the "seven insurances and two fund", including basic pension insurance, basic medical insurance, work-related injury insurance, maternity insurance, unemployment insurance, employee life insurance, supplementary medical insurance, housing provident fund, and enterprise annuity. Additionally, we provide specialized supplementary insurance such as cabin crew-specific life insurance and pilot flight assurance insurance.

Paid leave

In addition to statutory public holidays and legal leave, the Company offers various types of leave, including marriage leave, maternity leave, family visit leave, and birthday leave.

Exclusive benefits

Employees (or their immediate family members) are entitled to up to eight free psychological counseling sessions per person annually, duty-free shopping discounts, accommodation discounts, specialized annual health check-ups, and other union benefits.

Democratic communication system

China Southern Airlines places employee rights and concerns at the core of the organizational development. The Company is committed to building a robust, multidimensional democratic communication system, with the workers' congress serving as the cornerstone of the democratic management framework. To ensure employees' voices are heard, the Company has established diverse channels, including the "Employee Opinions" platform and discussion meetings, effectively protecting employees' rights to express themselves, stay informed, participate in decision-making, and exercise oversight.



Dimensions of Building a Democratic Communication System

Specific Achievements

Building the "Employee Opinions" platform

We have collected over 7,000 suggestions and opinions, with regular analysis and research to promptly organize and coordinate relevant units to address issues

Leveraging the role of workers' congress in inspections

We conducted a total of 198 inspection tasks with 1,283 participants, identifying no major violations or non-compliance with safety production regulations

Implementing the workers' congress system

We held the Fifth Workers' Congress of China Southern Airlines, where representatives reviewed reports such as the 2023 Usage and 2024 Budget Report on Employee Benefits and Compensation

Enhancing the democratic management capabilities of employee representatives

We organized training sessions for employee representatives and online workshops on democratic management, effectively improving the service capabilities and theoretical knowledge of the employee representative team



Promoting employee development

China Southern Airlines aligns talent development with corporate growth, continuously optimizing and refining employee training systems and promotion mechanisms. The Company strives to create a growth empowerment ecosystem for employees, thereby invigorating the talent pool.

Soaring to New

Employee training system

China Southern Airlines fully aligns the training initiatives with the Company's business development and talent training strategies, precisely addressing the skill requirements of different roles and levels. The Company continuously improves the support measures for talent development, accelerates the construction of an integrated "teaching, learning, and management" training platform, and refines the specialized instructor and course systems. By innovating training content and methods, China Southern Airlines has established a diversified employee training system. Furthermore, the Company has implemented a closedloop management mechanism covering pre-training education, training process management, and post-training evaluation, comprehensively enhancing the effectiveness of the training programs.



Extended reading:

China Southern Airlines' integrated "teaching, learning, and management" training platform is centered on training management, consolidating existing resources such as policies, funding, qualifications, plans, courses, venues, teaching materials, facilities, equipment, and trainees. This comprehensive training platform following the entire training management process, providing unified management for various types of training.

Category

Training Target

Specific Practices and Results

Management and general training

Company executives and cadres

Professional skills training

Youth talent training project

Flight, cabin crew. business and other professional staff

Science and technology talent, young employees, female employees

We organized two executive training sessions, 29 managerial study sessions, and three rotation training sessions for deputy-level and above management personnel, achieving full coverage of rotation training for over 5,400 party-member cadres.

In 2024, we carried out a rich variety of professional skills training programs. Among them, there were 1,936 session of in-service cabin crew training, attended by a total of 46,556 participants; 78 session of new cabin crew training, with 2,098 graduates; 136 sessions of business-related training, with 5,743 participants; and 361 sessions of flight and dispatch training, with 9,653 participants. In addition, cabin crew English proficiency tests, pilot English proficiency tests, technical vocational skill appraisals, cabin crew recruitment exams, and pilot license theory exams were completed, totaling 21,633 participants.

China Southern Airlines has implemented a "talent + project" model to select and cultivate 50 top-notch science and technology professionals. Meanwhile, we have actively carried out characteristic training activities such as the Science and Technology Talent Training Project, the Youth Literacy Enhancement Project, the Women's Innovation and Efficiency Improvement Action, and the "Excellence of Pearl" management trainee program, continuously enhancing the comprehensive abilities of young talent.

	Indicator	Employee Training Coverage/Person	Training Time per Employee/Hour
D	Male	46,578	316.21
By gender	Female	37,551	153.40
	Flight	11,621	224.58
	Service	36,044	343.90
	Administration	6,603	114.82
	Navigational matters	1,344	204.79
By position category	Maintenance	9,066	312.32
	Information	1,231	22.81
	Marketing	4,110	50.99
	Comprehensive	8,787	129.71
	Functional	5,323	45.29



China Southern Airlines Xinjiang Branch carried out the "Blue Sky Growth Camp" training program, aiming to help new employees quickly grow into mature business backbones with job competence.



China Southern Airlines Shenzhen Branch organized a series of "Three-Chief" training programs such as the Talent Cultivation Early Training Program and the Advanced Leadership Training Program. These efforts contributed to the preliminary establishment of the "Three-Chief" training brand.

Employee promotion system

China Southern Airlines attaches great importance to the value of corporate talent. In accordance with the growth characteristics and qualification requirements of different types of employees, we have established a comprehensive career development channel, committed to creating an excellent employment environment and promoting the common growth of employees and the Company.



Guided by the principles of competitive selection and merit-based advancement, China Southern Airlines has established a promotion mechanism focusing on responsibility and professional growth. The Company has refined a dual career development path for both management and professional tracks.

Key position promotion model

For high-level roles in critical areas such as maintenance, navigational matters, functional departments, and marketing, China Southern Airlines employs a "talent + project" approach and an open competition model. With performance serving as the primary criterion, the Company has created a virtuous cycle where "projects are driven by talent and cultivate talent". This approach provides a unique promotion path for key position employees.



Strategy Guidance

Soaring to New

Heights with Ambition

Ahout

this report

Implementation of employee care

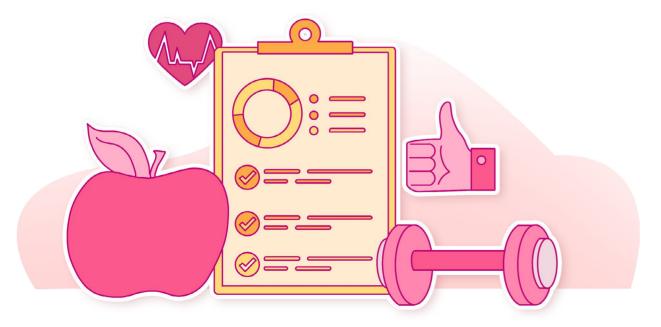
China Southern Airlines focuses on addressing employees' urgent and challenging concerns, aiming to meet their needs for a better work and life experience. The Company has expanded the employee care services, urging all departments and units to advance the "Help People with Practical Matters" initiative and the "Healthy China Southern" program. These efforts have further fostered harmonious labor relations and enhanced employees' sense of fulfillment and happiness.

Employee occupational health

China Southern Airlines attaches great importance to the life safety and physical health of employees. Through the implementation of the Implementation Plan of China Southern on Carrying out the Building of "Healthy China Southern" and the Action Plan for Promoting Mental Health of Employees of China Southern (2024-2026), the Company has strengthened the construction of a healthy environment for employees, built a psychological health care system, and provided high-quality health services for employees to meet employees' new needs for health and a better life. In 2024, MTU Maintenance Zhuhai, Guangzhou Aircraft Maintenance Engineering Company Limited, and Shenyang Maintenance Base, all affiliated with China Southern Airlines, passed the occupational health and safety management system certification.

Enhancing occupational health systems

Focusing on key positions in fields such as flight operations, China Southern Airlines further strengthened the identification, assessment, and prevention mechanisms of occupational health risks. The Company strictly implemented the interview and followup system for pilots at health risk level three and four, enhanced the intensity of pre-flight patrols, and established an information reporting mechanism for key populations and a health management evaluation system to eliminate the risk of "flying with illness". The Company also issued relevant documents such as Notice on Further Optimizing Epidemic Prevention and Control Measures, Risk Alert of Employees' Physical and Mental Health, and Risk Alert of Crew Food Safety to coordinate the prevention and control of multiple infectious diseases.





In terms of physical health

China Southern Airlines has introduced an innovative personalized medical examination program, allowing employees to select tailored health check-up packages based on their specific needs. Furthermore, integrated health examination centers have been established in Beijing and Guangzhou to provide efficient and convenient check-ups for flight crews. In 2024, employee participation in health check-ups reached a record high, increasing from 89% to 90.5%. In terms of mental health, China Southern Airlines operates a dedicated mental health support hotline year-round and has formulated a three-year action plan for employee mental health promotion. High-quality psychological wellness activities are organized during peak operational seasons, ensuring steady progress in employee mental health initiatives.

In terms of mental health

China Southern Airlines operates a dedicated mental health support hotline year-round and has formulated a three-year action plan for employee mental health promotion. Highquality psychological wellness activities are organized during peak operational seasons, ensuring steady progress in employee mental health initiatives.

Enhancing mployee health awareness

The Company continued to strengthen the health brand "Safeguarding Your Health" by organizing diverse health education and training events including the 1st Sleep Health Awareness Week, the 2nd Mental Health Awareness Week, traditional Chinese medicine therapy consultations, health report interpretation sessions, and EAP specialist empowerment training. Through these initiatives, employees received essential health knowledge on balanced nutrition, moderate exercise, smoking cessation, alcohol moderation, and mental well-being. These initiatives effectively enhanced employees' overall health literacy.



The 1st Sleep Health Awareness Week

The "Safeguarding Your Health" Initiative

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Employee care and assistance

China Southern Airlines increased investments in improving workplace environments, building and upgrading Employee Homes, Employee Lounge, and cultural and sports activity venues to enhance the quality of life for employees. The Company also strengthened the support for special groups, including disadvantaged employees, female employees, model workers, advanced individuals, retired cadres, assistance program officers, and frontline staff. These initiatives aim to safeguard the developmental rights and interests of employees, ensuring that all staff deeply feel the warmth of the China Southern Airlines family.

Support for female employees

Care for

employees

China Southern Airlines has actively promoted initiatives such as the "Women's Rights Protection Action Month" and "Legal Awareness Month", distributing over 500 copies of the Special Provisions on Labor Protection for Female Employees and other legal education materials across various departments. Additionally, financial subsidies have been allocated for the establishment of "Mother's Caring Room" provincial-level model sites to enhance the service functions of these facilities. The Company has also launched the innovative Female Caring Program, continuously expanding coverage of breast and cervical cancer screenings and organizing free medical consultations for female employees.

> China Southern Airlines remains committed to ensuring the well-being of retired employees by upholding their political and living benefits. The Company has conducted in-depth educational programs on Party discipline, thematic learning sessions, and home-based learning services. Special efforts were made to assist three eligible retired cadres in securing enhanced medical benefits and subsidies. Additionally, the Company carried out holiday visits, birthday celebrations, and hospital visitations, providing support in more than 300 cases for individuals across different groups.



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Support for employees in need

China Southern Airlines has actively advanced the dual-fund assistance mechanism that comprises the Major Illness Assistance Fund and the Caring Relief Fund for Contract Workers. The Company distributed a total of RMB 1.81 million in financial aid to 349 employees.



The Company distributed a total of RMB

Work-life balance

China Southern Airlines actively promotes a healthy work-life balance by organizing a variety of cultural and sports activities, including company-wide basketball and badminton tournaments, calligraphy and photography exhibitions themed on Rural Revitalization, running and fitness events. Additionally, programs such as Family Fun Days, Pearl Junior Journalist Program, and Aviation Summer Camps are conducted to strengthen the "enterprise-family connection". These initiatives have not only enriched employees' leisure time and enhanced corporate cohesion but also strengthened the bond between the Company and the employees' families.





"Flying to a Better Future" 2024 China Southern Employee **Badminton Tournament**



Family Open Day



Integrity-Themed Cultural and Creative Design Competition



Participation in the Third National Civil Aviation Employee Athletics Games

Empowering Global Connectivity

At China Southern Airlines, we align our regional presence with China's national development strategies and strive to optimize the international route network. We made continuous efforts in launching new routes, resuming services, and increasing flight frequencies from Guangzhou, Beijing, and Shenzhen to international and regional destinations. Our route network now extensively covers Europe, America, Australia, New Zealand, Southeast Asia, Japan, the Republic of Korea (ROK), Africa, and other regions. We are committed to serving as a key driver in promoting economic and trade exchanges, cultural interactions, and industrial development between China and other countries.



Embarking on a new journey of cultural and tourism integration overseas

China Southern Airlines actively responds to China's national visa-free transit policy for foreign travelers. Leveraging our extensive route network and operational strengths, we are committed to providing international passengers with a superior and more thoughtful travel experience to China. Meanwhile, we have enhanced our overseas promotion, utilizing various media platforms and tourism exhibitions to showcase China's rich tourism resources and significantly enhance the appeal of "China Travel" in the international tourism market.

Optimizing route ecosystem

China Southern Airlines is fully committed to supporting the visa-free policy. We have promptly launched, resumed, and increased the flight frequency of multiple international routes between China and visa-exempt countries. Our broadened international route network provides more convenient travel options for inbound passengers under the visa-free policy. In 2024, China Southern Airlines made steady progress in strengthening the international hub network. At the Guangzhou Hub, we introduced five new international routes connecting Guangzhou with Budapest, Belgrade, Istanbul, Doha, and Islamabad. Meanwhile, at the Beijing Hub, new international routes to Sydney and Melbourne were opened.

Europe and America

We launched new routes, including Guangzhou-Budapest, Belgrade, Istanbul, Guangzhou-Shenyang-Frankfurt, and Urumqi-Istanbul; and we opened the direct-flight route between Shenzhen and Mexico City.

Australia and New Zealand

We opened new routes, namely Beijing Daxing-Sydney and Melbourne, resumed the routes of Guangzhou-Adelaide and Perth, and increased the flight frequency of the Guangzhou-Auckland route

Southeast Asia

Soaring to New

We increased flight frequencies for the routes of Guangzhou-Phuket, Chiang Mai, Sabah, Bangkok, and Kuala Lumpur, and resumed routes including Zhengzhou-Bangkok, Shenyang-Bangkok, and Changsha-Singapore.

Japan and the ROK

We resumed flights on the Guangzhou-Nagoya and Shanghai Pudong-Nagoya routes and increased flight frequencies on the Dalian-Tokyo Narita and Zhengzhou-Tokyo Narita routes.

Africa

We resumed the Guangzhou-Nairobi route.



Extended reading:

The Shenzhen-Mexico City route operated by China Southern Airlines is currently the longest non-stop international passenger route from China. It is also the only direct passenger route from the Chinese Mainland, Hong Kong SAR, Macao SAR, and Taiwan to Mexico and even the entire Latin America. Since its launch on May 11, the route has maintained a twice-weekly frequency. In 2024, China Southern operated 135 round-trip flights on this route, carrying 18,500 passengers (round-trip).



In 2024, China Southern operated

135 round-trip flights on this route

18,500 passengers (round-trip)

Enhancing entry experience

We have published guides on our official website, including the Visa-Free Transit Guide and Payment Guide for Foreign Visitors to China, to ensure international travelers are well-informed about relevant policies and procedures before their trip. We have also strengthened collaboration with foreign affairs departments, ports, and immigration authorities to streamline customs clearance processes, contributing to a "hassle-free clearance" experience. These efforts have helped reduce waiting times for travelers during customs procedures and improve entry efficiency.



China Southern Airlines' ground service team has increased staff to assist foreign passengers with customs clearance, ensuring efficient diversion and guidance for travelers heading to China.

Strengthening overseas promotion

China Southern Airlines actively participated in tourism roadshows and cultural tourism promotion events, hosting new route launch ceremonies, product sharing sessions, and inaugural flight celebrations. These events aim to publicize and promote China's tourism resources, cultural highlights, and the Company's convenient routes and high-quality services in international markets



Building a new bridge for the air silk road

China Southern Airlines has transformed hub development into a key driver for high-quality service under the BRI. The Company focused on strengthening the construction of two major hubs in Guangzhou and Beijing, while fully developing the Urumqi Hub as a gateway for Central Asia, West Asia, and South Asia. The Company also continued to deepen the development of a secondary hub in Kashgar. Through concerted efforts in route operations, aviation logistics, and aircraft maintenance, the Company has built an air bridge for high-level connectivity between China and BRI countries.

Expanding key hub routes

China Southern Airlines continued to increase capacity investment, adding more flights from Guangzhou, Beijing, Urumqi, and Kashqar to major cities across continents along the BRI routes. We have launched 241 routes connecting 74 cities across 36 BRI countries and regions in Central Asia, West Asia, the Middle East, and Africa. We have carried over 60 million passengers, standing as the Chinese airline covering the most BRI destinations and operating the largest number of flights.



We have launched

We have carried over

741 routes connecting 74 cities across 36 BRI countries

million passengers

Major progress in the route expansion under the BRI in 2024



On June 26, China Southern Airlines held the inaugural flight ceremony for the Guangzhou-Budapest direct-flight route at Guangzhou Baiyun International Airport, marking the official launch of the first direct flight between the Guangdong-Hong Kong-Macao Greater Bay Area and Hungary.

Promoting economic and trade exchanges along the BRI routes

Leveraging the robust aviation logistics capabilities. China Southern Airlines plays a pivotal role in facilitating trade among BRI countries. Currently, the Logistics Company has established cargo business partnerships with airlines in 23 BRI countries. In 2024, the Logistics Company transported nearly 176,200 tons of goods, including cross-border e-commerce products, electronics, industrial components, and agricultural products, to BRI countries. During the "Double Twelve" shopping festival, the cross-border e-commerce import volume at Guangzhou increased by over 70% year on year, with the daily peak reaching 50,000 parcels, while the outbound cross-border e-commerce cargo volume grew by more than 20% month on month.

Advancing cooperation in civil aviation maintenance

China Southern Airlines has taken the lead in organizing industry exchange forums and technical seminars, effectively promoting information sharing, experience exchange, and collaborative development in the field of civil aviation maintenance.



Case: Hosting the Support for "Belt and Road Initiative" China Southern Airlines Beijing Daxing Aviation Maintenance Sector High-Quality Development Exchange Meeting

On June 14, China Southern Airlines successfully hosted the Support for "Belt and Road Initiative" China Southern Airlines Beijing Daxing Aviation Maintenance Sector High-Quality Development Exchange Meeting in Beijing. Representatives from Chinese and international partners, including China Southern Engineering Technology, GAMECO, Capital Airlines, Saudi Arabian Airlines, Kenya Airways, and Pakistan's Serene Air, were present. The meeting launched a cooperation initiative to support the BRI, aiming to facilitate the construction of the Beijing Daxing Aviation Hub, explore the establishment of a civil aviation maintenance technology exchange platform under the BRI, and promote a new model for the development of modern civil aviation maintenance in China.



Collaborating with Partners

China Southern Airlines actively practices responsible procurement and the principle of win-win cooperation, deepening collaborations with governments, industry leaders, universities, research institutions, media organizations, and industry associations to continuously enhance the resilience and security of the industrial and supply chains, jointly build a robust industry ecosystem, and drive innovation in China's civil aviation sector.



Strengthening multi-party cooperation

China Southern Airlines has established and improved the strategic cooperation management system, optimized the classification and grading standards for strategic partners, and promoted the construction of a strategic cooperation framework. The Company has successfully launched a strategic cooperation dashboard, disseminating collaboration information from over 60 strategic partners to nearly 100 subsidiaries and Chinese and international sales offices. This initiative further refines the follow-up mechanism for key strategic agreements, comprehensively strengthening the Company's strategic positioning and collaborative development capabilities in the market. Currently, the Company has established strategic partnerships with nine industry leaders and key market government and enterprise entities.

New breakthroughs of China Southern Airlines in strategic cooperation in 2024



- O In March, Chongqing Airlines signed a Strategic Cooperation Agreement with the People's Government of Tongnan District, Chongqing. The cooperation aims to facilitate convenient travel for business travelers, promote industrial expansion and investment attraction, and drive high-quality economic and social development in the region.
- O In September, Shantou Airlines signed a Strategic Cooperation Agreement with the People's Government of Lishui City. Both parties will adhere to the principle of "mutual benefit and win-win cooperation", leveraging their respective resource advantages to jointly promote the high-quality development of Lishui's aviation industry.



- O In March, China Southern Engineering Technology signed memorandums of cooperation with HAECO and Menzies Aviation Macao, establishing the first civil aviation maintenance industry alliance in the Greater Bay Area. This marks a significant milestone in maintenance cooperation among Guangdong, Hong Kong SAR, and Macao SAR.
- O In May, China Southern Airlines signed memorandums of strategic cooperation with zuzuche.com, Airbnb, and Mastercard. The four parties will collaborate to create highquality cultural and tourism products and services for consumers such as tourists, international students, and business travelers from China and the United States,
- O In June, the Logistics Company held a strategic cooperation signing ceremony with Sinotrans. The two parties will deepen their collaboration in key areas such as resource sharing, joint marketing for key accounts, and digital transformation.



O In April, China Southern Media held a strategic cooperation signing ceremony with the Global People magazine. The two parties will strengthen collaboration in media resource development, themed event planning, cultural and creative product development, and Party-building education initiatives

Building a responsible supply chain

China Southern Airlines is committed to accelerating the development of a supply chain management system aligned with high-quality growth, advancing the digital and intelligent transformation of procurement and supply chain operations, and collaborating with suppliers to build a green, stable, and sustainable supply chain ecosystem. In 2024, the Company actively participated in the Chinese central SOE procurement and supply chain management benchmarking assessment, ranking 11th among 25 SOEs rated Grade A. We were the only aviation company in our tier to achieve an A rating, maintaining the leading position among the top three airlines for six consecutive years and achieving the best historical performance. Additionally, eight teams from the Company reached the finals of the 5th National Supply Chain Competition, winning two first prizes, three second prizes, and three third prizes. The Beijing Branch team secured second place overall, and the Group was awarded the Outstanding Organization Award.

Implementing responsible procurement

China Southern Airlines has integrated green procurement, integrity-based procurement, and sunshine procurement requirements into the procurement management system. The Company has strengthened procurement oversight mechanisms and established a big data risk monitoring and early warning system to conduct integrity risk prevention and control. These efforts comprehensively promote the implementation of responsible procurement. In 2024, China Southern Airlines initiated the recruitment of green-certified suppliers as part of the green supplier resource development plan. A green supplier directory was compiled, listing 3,649 suppliers, and published internally on the procurement platform, significantly advancing the construction of a green supply chain.



China Southern Digital Technology Company (the former Information Center) Organized the 2024 Q1 Information Procurement Business Skills Training Program

Strengthening supplier management

China Southern Airlines continued to refine the supplier management systems, including the China Southern Catering Supplier Management System (4th Edition), the Domestic and International Station Supplier Management Manual, and the Catering Supplier Selection (Modification) Meal Management Regulations. These systems clearly define management requirements such as supplier qualification standards, grading and application, evaluation and rating, and exit mechanisms to mitigate supply chain risks. Additionally, the Company incorporated suppliers' ESG performance into the assessment criteria, requiring compliance with the China Southern Supplier Code of Conduct. Suppliers are encouraged to fulfill social responsibilities, contributing to the creation of a stable, efficient supply chain and fostering a healthy supplier ecosystem.



Supplier management procedures

Supplier qualification

During procurement activities, China Southern Airlines adheres to stringent standards for supplier screening. Suppliers must possess good business reputation and sound financial accounting systems. They must not be under orders to cease operations or have their assets under receivership, seizure, detention, or bankruptcy. Additionally, they must demonstrate strong operational performance and corresponding responsibility capacity.

Supplier grading and application

The Procurement Management Department oversees the centralized management of suppliers. Focusing on product category management, the Company has built a green and low-carbon product category management system characterized by scientific control, innovative value addition, and collaborative development. Supporting regulations such as the Category Management Measures have been established. Based on the centralized procurement characteristics and industry specifics, the Company has developed management strategies for 18 key material and service categories, including aviation fuel, engine bore inspection equipment, RFID baggage tags, passenger compensation baggage, rice, flour, edible oil, and property services. A qualified supplier database has been established for each category (item), and suppliers are managed through graded management.

Supplier evaluation and exit

The Company has significantly strengthened procurement acceptance and performance monitoring processes. We implemented performance and dynamic evaluation tracking mechanisms and routinely conducted dynamic evaluations of contracted suppliers. With a zero-tolerance policy for non-compliant suppliers, we enforced penalties strictly according to regulations. In 2024, constant checks and actions against non-compliant suppliers led to a total of 54 non-compliant suppliers being listed as restricted from transactions and a cumulative total of 268 suppliers being frozen or deregistered.

Advancing digital and intelligent procurement and supply chain development

China Southern Airlines is comprehensively driving the transformation of procurement management into supply chain management. The Company is actively advancing the building of the IT Supply Chain Management System (ITSCM). focusing on centralization, standardization, normalization, digitalization, and specialization to facilitate the digital upgrade of procurement management to supply chain management. This initiative effectively enhances the Company's supply chain management capabilities.

Key progress in digital and intelligent procurement and supply chain development at China Southern Airlines:

- O We completed the construction and deployment of the Procurement Risk Big Data Monitoring and Early Warning System, enabling intelligent risk identification and analysis for procurement projects;
- O We established the Procurement Data Middle Platform Portal, facilitating the online display of procurement special assessment index and business management indicators.
- O The IT Supply Chain Management System has launched mobile approval services for information procurement on the China Southern E-Home OA platform. With features including one-click mobile login, quick and convenient approvals, and online attachment previews, this upgrade helps streamline off-site approvals and enhance the efficiency of information procurement workflows.

Fostering industry development

China Southern Airlines actively participated in the development of industry standards, including China's first civil aviation plastic restriction group standard and the China's first aviation laundry industry group standard. The Company organized and hosted industry exchange events such as the Support for "Belt and Road Initiative" China Southern Airlines Beijing Daxing Aviation Maintenance Sector High-Quality Development Exchange Meeting, the Civil Aviation Four-Chain Integrated Innovation and Development Conference and China Southern First Technology Innovation Conference, and the "New Journey with Considerate Service" China Southern Membership System and Ecosystem Cooperation Launch Event. Additionally, the Company participated in events hosted by authoritative aviation organizations like the International Air Transport Association (IATA), the International Civil Aviation Organization (ICAO), and the China Air Transport Association (CATA), contributing insights and solutions to the high-quality development of international civil aviation.

2024 industry cooperation and exchange events

On October 25-27

The 2nd CATA Aviation Conference was held at the Shougang International Exhibition & Convention Center. Han Wensheng, General Manager of China Southern Airlines, attended the opening ceremony and delivered a speech. The conference featured a three-day professional exhibition, where China Southern Airlines showcased the independently developed A320 Flight Navigation Procedure Trainer (FNPT). This device is the first in China to meet the EASA's FNPT standards, pioneering FNPT development among Chinese flight simulation training equipment manufacturers.

On November 6

At the 7th China International Import Expo (CIIE), China Southern Airlines signed 18 import procurement projects with 15 global aviation service providers and suppliers, including GE Aerospace and International Aero Engines AG. The total procurement value reached USD 1.549 billion, setting a new high in recent years.

On November 12

At the 15th China International Aviation and Aerospace Exhibition, China Southern Airlines showcased the brand image and capabilities through a cabin-themed display, highlighting the technological innovations and conveying the concept of beautiful flight to a global audience. The exhibition area utilized audiovisual installations and AR technology to fully demonstrate the Company's R&D capabilities and comprehensive brand strength.

On November 13

China Southern Airlines, in collaboration with the Global Sustainable Transport Innovation and Knowledge Center and Airbus, released the Sustainable Aviation Fuel Development Path Research Report. The Report points out that a global supply chain for SAF is taking shape, and the Chinese SAF market has broad prospects, unique industrial resource advantages, and the potential to lead the global development of SAF.



Han Wensheng, General Manager of China Southern Airlines, Attended the Opening Ceremony of the 2nd CATA Aviation Conference and Delivered a Speech

Boosting Rural Revitalization

China Southern Airlines has thoroughly studied and implemented the important instruction of General Secretary Xi Jinping on "agriculture, rural areas, and farmers" (the "Three Rural Issues") and rural revitalization. Through our primary efforts, we have established seven major assistance brand operation models and leveraged these models to effectively advance industrial assistance, talent support, cultural promotion, ecological conservation, organizational strengthening, and consumption assistance in targeted assistance regions.

Key performance

- From 2018 to 2023, we consistently achieved the highest rating of "Excellent" for our targeted assistance for six consecutive years, as evaluated by the Central Leading Group for Rural Affairs.
- In 2024, we undertook assistance work in three designated counties and 19 designated villages, dispatching 48 temporary and supporting cadres to oversee the initiatives. We directly invested RMB 99.4955 million to support these assistance projects.

Strategic guidance and executive oversight

China Southern Airlines has clearly defined targeted rural revitalization assistance as a primary means of fulfilling the responsibilities as a Chinese central SOE. The Company has deeply integrated the rural revitalization strategy into the annual strategic planning from the top-level design perspective. Throughout the year, we implemented the "173" Assistance Work Plan, continuously improving the assistance working mechanism led by the Party Committee, supported by administrative efforts, and driven by the trade union. We have effectively mobilized various forces, including group work departments, temporary cadres, and the work teams stationed in villages, to promote innovative and in-depth rural revitalization initiatives.

In 2024, China Southern Airlines further strengthened the organizational leadership. The Company's Chairman and General Manager personally led teams to conduct special research on assistance work and targeted support efforts in Xinjiang's Altay and Hotan regions. Additionally, the Chairman of the Trade Union visited Pingyuan County in Meizhou City to conduct research on the "Hundred, Thousand, and Ten Thousand" Project.





Distinctive assistance with remarkable results

Leveraging corporate strengths and the resource endowments of assistance regions, China Southern Airlines has proposed a brand management model to create seven distinctive assistance brands: "China Southern Pearl Leading Industry", "China Southern Consumption Assistance", "China Southern Aviation Assistance", "China Southern Pearl Educational Support", "China Southern Pearl Skills Development", "China Southern Pearl Model Village" and "China Southern Pearl Rural Volunteer Service". These initiatives further consolidate the achievements of poverty alleviation and effectively connect them with rural revitalization.

Further expanding the "China Southern Pearl Leading Industry" brand

The first China Southern industrial assistance production base was officially inaugurated in Pishan County, providing local employment for nearly 800 residents. The Company expanded the cultivation area of "Pearl Kapok" sweet potatoes and implemented a waxy corn planting demonstration project, achieving a harvest of 400 tons and 240,000 ears. This initiative created local employment for nearly 40 villagers, boosting both village collective income and villager income. Waxy corn has become the second "Pearl Kapok" assistance product after sweet potatoes.



Promoting great innovation in the "China Southern Consumption Assistance" brand

The Company successfully held the first product exchange event for assistance regions, inaugurated the first China Southern assistance product exhibition hall at the China Southern industry-education integration training base in Guangzhou, and launched the first online e-commerce platform dedicated to consumption assistance. The Company also established a national consumption assistance product recommendation catalog and actively participated in the Chinese Central SOE Spring Festival Consumption Assistance and Chinese Central SOE Rural Revitalization Week activities. Through subscription and trade union procurement, the Company further expanded consumption channels for agricultural products from assistance regions.



Chinese Central SOE Consumption Assistance Activity

Continuously strengthening the "China Southern Aviation Assistance" brand

The Company fully leveraged the advantages of the core aviation business to carry out the "Xinjiang Congenital Heart Disease Screening and Assistance Program" in cooperation with the China Red Cross Foundation, as well as the "Medical Assistance Program" and other public welfare assistance projects in cooperation with the China Association of Persons with Physical Disability. To date, we have provided free full-process air service guarantees for more than 1,100 children with congenital diseases and disabled children in the Hotan area to seek medical treatment outside the region.

Ahout

Continuously enhancing the "China Southern Pearl Educational Support" brand

Through initiatives such as "Mandarin Learning Night School", "Outstanding Mandarin Learners Recognition", "Pomegranate Seed Educational Class", and "Mandarin Proficiency Tests for Farmers and Herders", China Southern Airlines strengthened Mandarin education for residents in southern Xinjiang. The Company also hosted the first Xiniiang-Hotan "China Southern Pearl Cup" Youth Football League, actively promoting youth football development in Hotan. Additionally, RMB 3.29 million was invested to upgrade the hardware facilities of Pearl Schools in Moyu and Pishan counties, further enhancing the software and hardware strength of the Pearl Schools.

Promoting the steady progress of the "China Southern Pearl Skills **Development" brand**

In collaboration with the Party committees of two designated counties, China Southern Airlines co-hosted two sessions of the 2024 Study Tour for Local Residents, continuously innovating to support the "Building Xinjiang an Advanced Region with Profound Culture" initiative. The Company also held the "China Southern Pearl Rural Prosperity Leaders' Quality Improvement Training Course", using "research and learning in different places" to inspire the internal motivation of more rural leaders. Furthermore, in partnership with Visa and the China Foundation for Rural Development, China Southern Airlines organized the 2024 "Female Involvement in Rural Revitalization" training program at the Sichuan Mengding Mountain Cooperative Development Training Academy, further enhancing women's participation in Tour for Local Residents from Designated rural governance and innovation and entrepreneurship.



China Southern Airlines Xiniiang Branch facilitated the escort of the 2024 Study Assistance Counties to Guangzhou

Gradually improving the "China Southern Pearl Model Village" brand

China Southern Airlines invested RMB 750,000 to implement the "China Southern Pearl Unity Model Household Project", creating model households with distinctive features. The Company continued to develop four China Southern Pearl Model Villages in designated counties, including Jiayituogelake Village, Bulakebeixi Village, and Wukashi Village in Pishan County's Pixina Township, and Guangming Village in Moyu County's Sayibage Township. Notably, Jiayituogelake Village was awarded the title of "Role Model Demonstration Unit for Cultural Leadership" by the Pishan County Party Committee. In September 2024, China Southern Airlines demonstrated the commitment to the healthcare development of Moyu County by donating medical equipment worth RMB 15.385 million to local medical institutions, significantly enhancing the diagnostic service capability for common and frequently occurring diseases in the region.

Igniting the momentum of the "China Southern Pearl Rural Volunteer Service" brand

Focusing on rural volunteer activities in designated counties, China Southern Airlines organized health seminars, primary-level free clinic services, "Building Better Xinjiang" volunteer services, "China Southern Companion Flight", and Kapok Public Welfare Class. These activities have been comprehensively rolled out to benefit local communities.



China Southern Airlines Xinjiang Branch organized health seminars in Jiayituogelake Village, Pixina Township, Pishan County, Hotan City, and provided free clinic service including blood pressure and blood sugar testing for the work teams stationed in villages and villagers

Gathering Kindness Through Public Welfare

China Southern Airlines adheres to the concept of "people's aviation for the people" and the mission of "connecting the world to create a better life", actively participating in public welfare undertakings at home and abroad. We have accelerated the construction of a brand public welfare foundation with extensive influence, demonstrating our deep affection in the field of public welfare through concrete actions. In 2024, our volunteer services involved 10,600 participants, contributing a total of 37,000 volunteer hours.

In 2024, our volunteer services involved



10,600 participants

contributing a total of

37,000 volunteer hours



Building a brand public welfare foundation

Since the establishment of the China Southern "Ten Points" Care Foundation in 2005, the Company has diligently carried out various public welfare activities, showcasing the profound compassion and sense of responsibility. Notably, the "Ten Points" Care Education Assistance Volunteer Program under the foundation is one of the first ten key volunteer service brands among Chinese central SOEs.

Extended reading:

The name of the China Southern "Ten Points" Care Foundation carries a dual meaning: On the one hand, the term "Ten Points" signifies that China Southern Airlines donates ten cents from each ticket sold annually, based on the number of passengers transported, to the foundation; on the other hand, it also represents the Company's "full commitment" to fulfilling social responsibilities and supporting public welfare undertakings.



Deepening volunteer service brand building

China Southern Airlines emphasizes public welfare areas such as enhancing passenger travel experience, promoting green flight, community service, and caring for special groups. The Company actively mobilized and supported employees to participate in volunteer activities during key periods such as Spring Festival travel rush, Lei Feng Memorial Day, and the Tree-Planting Day. Through persistent efforts in shaping the volunteer service brand, China Southern Airlines has meticulously developed a series of distinctive volunteer service events, including "Lei Feng Spirit Theme Flights", "Green China Southern: Youth Leading Environmental Protection Initiative", "Kapok Class: Education for Rural Communities", and "Blind Children Care Activity". These efforts continuously enhance the influence and reputation of China Southern Airlines' volunteer service brand.

Remarkable achievements in China Southern's distinctive volunteer service brand building

To date, China Southern Airlines has been carrying out Social Responsibility Day themed activities for 7 consecutive years (The Company has designated the World Earth Day as its "Social Responsibility Day"). The China Southern Cabin Department has been carrying out the "Yishan Village Voluntary Tree Planting" activity for 26 consecutive years. China Southern Airlines Xinjiang Branch has been carrying out the Blind Children Care Activity for 15 consecutive years and the "Love Xinjiang" volunteer service activity for 9 consecutive years.



A pilot volunteer from China Southern Airlines Xinjiang Branch offered a blind child a pilot experience



Strengthening overseas community responsibility

China Southern Airlines has actively engaged in China's "Going Global" strategy and the BRI, placing a high emphasis on overseas community responsibility while expanding the international business. The Company has extensively carried out public welfare activities abroad, taking proactive measures to practice corporate citizenship in areas such as promoting multicultural integration, advancing sustainable development, and providing disaster relief. The Company is fully committed to contributing to building a community with a shared future for mankind.



Case: China Southern successfully hosted the Guangzhou Cultural and Tourism **Promotion Event in Los Angeles**

On August 15, the Los Angeles Office of China Southern Airlines successfully held a Guangzhou Cultural and Tourism Promotion Event in Los Angeles. The event showcased the unique charm of Guangzhou and the high-quality services of China Southern Airlines to local travel agents, media, and tourism enthusiasts. It attracted extensive coverage from 292 media outlets, with an estimated audience reach of 159 million individuals. This event provided significant support for the fame and cultural influence of both Guangzhou and China Southern Airlines in North America, further highlighting the Company's vital role as a bridge connecting Chinese and American cultures and facilitating tourism exchanges.

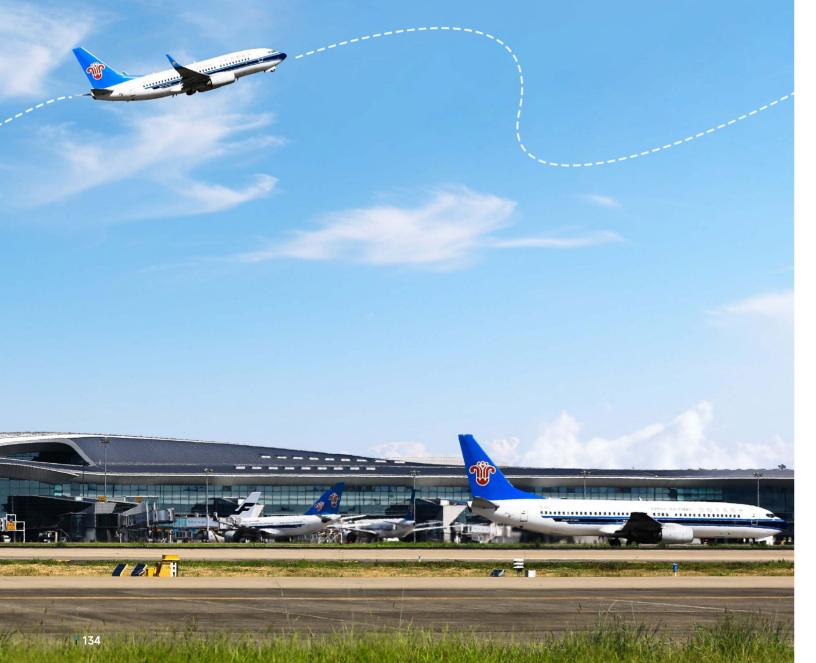




China Southern Airlines hosted the "New Zealand Chinese Language Week Chinese Culture Tour" Open Day, inviting ten New Zealand youths to visit and exchange ideas at the Company's Guangzhou headquarters



At the beginning of 2025, all China Southern employees will unite even more closely quality productive forces, and deepening the comprehensive strict Party governance, we quality development and building a world-class enterprise, China Southern Airlines will take the lead. We are committed to making greater contributions to advancing the great



Appendices

I. List of Policies and Regulations

ESG Indicators	Internal Policies of 2024	Relative Law and Regulations of 2024
A1 Emissions	Management Measures for Verification of the Annual Carbon Emission Data Monitoring Report of China Southern Airlines Flight Activities Pollution Prevention and Control Work Plan of China Southern Group	
A2 Resource Usage	Energy Conservation and Emission Reduction Management Manual Business Process of Energy and Environmental Protection Management Work Plan for Plastic Pollution Control of China Southern Group from 2021 to 2025 Management Standard for Prohibition and Restriction of China Southern Airlines Disposable Plastic Products China Southern Group Emergency Management Plan for Environmental Emergencies	Law of the People's Republic of China on the Prevention and Control of Water Pollution Law of the People's Republic of China on
A3 Environment and Natural Resources	Guidance on Comprehensively Strengthening Ecological and Environmental Protection Work Plan for Green Development of China Southern Group	the Prevention and Control of Environmental Pollution by Solid Wastes Interim Measures for the Administration of Verification of Carbon Dioxide Emission
A4 Climate Change	Notice on Strengthening Charging Management of New Energy Vehicles Emergency Response Plan for Accidents of New Energy Vehicles Notice on Further Controlling the Use Time of APU Notice on Promoting the Implementation of the Work Flow of Optimization and Guarantee of Ground Power Supply and Air Conditioning Equipment Work Plan for Green Development of China Southern Group Report on China Southern Group's Carbon Peaking, Carbon Neutralization Goal, and Realization Path Implementation Rules for the Special Assessment on Energy Conservation and Ecological Environmental Protection China Southern Group Green Development 2023–2025 Targets and Implementation Plan	Monitoring Report of Civil Aviation Flight Activities of Civil Aviation Administration Requirements Plan for Plastic Pollution Control in Civil Aviation Industry (2021-202
B1 Employment	Regulations on Labor Contract Management Regulations on Labor Dispatch Management	Labor Law of the People's Republic of China Labor Contract Law of the People's Republic of China Regulations on the Implementation of the Labor Law of the People's Republic of China
B2 Health and Safety	General Emergency Management Plan of China Southern Group Guidance on Style Construction of Safety Practitioners of China Southern Airlines Standard Code of Conduct for Pilots of China Southern Airlines (Flight Operation)	Labor Law of the People's Republic of China Law of the People's Republic of China on the Prevention and Control of Occupational Diseases Civil Aviation Law of the People's Republic of China Work Safety Law of the People's Republic of China Emergency Response Law of the People's Republic of China Anti-Terrorism Law of the People's Republic of China Fire Protection Law of the People's Republic of China

Safety Assurance
Steering Steadfastly
Toward the Future

Professional Service
Soaring to New
Heights with Ambition
Sky

Sustainable Development
Green Flights for a Clearer
Sky

Responsibility for Progress
Forging Ahead to Ignite a
New Journey

Outlook
Appendix
Feedback
form



ESG Indicators	Internal Policies of 2024	Relative Law and Regulations of 2024
B3 Development and Training	China Southern Airlines Training Master Plan (2020-2035) Three-Year High-Quality Development Plan for the China Southern Airlines Party School Course Management Regulations Internal Instructor Management Regulations	
B4 Labor Code	Special Collective Agreement for the Protection of the Rights and Interests of Female Employees Management Measures for Interns Regulations on Honor Recognition Management Employee Punishment Regulations List of Typical Negative Behaviors of Employees Management Measures for Sick Leave of Employees Employee Leave Management Measures Management Measures for Staff Waiting for Post Internal Talent Market Management Measures	Law of the People's Republic of China on the Protection of Minors Labor Law of the People's Republic of China Provisions on the Prohibition of Child Labor
B5 Supply Chain Management	Supplier Management Measures Management Measures for Video and Audio Data of Bidding Monitoring Procurement Management Manual Implementation Rules for Confidentiality of Procurement Information Code for Honest Employment of Employees Procurement Risk and Internal Control Management Provisions Procurement Acceptance Management Measures Procurement Clarification and Dispute Resolution Measures Procurement Project Contract Performance Monitoring Management Measures Category Management Measures (Trial) Procedures on Handling Procurement Complaints	Bidding Law of the People's Republic of China Regulations for the Implementation of the Bidding Law of the People's Republic of China Government Procurement Law of the People's Republic of China
B6 Product Responsibility	Safety Audit Manual Regulations on Management of Dishonesty Regulations on Supervision and Management of Cockpit Sound Regulations on the Administration of Comprehensive Smoking Ban on Aircraft Flight Technology Management Manual Pilot Training Program Operation Manual Aviation Health Management Manual Aircraft Public Health Manual Emergency Control Plan for Public Health Emergencies Regulations on the Management of Typical Work Style Issues Among Safety Personnel Regulations on Accountability for Management Responsibilities Related to Criminal Offenses Involving Safety Personnel	Civil Aviation Law of the People's Republic o China Rules for Operation Qualification Certification of Large Aircraft Public Air Transport Carriers Rules for Certification of Civil Aircraft Pilots

ESG Indicators	Internal Policies of 2024	Relative Law and Regulations of 2024
B7 Anti-Corruption	Measures for the Supervision of China Southern Group's Procurement Work Guidelines on Standards for Classifying and Handling Suppliers Involved in Violation and Illegal Cases Several Measures to Strengthen the Construction of Clean Culture in China Southern Group Notice on the Change of the Acceptance Channel of Disciplinary Inspection, Supervision and Complaint Reporting of China Southern Group Measures for Recording and Reporting Interference by Leading Cadres in Procurement Work at China Southern Group Measures for Recording and Reporting Interference by Leading Cadres in Infrastructure Projects at China Southern Group Measures for Preventing "Escape Resignations" at China Southern Group Measures for Preventing the Wedding and Funeral Celebrations of Leading Cadres of China Southern Group Administrative Measures for Incorruptible Government Archives of Leading Cadres of China Southern Group Anti-commercial Bribery Compliance Management Regulations Anti-commercial Bribery Compliance Guidelines US Anti-Commercial Bribery Compliance Guidelines UK Anti-Commercial Bribery Compliance Guidelines Australia Anti-Commercial Bribery Compliance Guidelines New Zealand Anti-Commercial Bribery Compliance Guidelines U Anti-Commercial Bribery Compliance Guidelines United Nations Anti-Commercial Bribery Compliance Guidelines United Nations Anti-Commercial Bribery Compliance Guidelines United Nations Anti-Commercial Bribery Compliance Guidelines	Criminal Law of the People's Republic of China Company Law of the People's Republic of China Anti-Money Laundering Law of the People's Republic of China Anti-Unfair Competition Law of the People's Republic of China Interim Provisions on the Prohibition of Commercial Bribery Anti-Monopoly Law of the People's Republic of China Bidding Law of the People's Republic of China Supervision Law of the People's Republic of China Regulations on Disciplinary Actions for Managers of State-Owned Enterprises
B8 Community Investments	Implementation Opinions on Further Strengthening China Southern Group' Voluntary Service Notice on the Establishment of China Southern Group Voluntary Service Steering Committee China Southern Airlines Voluntary Service Management Measures Constitution of China Southern Airlines "Ten Points" Care Foundation Measures for the Management of Assistance Projects and Funds of China Southern Air Holding Company Ltd.	Charity Law of the People's Republic of China

Strategy Guidance Contributing to National Prosperity

II. ESG Performance Data

A. Environment

	ESG Indicator	Unit	2022	2023	2024
\1. Emi	ssions				
	Total carbon dioxide emissions	10,000 tons	1449.90	2589.94	2927.06
	Carbon dioxide emissions (scope I)	10,000 tons	1432.75	2569.62	2903.71
A1.2	Carbon dioxide emissions (Scope II)	10,000 tons	17.19	20.32	23.34
	Carbon dioxide emission per ton kilometer	Ton/ 10,000 ton kilometers	8,72	8,61	8.08
A1.3	Hazardous waste (maintenance)	ton	916.73	2451.4	717.03
A1.4	Non-hazardous waste (onboard service)	ton	1	1	77.60
	Waste gas treatment (maintenance)	10,000 cubic meters	36000	30240	23040
	Industrial wastewater treatment (maintenance)	ton	10881	10993.20	11822.39
A1.6	Treatment of aviation food production wastewater	10,000 tons	6.64	10.28	12.85
A1.0	Treatment rate of aviation food production wastewater	%	100	100	100
	Hazardous waste treatment rate (maintenance)	%	100	100	100
	Harmless waste disposal rate (onboard service)	%	100	100	100
A2. Res	ource Consumption				
	Energy consumption	Tons of standard coal	717812.22	1259107.10	13618594.7
	Direct energy consumption	Tons of standard coal	681457.45	1215327.91	13568286.6
A2.1	Indirect energy consumption	Tons of standard coal	36354.77	43779.19	50308.15
	Energy consumption per RMB 10,000 output value	Tons of standard coal/ RMB 10,000	0.08	0.08	0.77
	Aviation fuel consumption	10,000 tons	453.34	813.84	919.73

	ESG Indicator	Unit	2022	2023	2024
	Fuel consumption per ton kilometer	ton	2.77	2.73	2.54
	gasoline	ton	2684.53	3128.89	2976.47
A2.1	diesel oil	10,000 kilowatt- hours	4969.15	6905.80	7899.91
AZ. I	electricity	10,000 cubic meters	29580.77	35621.80	40934.22
	natural gas	ton	1064.83	1310.58	1439.98
	liquefied gas	10,000 tons	146.27	240.92	197.08
	Total water consumption	10,000 tons	528.33	598.39	688.64
	Fresh water consumption	ton	1	1	687.15
	Recycled water consumption	ton	1	1	14898
A2.2	Proportion of recycled water consumption in total water consumption	%	/	1	0.22
	Water consumption intensity	Cubic memter/ RMB 10,000	0.6231	0.3599	0.3900

B. Society

	ESG Indicat	tor	Unit	2022	2023	2024
B1. Empl	loyment					
	Total number of employees		Person	97899	99468	102597
	By gender	Female	Person	38739	38904	40014
		Male	Person	59160	60564	62583
		Guangzhou	Person	23658	24064	24330
B1.1	By region	Within China (excluding Guangzhou)	Person	73472	74500	77469
		Outside China	Person	769	904	798
		Under 30	Person	35226	33917	34235
		31-40 years old	Person	37015	38386	40147
	By age	41-50 years old	Person	18684	19515	19971
		51 years old and above	Person	6974	7650	8244



	ESG Indicat	or	Unit	2022	2023	2024
		Master's degree and above	Person	4361	4795	5284
	By education	Bachelor's degree	Person	52296	55102	59107
B1.1	background	Junior college diploma	Person	26982	26304	26821
		High school diploma and below	Person	14260	13267	11385
	Comprehensive	e turnover ratio	%	3.62	2.56	2.27
	Dygondon	Female	%	/	1.55	1.38
	By gender	Male	%	/	1.01	0.89
		Guangzhou	%	/	0.84	0.73
B1.2	By region	Within China (excluding Guangzhou)	%	1	1.60	1.42
		Outside China	%	1	0.12	0.12
		Under 30	%	/	1.58	1.25
	By age	31-40 years old	%	/	0.79	0.66
		41-50 years old	%	1	0.16	0.20
		51 years old and above	%	/	0.03	0.16
B2. Health	h and Safety					
	Work related deaths		Person	3	2	1
B2.1	Proportion of employees died at work		%	0.00306	0.00201	0.00097
B2.2	Lost days due	to work injury	Working day	12839.5	1096	11572
B3. Devel	lopment and Train	ing				
	Number of people covered by the training		Person	78362	77716	84129
B3.1	Dy gorder	Female	Person	33680	34515	37551
	By gender	Male	Person	44682	43201	46578
	Duration of train	ning per person	hour	219.12	149.48	243.54
B3.2	D	Female	hour	132.91	148.62	153.40
	By gender	Male	hour	284.10	150.55	316.21

	ESG Indic	ator	Unit	2022	2023	2024	
B5. Supply Chain Management							
	Total numb	er of suppliers	Company	29270	34228	42628	
		Central South China	Company	11898	16315	19010	
		Northeast China	Company	3690	4202	4909	
B5.1	By region	North China	Company	3799	4955	5945	
	, ,	East China	Company	4668	4320	5352	
		Northwest China	Company	3059	2101	2455	
		Southwest China	Company	1915	2046	2419	
B5.1	Outside the Chinese Mainland		Company	241	289	2538	
	Frozen and deregistered suppliers		Company	82	74	268	
B5.2	Suppliers being listed as restricted from transactions		Company	82	64	54	
B6. Prod	luct Responsibility	/					
500	Customer complaint rate		%0	2.65	0.589	1.84	
B6.2	Complaint handling completion rate		%	100	100	99.99	
B7. Anti-	Corruption						
	Number of anti-commercial bribery training		Time	/	/	2	
B7.3		-corruption training ne board	Time	1	1	1	
	Anti-commercial bribery training coverage		%	/	/	100	
B8. Com	nmunity Investmer	nts					
		stment in rural alization	RMB 10,000	7279.50	7469.87	9949.55	
B8.2		olunteer service icipants	10,000 participants	2.50	1.30	1.06	
	Duration of V	olunteer Service	10,000 hours	7.70	4	3.70	

About



III. Index of Indicators

Environmental, Social and Governance Reporting Code by HKEX

Main Ca	tegory	Content	Location
A. Environment			
	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	P95、P133
	A1.1	The types of emissions and respective emissions data.	P96、P136
Aspect A1: Emissions	A1.2	Direct (range 1) and energy indirect (range 2) total greenhouse gas emissions (in tons) and (if applicable) density (in units of production, per facility)	P136
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P136
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P136
	A1.5	Description of emission target(s) set and steps taken to achieve them.	P92-97
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	P96
	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	P92、P133
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	P93
Aspect A2: Use	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P93
of Resources	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	P94
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	P94
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable

Main Cate	egory	Content	Location
Aspect A3: The	General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	P92、P133
Environment and Natural Resources	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P93-97
Aspect A4: Climate Change	General Disclosure	Identify and respond to policies on mitigation measures related to major climate related issues that have and may have an impact on the issuer	P75、P133
James James	A4.1	Describe major climate-related issues that have affected and are likely to affect issuers, and actions to address them	P75-87
B. Social			
Employment and L	_abor Practices		
Aspect B1: Employment	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	P101、P133
	B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.		P105
	B1.2	Employee turnover rate by gender, age group and geographical region.	P105
Aspect B2: Health and	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. Number and rate of work-related fatalities occurred in each of the	P111、P133
Safety	B2.1	past three years including the reporting year.	P138
	B2.2	Lost days due to work injury.	P138
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	P111-112
Aspect B3:	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	P108、P134
Development and Training	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P109
and framing	B3.2	The average training hours completed per employee by gender and employee category.	P138
Aspect B4:	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	P104、P134
Labor Standards	B4.1	Description of measures to review employment practices to avoid child and forced labour.	P104
	B4.2	Description of steps taken to eliminate such practices when discovered.	P104

About



Main Category Content Location General Policies on managing environmental and social risks of the supply P122、P134 Disclosure B5.1 Number of suppliers by geographical region. P138-139 Description of practices relating to engaging suppliers, number of Aspect B5: B5.2 P121-122 suppliers where the practices are being implemented, and how Supply Chain they are implemented and monitored. Management Description of practices used to identify environmental and social B5.3 risks along the supply chain, and how they are implemented and P121-122 monitored. Description of practices used to promote environmentally B5.4 preferable products and services when selecting suppliers, and P121 how they are implemented and monitored. Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a General P67 significant impact on the issuer Disclosure relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of Aspect B6: Percentage of total products sold or shipped subject to recalls for B6.1 Not applicable Product safety and health reasons. Responsibility Number of products and service related complaints received and P69 B6.2 how they are dealt with. Description of practices relating to observing and protecting P44-46 B6.3 intellectual property rights. B6.4 Description of quality assurance process and recall procedures. Not applicable Description of consumer data protection and privacy policies, and P69 B6.5 how they are implemented and monitored. Information on: (a) the policies; and General P41 (b) compliance with relevant laws and regulations that have a Disclosure significant impact on the issuer relating to bribery, extortion, fraud and money laundering. Aspect B7: Anti-Number of concluded legal cases regarding corrupt practices Corruption B7.1 P43 brought against the issuer or its employees during the reporting period and the outcomes of the cases.

	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	P42
	B7.3	Description of anti-corruption training provided to directors and staff.	P139
Community			
Aspect B8:	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	P135
Community Investment	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	P125-130
	B8.2	Resources contributed (e.g. money or time) to the focus area.	P139

Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed **Companies**

A.Environment 1 Climate change tackling P75-87 2 Pollutant discharge P95-96 3 Waste disposal P96 4 Ecosystems and biodiversity protection P91 5 Environmental compliance management P92 Energy usage P93-94 Usage of water resources P93-94 8 Circular economy P97 9 Rural revitalization P125-127 Contributions to the society P128-130 Innovation-driven P26-28 Ethics of science and technology Not applicable	
Pollutant discharge	
Waste disposal P96	
Environment Ecosystems and biodiversity protection P91	
5 Environment 6 Energy usage P93-94 7 Usage of water resources P93-94 8 Circular economy P97 9 Rural revitalization P125-127 10 Contributions to the society P128-130 Innovation-driven P26-28	
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7 Usage of water resources P93-94 8 Circular economy P97 9 Rural revitalization P125-127 10 Contributions to the society P128-130 11 Innovation-driven P26-28	
8 Circular economy P97 9 Rural revitalization P125-127 10 Contributions to the society P128-130 11 Innovation-driven P26-28	
9 Rural revitalization P125-127 10 Contributions to the society P128-130 11 Innovation-driven P26-28	
10 Contributions to the society P128-130 11 Innovation-driven P26-28	
11 Innovation-driven P26-28	
12 Ethics of science and technology Not applicable	
13 Society Supply chain security P121-123	
Equal treatment to small and medium- sized enterprises	
Safety and quality of products and services P61-72	
Data security and customer privacy protection P54-55	
Employees P101-114	
Owing to the content of the due d involving a large amount of core to data and information of the Comp topic will not be disclosed.	usiness
Sustainability- 19 Related Communication with stakeholders P17-18 Governance	
Anti-commercial bribery and anti-corruption P40-43	
21 Anti-unfair competition P40	

Ahout

this report



Independent Verification Statement

Verification Statement: EIV2 131284 0001 Rev. 00

To the management and stakeholders of China Southern Airlines Co., Ltd.,

TÜV SÜD Certification and Testing (China) Co., Ltd. (hereinafter referred to as "TÜV SÜD") has been engaged by China Southern Airlines Co., Ltd. (hereinafter referred to as "CHINA SOUTHERN AIRLINES" or "the Company") to perform an independent third-party verification on 2024 Social Responsibility and ESG Report (hereinafter referred to as "the Report"). During this verification, TÜV SÜD's verification team strictly abided by the contract signed with CHINA SOUTHERN AIRLINES and provided verification regarding the Report in accordance with the provisions agreed by both parties and within the authorized scope stipulated in the contract.

This Independent Verification Statement is based on the data and information collected by CHINA SOUTHERN AIRLINES and provided to TÜV SÜD. The scope of verification is limited to the given information. CHINA SOUTHERN AIRLINES shall be held accountable for authenticity and completeness of the provided data and information (contains assumptions, projections, and/or historical facts).

Scope of Verification

Time frame of this verification:

The Report contains the data disclosed by CHINA SOUTHERN AIRLINES during the reporting period from January 1st, 2024 to December 31st, 2024, including governance, environmental and social information and data, methods for management of material issues, actions/measures and the Company's sustainability performance during the reporting period.

Physical boundary of this verification:

The on-site verification sampling took place at below listed location: Nanhang Building, 68 Qixin Road, Baiyun District, Guangzhou City, Guangdong Province

Scope of data and information for the verification:

* The scope of verification is limited to the data and information of CHINA SOUTHERN AIRLINES and all companies under its operational control covered by the Report.

The following information and data are beyond the scope of this verification:

- Any information and contents beyond the reporting period of this Report; and
- * The data and information of CHINA SOUTHERN AIRLINES's suppliers, partners and other third parties; and
- The financial data and information disclosed in this Report that have been audited by an independent third party are not verified again herein.

Limitations

- The verification process is conducted in the above scope and places. Sampling and verification are adopted for the data and information in the Report by TÜV SÜD, and only the stakeholders within the Company are
- * The Company's standpoint, opinions, forward-looking statements and predictive information as well as the historical data and information before January 1st, 2024 are beyond the scope of this verification.
- * TÜV SÜD's verification conclusions are based on the analysis of the data and information collected by TÜV SÜD and may not identify all problems and conditions, nor constitute a guarantee of the credibility or status of the subject of verification.

Basis for the Verification

TÜV SÜD Certification and Testing (China) Co., Ltd. No.151 Heng Tong Road, Shanghai 200070

Page 1 of 3 Tel: +86 21-61410123 Fax: +86 21-61408600 Web: www.tuvsud.com

Independent Verification Statement



Verification Statement: EIV2 131284 0001 Rev. 00

This verification process was conducted by TÜV SÜD's expert team with extensive experience in the economic. environmental, social and other relevant areas and drew the conclusions thereof. The verification conforms to the following standards:

- International Standard on Assurance Engagements (ISAE) 3000, Assurance Engagements Other than Audits or Reviews of Historical Financial Information, Limited Assurance
- Sustainability report verification programme operation rule (CCB_EIV_GR_002E Rev02)

In order to perform adequate verification in accordance with the contract and provide reasonable verification for the conclusions, the verification team conducted the following activities:

- Preliminary investigation of the relevant information before the verification;
- Confirmation of the presence of the topics with high level of materiality and performance in the Report;
- On-site review of all supporting documents, data and other information provided by CHINA SOUTHERN AIRLINES: tracing and verification of key performance information:
- special interview with the representative of CHINA SOUTHERN AIRLINES's management; interviews with the employees related to collection, compilation and reporting of the disclosed information; and
- Other procedures deemed necessary by the verification team.

Verification Conclusions

CC

According to the verification, we believe that the data and information presented in CHINA SOUTHERN AIRLINES's report are objective, factual and reliable, without systematic problems, and can be used by stakeholders.

The verification team has drawn the following conclusions on this Report:

Inclusivity	CHINA SOUTHERN AIRLINES has identified the internal and external stakeholders such investors, consumers, employees, suppliers, governments, media, etc., and established a stakeholder communication mechanism to collect the demands of stakeholders on a regular basis.
Materiality	CHINA SOUTHERN AIRLINES has established the prioritization process of material topics determination, identified and assessed the priority of the material topics which are highly related to the industry, the Company disclosed the strategy, management approach as well as sustainability performance in corporate operation, therefore the Report's adherence to materiality principle is guaranteed.
Responsiveness	CHINA SOUTHERN AIRLINES has disclosed the management approach and performance of high material topics that stakeholders concern, such as occupational health and safety, responding to climate change, diversity and equal opportunity, anti-commercial bribery, etc., and has established a communication mechanism, to fully respond to the demands and expectations of stakeholders.
Impact	As the highest responsible body for environmental, social and governance (ESG) issues of the Company, the Board of Directors of CHINA SOUTHERN AIRLINES leads the formulation of ESG strategic planning, policies and work plans of the Company, reviews and approves the ESG annual report, regularly evaluates the implementation of ESG work of the Company, and continuously promotes the sustainable development of the Company.

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Independent Verification Statement



Verification Statement: EIV2 131284 0001 Rev. 00

Recommendations on Continuous Improvement

• The verification team has passed the promotion proposal to the management of CHINA SOUTHERN AIRLINES during the on-site implementation process.

Statement on Independence and Verification Capability

TÜV SÜD is a trusted partner of choice for safety, security and sustainability solutions. It specializes in testing, certification, auditing and advisory services. Since 1866, the company has remained committed to its purpose of enabling progress by protecting people, the environment and assets from technology-related risks. Today, TÜV SÜD is present in over 1,000 locations worldwide with its headquarters in Munich, Germany. Through expert teams represented by more than 26,000 employees, it adds value to customers and partners by enabling market access and managing risks. By anticipating technological developments and facilitating change, TÜV SÜD inspires trust in a physical and digital world to create a safer and more sustainable future.

TÜV SÜD Certification and Testing (China) Co., Ltd. is one of TÜV SÜD's global branches and has an expert team whose members have professional background and rich industrial experiences.

TÜV SÜD and CHINA SOUTHERN AIRLINES are two entities independent of each other and both TÜV SÜD and CHINA SOUTHERN AIRLINES and their branches or stakeholders have no conflict of interest. No member of the verification team has business relationship with the Company. The verification is completely neutral. All the data and information in the Report are provided by CHINA SOUTHERN AIRLINES. TÜV SÜD has not been involved in preparation and drafting of the Report, except for the verification itself and issuance of the verification statement.

Signature:

On Behalf of TÜV SÜD Certification and Testing (China) Co., Ltd.



Zhu Wenjun

TÜV SÜD Sustainability Authorized Signatory Officer

March 18th, 2025

Shanghai, China

Note: In case of any inconsistency or discrepancy, the simplified Chinese version "Independent Verification Statement CN" of this verification statement shall prevail, while the English translation is used for reference only.

TÜV SÜD Certification and Testing (China) Co., Ltd. No.151 Heng Tong Road, Shanghai 200070

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Feedback form

Soaring to New

Dear Reader:

Thank you very much for taking the time to read this report amidst your busy schedule. We sincerely welcome your feedback on this report, as it will help us continuously improve our capabilities and standards in fulfilling corporate social responsibilities. Your valuable suggestions will serve as the driving force for our ongoing progress!

What is your identity:
☐ Customer ☐ Investor ☐ Government ☐ Employee ☐ Partner ☐ Environmental Protection Agency ☐ Community
☐ Media ☐ Peer ☐ Other
2. Your overall evaluation of this report:
☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor
3. Your opinion on the structure of this report:
☐ Very Reasonable ☐ Reasonable ☐ Average ☐ Poor ☐ Very Poor
4. Your opinion on the layout design of this report:
☐ Very Reasonable ☐ Reasonable ☐ Average ☐ Poor ☐ Very Poor
5. Your opinion on the readability of this report:
☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor
6. Your opinion on the quality of social responsibility information disclosed in this report:
☐ Very High ☐ High ☐ Average ☐ Low ☐ Very Low
7. Do you have any additional comments or suggestions regarding the social responsibility report or our performance?

If you have any valuable feedback, please contact:

Contact Person: Chen Cheng

Email: chen cheng@csair.com