

Key Issues

- the environment
- safety
- our business
- the community



Passenger interface

- health and safety
- security
- human resources
- consumer issues



Aircraft preparedness

- energy use
- waste
- chemicals
- hazardous waste
- occupational health and safety



Airport environment

- air quality
- climate change impacts
- noise impacts
- supply chain
- community investment



Flight

- inflight waste
- carbon emissions
- air quality
- health and safety



Pre-flight planning

- energy use
- carbon footprint
- office waste
- water consumption
- human resources
- supply chain and procurement



Cabin

- inflight waste
- air quality
- occupational health and safety
- human resources
- consumer issues



Destinations

- waste
- energy use
- biodiversity issues
- local compliance and regulations
- NGO partnerships
- community investment

Engaging with a wide group of stakeholders over the years has helped us to better define the social and environmental impacts that are relevant to our business. The diagram illustrates the different sustainability issues across our operations. The initiatives that we have implemented, together with the results and performance achieved, are set out in detail in the following pages.

- **The Environment** The most significant impacts from our industry relate to our use of non-renewable fossil fuels and the consequent emissions of air pollutants and GHGs. Efforts to curb our impact on climate change and air quality have been focused primarily on our aircraft fleet. On the ground, our major environmental impacts are derived from emissions from our vehicle fleet and the use of water and hazardous chemicals in our aircraft and engine maintenance works. We also generate waste from our inflight services.
- **Safety** Flight safety, security and health issues are our first priority. We link our approach to quality and contingency planning. We employ a number of precautionary measures to safeguard the health of our passengers and frontline employees against infectious diseases.
- **Our Business** As a major airline we operate an aircraft fleet, catering services, and ground handling services. Our impact extends to consumer issues, supply chain management and employee concerns. Our business success is very much dependent on our responsibility towards and how we meet the needs of our customers, our suppliers and our employees.
- **The Community** Through our core business we contribute to the development of communities in Hong Kong and around the world. This is extended to our outposts through recruiting and training local staff, supporting local businesses and participating in a variety of partnerships with local charities and NGOs.