

## Major events in 2000

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| January   | Agreements for the provision of ETD services are entered into with the Starwood chain and the Shanghai Jinjiang Group. These arrangements are some of the Company's first ventures outside its traditional commercial aviation-related business.  |
| February  | General implementation of the Billing Settlement Plan (BSP) system, an international standard for the issuing of air tickets.   |
| March     | Introduction of the Net Fare Display, which allows airlines to quote their point of sale fare information.<br><br>The entire APP mainframe system is transferred and upgraded, resulting in better physical and systems security.   |
| April     | Introduction of electronic ticketing, which allows the entire process of seat reservation, issuing of tickets, gate designation, aircraft boarding and billing to be done electronically.   |
| May       | The ETD back-up mainframe system is formally put into service.  |
| June      | The Aviation Cares of Yunnan Information Company Limited is established to provide better support services to customers in the Yunnan region.   |
| July      | Introduction of "e-Term" software, which allows PC users to connect their system to the Company's ETD without using a dedicated leased line.  |
| September | Introduction of "Backoffice", a new software developed by the Company which allows tour operators and travel agencies access to real-time information on ticketing sales.<br><br>Introduction of code-sharing technology which allows airlines to share aircraft codes for the same flight routes.<br><br>The Company acquires the equity stake of CACI in InfoSky, a joint venture established with a subsidiary of SITA, for the purpose of pooling resources in the business of providing air cargo services in China. |

October

"Advance Seats Reservation" is introduced, allowing passengers to book their airline reservations and select their seats at the same time.

OPEN/ENV technology is implemented to bridge the connection between the Company's host systems and open platforms such as Microsoft Windows NT and UNIX.

Beijing New Technology Development Experimental Zone designates the Company as a "New Technology Enterprise", which entitles the Company to certain tax privileges.

December

New branch office established in Inner Mongolia.