

1.3 Stakeholder Identification and Communication

The Bank has always attached great importance to the voices of stakeholders, providing diverse communication channels and mechanisms to continuously listen to, understand, and strive to meet the expectations and needs of stakeholders. This enables us to gain a deeper understanding of stakeholders' concerns regarding sustainability. Following the GRI guidelines and the AA1000 Stakeholder Engagement Standard, we adhere to four core principles of stakeholder engagement: significance, effectiveness, flexibility, and respect. We identify seven major stakeholder groups and through continuous interaction and deep engagement, strengthen trust and common interests. Together, we move forward and create a sustainable future.

Stakeholder Engagement

Stakeholder Category	Importance	Communication Channel/Frequency
Employees	Employees are the most important asset of the Bank, which directly affects the Bank's service quality and innovation capabilities. Employee satisfaction, professional development and health and happiness are the keys to achieving sustainable business goals.	<ul style="list-style-type: none"> • Conduct regular employee surveys to gather feedback. • Management regularly communicates the Bank's mission and vision to employees. • Organize regular labor-management meetings to facilitate dialogue. • Arrange occupational health and safety meetings to ensure workplace safety.
Customers	Customers are at the heart of our business, and we are committed to improving customer satisfaction and creating greater customer value by listening to their opinions and needs.	<ul style="list-style-type: none"> • Conduct regular surveys on customer satisfaction and the Bank's image to improve the Bank's service quality. • Provide customer complaint channel and customer service hotline to respond quickly to customer needs.
Suppliers	We see the sustainable practices of our suppliers as an important strategy to maintain supply chain stability and reduce environmental impact.	<ul style="list-style-type: none"> • Establish a regular communication mechanism with suppliers, including face-to-face meetings and telephone communication. • Organize supplier ESG education, training and promotion to promote communication.
NGO/NPO	NGOs/NPOs play a crucial role in promoting social welfare, environmental conservation, and philanthropic endeavors. Through collaboration with these organizations, the Bank has strengthened our efforts in corporate social responsibility and sustainable development.	<ul style="list-style-type: none"> • Regularly publish donation or payment lists and information about charitable activities on Cathay United Bank Foundation's website. • Establish partnerships with other non-profit organizations to collaborate on social projects.
Communities	Through engagement and investment in community development, we are committed to promoting community prosperity and positive social impact.	<ul style="list-style-type: none"> • Organize community service activities and encourage employee participation to fulfill the Bank's social responsibility.
Government	The Bank is committed to creating a robust operating environment by actively responding to government policies and strictly complying with regulatory requirements.	<ul style="list-style-type: none"> • Irregularly participate in seminars or briefings organized by the government and regulatory authorities. • Publish audited financial reports on a quarterly basis. • Release sustainability reports and annual reports annually.
Shareholders and Investors	Through the pursuit of sustainable development and transparent communication, we are committed to maintaining the trust and support of our shareholders and investors.	<ul style="list-style-type: none"> • Publish revenue updates monthly. • Host corporate briefings quarterly. • Participate in global investor conferences and forums to provide insights on important financial and business information about the Bank. • Establish an investor relations section and communication channel on the Bank's official website.

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