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### 3.1.1.3 Risk Assessment and Emergency Response Plan

CUB regularly assesses occupational safety and health hazard factors and risks to plan for preventive measures and emergency response plans. It manages risks related to occupational safety and health to protect employees' physical and mental health and prevent occupational hazards, thereby creating a safe work environment.

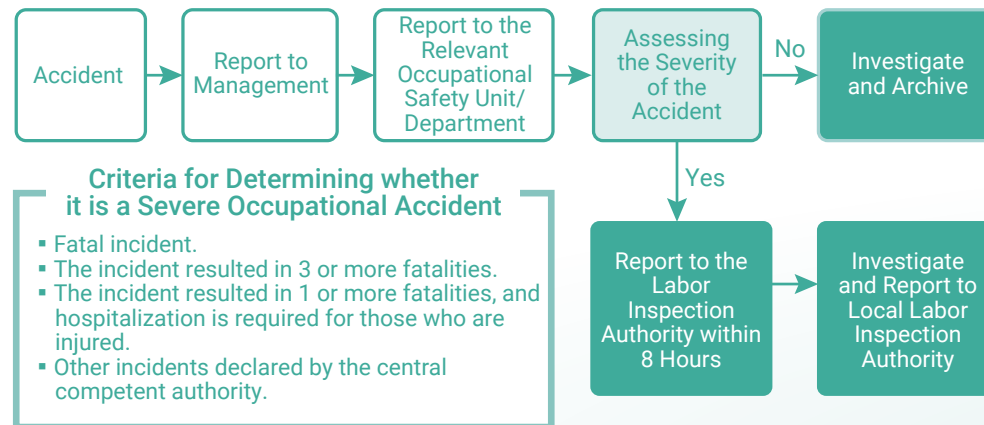
The emergency response plan outlines comprehensive incident reporting procedures for various disaster scenarios. CUB conducts annual on-site disaster drills based on the emergency response plan, which include fire, typhoon, robbery, and explosion drills. These drills aim to improve colleagues' readiness to handle potential accidents or emergencies and reduce disaster-related losses.

### 3.1.1.4 Accident Investigation Mechanism

CUB demonstrates concern for its employees through its occupational safety unit, providing necessary assistance. In the event of an occupational accident, the occupational safety supervisor collects the medical requirements of injured employees, informs relevant departments, and offers support. In cases of significant occupational accidents, the law mandates reporting to the labor inspection authority within 8 hours for investigation. If an employee undergoes surgery or experiences permanent disability to such an accident, medical professionals will evaluate their ability to resume their current role, with nurses providing ongoing support until a smooth return to work is possible. Even for minor incidents, CUB adheres to internal protocols for thorough investigation, documentation, statistical analysis, and quarterly reporting to the Occupational Safety & Health Committee.

The absence of any employee deaths due to occupational accidents in the past three years reflects the successful implementation of occupational health and safety policies at CUB. For detailed occupational accident statistics, please refer to Appendix Table 6.1-9.

Investigation Procedure for Occupational Safety and Health Incidents



## 3.1.2 Occupational Safety and Health Education Training and Management Measures

CUB provides comprehensive safety and health education training for employees to enhance their awareness of potential risks. The Bank also ensures that it is equipped with sufficient medical supplies and first aid personnel for rapid response to emergencies. Additionally, regular internal checks of the workplace are conducted to identify and resolve any safety hazards. Through education training and management measures, CUB reduces the risk of operational losses and strengthens compliance with regulations. This demonstrates the Bank's commitment to brand responsibility for safety, health, and sustainability, as well as its dedication to "ensuring perfect working conditions, health, welfare, and practicing equality," aligning with the United Nations' Sustainable Development Goals.

### 3.1.2.1 Occupational Safety and Health Training

To increase colleagues' awareness of accident prevention, we conduct regular safety and health training for employees. A total of 24,910 hours were devoted to employee safety and health training. In addition, we introduced the "Zero Accident Reward Project" to focus on teams and promote unit-level advocacy and team cooperation in implementing various prevention measures. In 2023, 183 units successfully maintained zero accidents, representing 84% of the Bank.

Employee Education Training (Occupational Safety and Health Training)

Education Programs	Participants		
	2021	2022	2023
New Employee Occupational Safety and Health Training	646	2,168	<b>2,122</b>
Annual Occupational Safety and Health Training	10,224	10,407	<b>10,694</b>
Occupational Safety and Health Business Manager Training	449	44	<b>404</b>
Fire Management Personnel Training	24	37	<b>383</b>
First Aid Personnel Training	21	456	<b>52</b>

Last year, 77% of work-related injuries were caused by traffic accidents while commuting, mainly motorcycle accidents. To improve this situation, we are promoting the "Motorcycle Self-Maintenance Inspection Reward Project" to encourage colleagues who ride motorcycles to regularly maintain their motorcycles to keep them in optimal operating condition, prevent disasters due to poor motorcycle condition, and raise awareness of driving safety. In 2023, 996 people participated in the Motorcycle Self-Maintenance Inspection Reward Project, with rewards including a 50,000-dollar subsidy for the purchase of an electric motorcycle and a 1,000-dollar Family Mart gift card.

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### 3.1.2.2 First Aid Training and Medical Supplies

In addition to raising safety awareness among all colleagues, CUB has established professionally trained first aiders in the workplace and equipped them with sufficient first aid kits and an Automated External Defibrillator (AED) for use. It has also enhanced first aid training, with a total of 860 hours of training for first aid personnel in 2023. Each first aid kit is managed by a designated workplace first aid officer or employee and is placed in public areas with clear labels. The contents of the first aid kits primarily include medical supplies for the most common types of employee injuries and are checked twice a year in May and November. If the expiration date is less than six months, supplies are updated in advance. In 2023, 192 units in branches and headquarters were equipped with first aid kits. To familiarize colleagues with the proper use of AEDs, CUB regularly organizes training sessions and encourages full participation. The head office conducts training every two years, and branches conduct AED training annually. We currently have 219 AEDs, with plans to purchase an additional 7 AEDs in 2024, and designate staff to conduct inspections and maintenance every six months.

### 3.1.2.3 Internal Inspection of the Workplace

CUB has established six health rooms to provide rest and treatment for injured colleagues. It also regularly monitors the daily working environment of the workplace, including lighting levels, carbon dioxide concentrations and water quality of drinking fountains, to reduce the burden of eye fatigue, prevent loss of concentration due to poor air circulation and prevent water-related diseases, thus safeguarding employees' health and improving work efficiency.

In accordance with the Occupational Safety and Health Act, the Taipei City Labor Inspection Office's "Self-Management Promotion Plan" and CUB's "Management Guidelines for Contractor Safety and Health," our occupational safety and health managers urge office workplaces and contractors to conduct regular internal inspections. In 2023, no major deficiencies were found during internal inspections.

## 3.1.3 Physical and Mental Health Assessment Process and Implementation Results

We provide a supportive and compassionate workplace by conducting physical health screenings and offering a variety of mental health programs for employees in today's fast-paced work environment. We offer health consultations by professional physicians and invite experts to address related topics and answer health questions, while encouraging our employees to exercise through company sponsored events.

Externally, we invite the community and neighboring companies to participate in blood donation and flu vaccination activities, extending CUB's healthy and energetic influence to the general public. In 2023, we again received certifications as a healthy workplace and sports company.

### 3.1.3.1 Physical Health Assessment Process

In accordance with Cathay FHC's policy, we conduct regular health checks for staff. In 2023, the completion rate of health checks for new employees was 100%, and the general employee health check rate was 90%. According to the "Cathay United Commercial Bank Employee Health Check

Follow-Up Management Guidelines", we conduct graded health management based on the results of various statutory inspection items for employees. Nurses follow up with high-risk groups based on individual needs and willingness to refer to resident physicians, and coordinate with case managers for necessary work adjustments.

### 3.1.3.2 Mental Health Plan

Besides conducting annual psychological surveys to ensure there are no major mental health risk factors, we help employees achieve work-life balance through Cathay FHC's Employee Assistance Program (EAP). All colleagues can make appointments for services at any time. When facing difficulties or feeling stressed, a team of professional counselors, including counseling psychologists, clinical psychologists, social workers, practicing lawyers, financial advisors, nutritionists and management consultants, provide one-on-one professional services to promote employees' mental health and improve the quality of work. According to the provider's satisfaction survey of employees who use the counseling service, nearly 90% of employees expressed a high level of satisfaction with the EAP service.

<b>Service Area</b>	Psychological Consultation, Legal Consultation, Financial Consultation, Management Consultation, Health Consultation
<b>Service Channels</b>	24-hour toll-free 0800 number and email reservation service, telephone or face-to-face consultation service
<b>Service Platform</b>	Free online mental and physical assessment tools (Emotional Quotient, Overwork Scale, Simple Work Stress Scale)
<b>Service Locations</b>	Cooperation with psychological counseling locations throughout Taiwan to provide face-to-face consultation services

### 3.1.3.3 Health Consultations and Seminars

Better than the requirements of the "Regulations of the Labor Health Protection", we employ three family doctors from Cathay General Hospital to provide on-site services at the headquarters building, information building, Jianguo building and Guangfu building monthly. In 2023, the resident doctors provided on-site services in 148 sessions, with a total of 392 employees receiving this service. As our service locations are distributed both domestically and internationally, in addition to the nurse-assessed referral appointments, we provide all colleagues with online resident physician appointments every month, which are available in physical, telephone, and video formats for health consultations.

Based on colleagues' health check results, we assess the top three health issues and the most severely affected areas according to the musculoskeletal questionnaire results and organize health seminar topics for the current year. In 2023, we held six physical health seminars with a total of 364 participants, achieving an overall satisfaction rate of 96.8%. In addition, based on the previous year's higher EAP counseling topics and issues that may affect mental health, such as stress relief and sleep, we held four mental health seminars in 2023 to help colleagues find inner balance. These seminars had a total of 277 participants and an overall satisfaction rate of 97.8%.