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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.

Service Area	Psychological Consultation, Legal Consultation, Financial Consultation, Management Consultation, Health Consultation
Service Channels	24-hour toll-free 0800 number and email reservation service, telephone or face-to-face consultation service
Service Platform	Free online mental and physical assessment tools (Emotional Quotient, Overwork Scale, Simple Work Stress Scale)
Service Locations	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%.





### 3.1.3.4 Promoting Employee, Family, and Community Health

CUB recognizes that health is the foundation of both business and society. Therefore, we are committed to organizing various activities to promote the health and well-being of employees, families and the community. Every year, we invest substantial resources in a series of health promotion programs, including stress relief craft classes, parent-child interactive activities and blood donation. The Group also organizes weight-loss and walking activities, which not only raise employees' health awareness, but also strengthen family and community cohesion, working together to build a healthier, more harmonious society. For detailed activity results and company contributions, please refer to Table 6.1-10 in the Appendix.

#### Employee Health Promotion Activities

Activity	Content and 2023 Outcomes
 <b>Weight-Loss Contest</b>	In response to the Cathay FHC Weight-Loss Contest, we held two fitness activities and 36 online courses on nutrition and exercise to help our employees manage their body condition. A total of 2,327 employees participated in 2023, and 1,883 employees completed the contest, with a total of 6,876.2 kg lost since the program was launched.
 <b>Brisk Walking</b>	In response to Cathay Life's "Every Step Counts", we held the "Cathay Walk Together, Health Let's Go!" event to encourage colleagues to exercise through a walking activity with an added reward system. In 2023, the total number of participants reached 2,714, nearly doubling the participation rate since the event's inception.
 <b>Sports Activities</b>	To promote the physical health of employees, the Bank regularly organizes sports activities, such as the annual table tennis challenge and road races. Through various incentive mechanisms, colleagues are encouraged to exercise and maintain their physical well-being. In 2023, nearly 800 people participated in the Table Tennis Challenge, while the Cathay Run attracted more than 3,000 registrations.
 <b>Stress Relief</b>	Based on feedback from colleagues' questionnaires, we held four workshops on perennial flower arrangement and home baking. We hope that colleagues can effectively relieve stress in their spare time through these hands-on courses. Due to the enthusiastic response to the event, we prioritized high-risk colleagues based on the analysis of the abnormal workload questionnaire known as the overwork questionnaire, which we usually use to monitor their physical and mental health. In 2023, a total of 171 people attended the workshops, and all participants reported 100% satisfaction.

#### Family and Community Health Promotion Activities

Activity	Content and 2023 Outcomes
 <b>Parent-Child Activities</b>	The Bank annually conducts series of parent-child activities from August to October. The theme of this year's program is "Increasing Warmth Between People," including series of environmental courses. In the year 2023, a total of 12 events were held, with 369 participants and an aggregate satisfaction rate of 96.4%.
 <b>Family Group Insurance</b>	Beyond the regulatory requirements, the Bank provides group insurance for employees and their dependents. Furthermore, employees are eligible for cancer insurance, which alleviates the financial burden for those unfortunate staff members undergoing treatment for cancer.
 <b>Blood Donation Activities</b>	Donating blood has the dual benefit of promoting blood circulation and metabolism, while also conferring a positive impact on the health of our colleagues. Most importantly, it can help save lives. The annual blood donation drive will continue this year with the theme "Your Good Blood, Our Blood Drive." We extended an invitation to all employees, customers, and the general public to participate in the event with enthusiasm. The event was conducted at seven locations across the northern, central, and southern regions. The overall satisfaction rating was 99.4%, with a total of 1,068 participants and 1,494 bags of blood collected. To encourage participation, employees who joined the event were eligible for prizes, including Marshall Acton III Bluetooth speakers and SOGO vouchers, through a lucky draw.
 <b>Combating the Flu Epidemic</b>	The influenza vaccine not only prevents severe illness and death but also contributes to the establishment of herd immunity. In response to the influenza season, the Bank organizes an annual vaccination drive for employees and neighboring companies' staff, offering them publicly funded influenza vaccinations. We encourage our colleagues to prioritize health and preventive care. This year, the initiative was entitled "Injecting Happiness," and it was carried out in collaboration with Taipei City Hospital Renai Branch, which was matched by the Xinyi District Health Center. The objective was to administer flu vaccines at three locations.

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