

## 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 Frequency	Communication Channels	Communication Status
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.	Regularly	Conduct regular employee surveys to gather feedback.	<ul style="list-style-type: none"> <li>The Bank's 2024 Employee Satisfaction Survey revealed an overall employee satisfaction score of 4.4 (out of 5).</li> <li>Cathay FHC and its subsidiaries organize 4 labor-management meetings in accordance with the "Guidelines for Implementing Labor-Management Meeting" in 2024.</li> </ul>
		Irregularly	Management regularly communicates the Bank's mission and vision to employees.	
		Regularly	Organize regular labor-management meetings to facilitate dialogue.	
		Irregularly	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.	Regularly	Conduct regular surveys on customer satisfaction and the Bank's image to improve the Bank's service quality.	<ul style="list-style-type: none"> <li>The Bank's regular surveys on customer satisfaction reached 93% in 2024.</li> <li>In 2024, the Bank's customer service center achieved a tNPS score of 67.1, while the CUBE App recorded an rNPS score of 37.2.</li> </ul>
		Irregularly	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.	Irregularly	Establish a regular communication mechanism with suppliers, including face-to-face meetings and telephone communication.	<ul style="list-style-type: none"> <li>In 2024, Cathay FHC hosted an in-person supplier conference to communicate with suppliers on sustainability issues.</li> </ul>
		Irregularly	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.	Regularly	Regularly publish donation or payment lists and information about charitable activities on Cathay United Bank Foundation's website.	<ul style="list-style-type: none"> <li>The Cathay United Bank Foundation promotes its missions to drive education and charitable activities and compiles the Cathy Charity Group Annual Report each year.</li> </ul>
		Irregularly	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.	Irregularly	Organize community service activities and encourage employee participation to fulfill the Bank's social responsibility.	<ul style="list-style-type: none"> <li>The Bank organized several volunteer activities, specifically focusing on services to NGOs and NPOs spotlighting environmental protection, older adults, the underprivileged, and those with intellectual disabilities. In 2024, CUB employees volunteered for 6,556.5 hours.</li> </ul>
Government	The Bank is committed to creating a robust operating environment by actively responding to government policies and strictly complying with regulatory requirements.	Irregularly	Participate in seminars or briefings organized by the government and regulatory authorities.	<ul style="list-style-type: none"> <li>Cathay FHC participated in the 11th Corporate Governance Evaluation and ranked among the top 6%-20%.</li> <li>The Bank signed Taiwan's Stewardship Principles for Institutional Investors.</li> <li>The Bank made the List of Companies with Better Institutional Investor Stewardship Disclosure 2024.</li> </ul>
		Quarterly	Publish audited financial reports on a quarterly basis.	
		Annually	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.	Monthly	Publish revenue updates monthly.	<ul style="list-style-type: none"> <li>Cathay FHC hosts 8 corporate briefings (including 4 in Mandarin and 4 in English).</li> <li>Cathay FHC hosts one shareholders meeting.</li> <li>Cathay FHC responds to international investor ESG surveys (e.g., DJSI and CDP) each year.</li> </ul>
		Quarterly	Host corporate briefings.	
		Irregularly	Participate in global investor conferences and forums to provide insights on important financial and business information about the Bank.	
		Irregularly	Establish an investor relations section and communication channel on the Bank's official website.	

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