

4.1.1 Diverse and Inclusive Workplace

CUB adheres to local labor laws and international frameworks such as the UN Universal Declaration of Human Rights, UN Guiding Principles on Business and Human Rights, UN Global Compact, UN Sustainable Development Goals (SDGs), and relevant regulations of UN International Labour Organization. According to "[Human Rights Policy of Cathay FHC](#)," we ensure the protection of employees' rights and prohibit discrimination based on personal factors such as gender, sexual orientation, race, socioeconomic status, age, marital status, family status, language, religion, political affiliation, nationality, appearance, disability, or other factors. As of 2024, the Bank employed a total of 11,537 full-time employees and 64 non-regular employees. For detailed information on our number of employees, regional distribution, gender, and age statistics, please refer to Appendix [Table 6.1-2](#).

The Bank has established a process for conducting human rights due diligence, which involves regularly assessing and managing potential impacts on identified stakeholders. The "Human Rights Risk Assessment and Management Form" considers international human rights frameworks and corporate development strategies. After discussions by various committees of the Cathay FHC CSR Committee, topics are selected with input from employees, external consultants, scholars, and other stakeholders. Based on the nature of the issues, health risk assessments, labor-management meetings, and other sources are used to identify and manage risks.

To ensure every employee can reach their full potential at CBU, the Bank continues to provide measures and management mechanisms that go beyond regulatory requirements. In line with the "CUB Code of Conduct for Employee," the Bank has established the "CUB Code of Conduct for Employee," which clearly outlines behavioral guidelines and principles. These guidelines safeguard key employee rights such as freedom of association. From their very first day, all employees are expected to acknowledge and commit to upholding workplace ethics and integrity, and to carrying out their duties in a lawful and responsible manner.

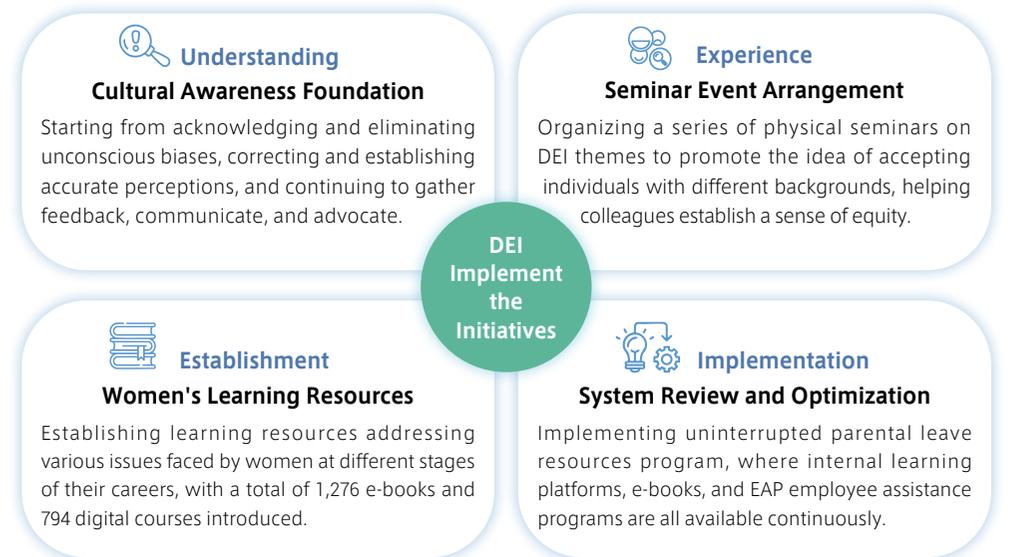


Human Rights Policy
of Cathay FHC

4.1.1.1 Creating a Diverse and Inclusive Workplace

Fostering a Diverse and Inclusive Culture

Employees are our most valuable asset. In line with the [Human Rights Policy of Cathay FHC](#) and the Labor Standards Act, the Bank has established work regulations that have been reviewed and approved by the competent authorities to ensure the protection of labor rights. In response to our DEI principle, we conduct diversity and inclusion training and community events to foster cultural awareness and strengthen team cohesion. By publicly advocating respect for every unique individual at Cathay and encouraging openness to different voices and backgrounds, we aim to help employees embrace the values of equality and inclusion.



Support measures for slowing down without dropping out

We support employees in balancing work and family life by offering supporting resources of flexible work arrangements and slowing down without dropping out. Employees on parental leave can access psychological and learning support, including professional consultation through the Employee Assistance Programs (EAP). In addition, a wide range of digital learning resources are available to support daily parenting, financial planning, and skill refreshers before returning to work. These efforts ensure that employees feel supported throughout every stage of their career and personal development. For detailed statistics on parental leave at CUB please refer to Appendix [Table 6.1-10](#).

4.1.1.2 Attracting and Retaining Talents

Quarterly labor-management meetings are convened to facilitate communication between both parties regarding employee benefits and management systems, promoting interaction and communication while balancing the interests of employees and the operational needs of the Bank. Various communication channels, such as regional communication meetings and real-time feedback systems, are established to collect employee suggestions and convey core values, providing opportunities for employees to express their opinions.

For the protection of employee rights, the Bank has formulated work rules in accordance with the Labor Standards Act, which are implemented with the approval of competent authorities. Additionally, the Bank has established an employee care hotline (02-87226666 #8885) and email (8885@cathaybk.com.tw), strictly adhering to confidentiality and protection principles. These channels address issues such as workplace misconduct, and harassment complaints, serving as a communication bridge between employees and company management or peers. In 2024, no complaints related to discrimination were reported. A total of 5 cases involving unlawful workplace conduct and sexual harassment were received, all of which were handled and closed in accordance with established procedures.

In summary, the Bank complies with local labor laws, values employee feedback rights, and formulates relevant management regulations accordingly. Information is disseminated through public channels to ensure employees' full understanding and protection of their legal rights and interests.

Labor-management Major Issues	Action Measures	Performance in 2024
 <p>Forced Labor and Working Hours</p>	<ul style="list-style-type: none"> The Bank has established a program for preventing diseases caused by abnormal workloads. Regular surveys on abnormal workloads (overwork) of shift workers, night workers, and those working long hours are conducted. High-risk groups are identified considering individual risk factors and work pattern risk factors. Promotion and implementation of daily/monthly overtime hour limits. Establishment of flexible working hours and flexible scheduling systems. 	<ul style="list-style-type: none"> Provide flexible working hour system according to employee needs. 96% of abnormal workload-triggered disease prevention self-assessment form response rate. A total of 171 people participated in the stress relief activities, with an overall satisfaction rate of 100%.
 <p>Diversity, Inclusion, and Equal Opportunity</p>	<ul style="list-style-type: none"> Ensure that all employees have the opportunity to participate in clubs and associations. Organize labor-management meetings to fully communicate and address various major labor-management issues, and take action based on meeting consensus. Maternal Worker Health Protection Program Develop a "Prevention Plan for Job-related Unlawful Acts" to provide supervisors with a checklist for self-assessment of workplace unlawful behavior and promote awareness through training. 	<ul style="list-style-type: none"> Held a total of 4 labor-management meetings. Achieved a 100% completion rate for sexual harassment prevention training courses.

Employee Engagement Survey

According to Cathay FHC's policy, we conduct an annual Employee Engagement Survey to analyze employee expectations through qualitative feedback, sampling interviews, thematic questionnaires, and other measures. The survey covers five major dimensions: Corporate Sustainability (CS), Organizational Commitment, Employee Happiness, Leadership Management, and Overall Recognition.

In 2024, the response rate for the Employee Engagement Survey was 85.5%, with an overall satisfaction rating of 4.40 out of 5, and additional pulse surveys were conducted on an ad hoc basis to gather employee feedback on various policy developments and evaluations, thereby establishing effective and open channels of communication.

Employee Performance

The Bank offers competitive compensation and benefits packages to attract, motivate, and retain top talent. To ensure the alignment of all employees' annual performance goals with our strategies and to continuously develop their capabilities, we have established the "CUB Employee Performance Management and Development Guidelines" to regularly evaluate employee performance. We provide diverse reward mechanisms, including competitive salaries and "Guidelines on Incentives for Senior Employees", "Long-term Service Awards" for senior employees based on different tenure thresholds. In 2022, we introduced an Employee Share Ownership Trust (ESOT) plan, allowing employees to voluntarily allocate a portion of their salary to purchase company stocks in the open market, encouraging them to share in the company's performance results. We have established the Employee Promotion Entry Threshold that values both performance and managerial capabilities, actively promoting outstanding talents and providing them with higher job responsibilities and developmental goals. Additionally, we regularly organize the Talent Development Committee to promote internal rotations, ensuring discussions on talent competency gaps and planning rotation paths.

Employee Welfare Support

In addition to providing statutory labor and health insurance, the Bank offers a comprehensive range of welfare programs to support employees in building better lives. These include support for employee learning, subsidies for professional certifications, English proficiency exams, and professional-related training courses. We also provide access to online learning platforms and a digital library, as well as measures such as "one-day paid learning leave" and language learning subsidies to encourage self-directed learning and strengthen both professional and language skills. To promote work-life balance and employee well-being, we offer workplace massage services, regular health checkups, travel subsidies, and various wellness activities such as road races, table tennis tournaments, online walking challenges, club activities, and wellness programs like weight management. Employees also receive holiday bonuses, birthday gifts allowance, scholarships for their children, and allowances for weddings, funerals, and childbirth. Insurance coverage includes term life, accident, cancer, and dependent medical insurance. To strengthen employees' sense of belonging, we have established an Employee Share Ownership Trust, allowing employees to participate in the company's long-term development as shareholders, thereby increasing engagement and encouraging long-term retention.

The Bank is also values a friendly workplace environment. We actively plan maternal employees protection programs, including continued access to learning resources for employees on parental leave, and support through Employee Assistance Programs (EAP). As well as offering additional services include employee health education, psychological counseling, and more flexible hybrid work environment designed. Through these diverse welfare measures, the Bank strives to foster a healthy and harmonious work environment, with the aim of building a long-lasting and stable workplace together with our employees.

Office Layout

- Implementing Flexible Shifts
- Piloting Hybrid Work

Develop- ment of Learning

- Digital Learning Resources (e.g., online learning platforms and digital libraries)
- Learning Development Resources about Study, Certification and Licensing Support /Continuing Education Assistance
- Learning Leave

Insurance Coverage

- Group Term Life Insurance for Employee
- Accidental Insurance for Employees
- Cancer Insurance for Employees
- Medical Insurance for Dependents

Family- Friendly Policies

- 7 days of Family Care Leave
- Exclusive Parent-Child Activities
- Monetary Gifts for Marriage, Bereavement, and Childbirth
- Child Education Subsidy
- Maternity and Paternity Leave Benefits better than requirements in the Act
- Childcare Support Policy
- Maternal Employees Supporting Programs

Health and Leisure Benefits

- Travel Subsidies
- Holiday Bonuses
- Workplace Massage
- Health Promotion Activities (e.g., road runs, table tennis tournaments, online walking challenges, weight management programs)
- Regular Health Check-ups
- Employee Assistance Program (EAP)
- Birthday Gift Allowance

Social Activities

- Club Subsidies
- Family Day
- Volunteer Leave

Investment and Property Management

- Cross-Bank Withdrawal/Transfer Discounts
- Cathay Construction Home Purchase Benefits
- Employee Preferential Deposit Rates
- Employee Share Ownership Trust (ESOT)
- Stock Subscription

■ CUB Maternity Plan



Cathay Pregnancy Club

Establish work risk assessment mechanism for pregnant female employees. Formulate maternal healthcare plan with questionnaires for pre/postpartum mothers and new fathers. We offer "Parent-Child Blessing Gifts" and other perks to support different needs from pregnancy to postpartum. Our support includes holistic care for physical and mental well-being, suitable work adjustments, LV-level lactation rooms, and seamless return-to-work arrangements. We also host various parent-child workshops and ensure ongoing support. CUB attracted a lot of good reviews from employees and won Excellent Project Award of 2018 CSR Happy Corporate Category.



Cathay Dad-to-Be Handbook

In 2019, CUB expanded the "Cathay Pregnancy Club" from focusing solely on female employees to including fathers as well. We introduced the "Cathay Dad-to-Be Handbook," which was created in collaboration with Cathay General Hospital and Cathay Health Management. This handbook combines professional health education with practical life experiences to help new fathers understand the physical and emotional changes their partners undergo during pregnancy. It encourages them to actively support their partners, becoming invaluable teammates. The Handbook is a pioneering effort in the industry, aligning with government and medical institutions' initiatives to promote equal parental involvement during pregnancy. It includes sections such as "The 280 Days of Pregnancy with Daddy," "Understanding the Physical and Emotional Changes of Expectant Mothers," and "Welcoming the New Baby," representing a significant breakthrough in corporate social responsibility.

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**Team Road Run –
Promoting Wellness and Unity Among Employees**

Employees shared that in response to the Bank's annual large-scale road run, many formed teams with colleagues from their own or other departments to participate. This not only encouraged collaborative progress at work but also created opportunities for informal interactions and strengthened camaraderie. Many expressed appreciation for the Bank's continued support of the road run, which encourages a healthy lifestyle beyond work and helps employees balance their professional and personal lives.



Case Study

Cathay Family Carnival – Sharing Quality Time with Loved Ones

One employee who joined the Cathay Family Carnival two years in a row brought their three-year-old child to participate in the balance bike race. The event provided professional-grade equipment, including bikes, helmets, and protective gear. The employee shared that their child was thrilled to place in the top three of the 2–3 year-old category and proudly wore their medal all day. In addition to the race, the carnival featured various fun activities like crawling contests and diaper races, catering to infants and toddlers of all ages. The Bank also thoughtfully prepared snacks and balloons, creating a joyful and fulfilling afternoon for employees and their families.



Case Study

Cathay Family Program – "Little Professionals" Career Experience Day

An employee reflected on their first-time participation in Cathay's group-wide family program last year. While they had always known about the Bank's childbirth subsidies and welcome gifts for newborns, becoming a new parent revealed an even broader range of family-friendly initiatives. One of the most popular was the "Little Professionals" experience series, which included a mini firefighter training program where children donned gear and lived out their dream of being a fire hero. The children also participated in fire safety drills and learned emergency response skills. The employee expressed gratitude for these activities, which offered a meaningful opportunity to grow alongside their children while enjoying quality time outside of work.

