

## 3.1 Physical and Mental Health

According to the "Healthy Workplaces: a Model for Action" released by the World Health Organization (WHO), workplace health should encompass four main aspects: "Physical Work Environment," "Psychosocial Work Environment," "Personal Health Resources," and "Enterprise Community Involvement". The Bank adheres to the "Cathay FHC Occupational Safety and Health Policy" and conducts various health promotion activities to advocate for comprehensive health, aiming to establish a healthy workplace. Furthermore, we offer group insurance for our employees and their families and work closely with our contractors to guarantee workplace thereby enhancing enterprise community involvement and promoting overall societal health.

### 3.1.1 Health Work Environment Management System and Governance Structure

A healthy workplace is more than just a slogan. The Bank actively combines internal and external resources, recognizing that a good management system and governance are crucial for effectively enhancing workplace health. From top to bottom, the Bank connects the Cathay FHC Sustainability Development Committee, senior management, and employees across multiple levels of defense. Regular communication is conducted to improve management systems and ensure the effectiveness of measures, thereby creating a safer and healthier work environment and enhancing the overall well-being and productivity of employees.

#### 3.1.1.1 Health Management Policies

Based on the "Cathay FHC Occupational Safety and Health Policy", the "CUB Safety and Health Work Guidelines," the "CUB Occupational Safety and Health Management Guidelines" and the "CUB Occupational Safety and Health Management Program," CUB strictly adheres to relevant laws and regulations. The Bank has introduced and completed third-party independent verification of the international standard ISO 45001 Occupational Health and Safety Management System. During group liaison meetings, the Bank routinely assesses the progress of health and safety strategies and associated programs, establishes risk management mechanisms, defines relevant objectives and action plans, and enhances employees' awareness and skills in occupational health and safety.

#### 3.1.1.2 Occupational Safety and Health & Employee Health Governance

To integrate safety and health awareness into the governance structure and daily operations, CUB conducts Occupational Health and Safety Committees to effectively communicate occupational safety and health issues with employees. The President, serving as the Management Representative, ensures the implementation of the Occupational Health and Safety Management System and regularly reports the Bank's occupational safety and health performance to the Occupational Health and Safety Committee. Through various communication channels, we engage with all employees to ensure a healthy and safe workplace.



Governance

- **Sustainable Development Committee:** The CUB Sustainable Development Committee supervises a Health Promotion Team responsible for managing workplace health and safety issues and regularly reporting work results to the Sustainable Development Committee.
- **Occupational Health and Safety Committees:** The Committees convene quarterly to discuss occupational safety and employee health promotion plans. We will also evaluate the correlation between senior performance-based remuneration and occupational safety and employee health programs.



Employee Health & Workplace Safety Targets

The Occupational Health and Safety Management System covers all workers. In the case of non-employee workers, we require contractors to collaborate by adhering to the "Cathay FHC Occupational Health and Safety Policy" and the "CUB Management Guidelines for Contractor Safety and Health" to create a secure work environment, aiming to achieve "zero disasters, zero accidents."



Management System

Since adopting the international standard ISO 45001 Occupational Health and Safety Management System in 2019, the Bank has continued to foster a safe, health, and sustainable workplace environment through managing risks and enhancing organizational resilience.



Employee Communication

According to the "CUB Occupational Safety and Health Management Methods," an Occupational Safety & Health Committee is established to effectively communicate about occupational safety and health issues and implement resolutions based on achieving consensus.

Contents

About this Report

Sustainable Development Milestones

Sustainability Awards and Recognition

Message from the Chairman

CHAPTER 1  
Blueprint of Sustainable Strategy

CHAPTER 2  
Climate Strategy

**CHAPTER 3**  
**Health Strategy**

CHAPTER 4  
Empowerment Strategy

CHAPTER 5  
Sustainable Governance and Risk Management

CHAPTER 6  
Appendix

### 3.1.1.3 Occupational Safety Risk Assessment

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. CUB is classified as a low-risk workplace and continuously provides employees with ample occupational health and safety training to raise their awareness of workplace safety. We evaluate our employees physical and mental well-being each year and host health lectures and stress-relieving activities to maintain their overall well-being.

#### Emergency Response Plan

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 employees' readiness to handle potential accidents or emergencies and reduce disaster-related losses.

#### 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 suffers permanent disability due to such an accident, medical professionals will evaluate their ability to resume their original duties, 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.

Last year, 70% 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 2024, 821 people participated in the Motorcycle Self-

Maintenance Inspection Reward Project, which combined raffles with environmental sustainability by subsidizing electric motorcycle purchases with NT\$50,000 and a NT\$1,000 EasyCard.

The absence of any employee fatalities 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 6.1-11](#).

#### Investigation Procedure for Occupational Safety and Health Incidents

