

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 the present high-performing and rapidly changing workplace. We offer professional medical consultations and invite experts to address related topics and answer health questions, while encouraging employees to stay active through group-wide wellness events. For health programs, outcomes, and expenses, please refer to Appendix [Table 6.1-12](#).

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.

3.1.3.1 Physical Health Assessment Process

In accordance with Cathay FHC's policy, we conduct regular health checks for staff. In 2024, the completion rate of health checks for new employees was 100%, and we provided regular employees with health checks every 2 years. 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 individuals and, based on their needs and willingness, refer them to on-site physicians, and coordinate with supervisors for necessary work adjustments. Based on the top three health issues identified from employee health check results and statistics from the musculoskeletal questionnaire, which highlights the most affected areas, 4 health lectures were held with 265 participants. The overall satisfaction rate reached 97.7%.

3.1.3.2 Mental Health Plan and Health Seminars

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 employees can access one-on-one professional counseling services when facing difficulties or stress. These services are delivered by a team of professional counselors to support employees' mental health and enhance work performance. According to the provider's satisfaction survey of employees who use the counseling service, nearly 98% of employees expressed a high level of satisfaction with the EAP service. In addition,

CUB organized 3 mental health lectures targeting common issues raised through the Employee Assistance Program (EAP) in the previous year, such as psychological stress and family communication, which may affect mental health. A total of 222 participants attended these lectures aimed at helping employees regain their inner balance, with participants reporting an overall satisfaction rate of 98.4%.

According to the requirements of the "Regulations of the Labor Health

 **EAP Service Content**

Service Area	Psychological Consultation, Legal Consultation, Financial Consultation, Management Consultation, Health Consultation
Service Channels	24-hour toll-free 0800 number and email reservation, 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

Protection", we engage 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 2024, the resident doctors provided on-site services in 140 sessions, with a total of 202 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. Considering the increasing percentage of middle-aged and older employees in the workplace, in order to promote health among this group, professional healthcare providers were invited to conduct lectures and health screenings. 3 health promotion activities for middle-aged and older employees were held, with a total of 144 participants. The overall satisfaction rate was 98.1%.

3.1.3.3 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 chronic prescription pick-up services, stress relief craft workshops, parent-child interaction activities and blood donation. The Group also organizes wellness initiatives such as weight-loss and walking challenges, which not only raise employees' health awareness, but also strengthen family and community cohesion, working together to build a healthier, more harmonious society.

■ Employee Health Promotion Activities



In response to the Cathay FHC Weight-Loss Contest, we held 2 tech-enabled fitness activities to help employees better understand their physical condition. These were complemented by 4 live-streamed nutrition courses and 60 online exercise classes, aimed at fostering healthy eating and exercise habits. In 2024, a total of 2,642 employees participated, with 2,017 successfully completing the contest, and a cumulative weight loss of 7,763 kg.



In support of Cathay Life's "Every Step Counts", we launched the "Step into Health, Walk into Happiness!" event to encourage colleagues to exercise through a walking challenge enhanced with a reward mechanism. In 2024, the total number of participants reached 5,143, an 89% growth in participation rate from last year.



To promote the physical health of employees, the Bank regularly organizes sports events, such as the annual Table Tennis Challenge and the Cathay Run. Through various incentive mechanisms, colleagues are encouraged to exercise and maintain their physical well-being. In 2024, nearly 1,000 participants joined the Table Tennis Challenge, and nearly 3,000 employees and their families signed up for the Cathay Run.



Based on feedback from employees' questionnaires, we organized 5 DIY stress-relief workshops across northern, central, and southern regions, featuring activities such as woodworking, leather crafting, succulent planting, punch needle embroidery, and candle making. These hands-on courses aimed to help employees unwind and relieve stress outside of work. In accordance with the results of the Abnormal Workload Questionnaire (commonly referred to as the "Overwork Questionnaire"), which is used to monitor employees' physical and mental well-being, priority was given to high-risk individuals. In 2024, a total of 237 employees participated the workshops, with overall satisfaction rate of 98.2%.

■ Family and Community Health Promotion Activities



CUB values work-life balance and, in support of the Group's June–November parent-child initiative, organized a series of themed events in 2024 under the banner "Professional Experience." The program integrated environmental and sustainability topics, aiming to instill eco-consciousness in children from an early age through engaging family experiences. A total of 9 events were held, with 670 participants and an aggregate satisfaction rate of 96.5%.



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.



Blood donation promotes circulation and metabolism, benefits employees' physical health, and—most importantly—helps save lives. Continuing our annual corporate blood drive tradition, CUB launched the 2024 campaign under the theme "Cathay Cares, Passion Never Fades," inviting employees, customers, and the general public to participate. A total of 7 events were held across northern, central, and southern Taiwan, resulting in 1,014 successful donations and 1,439 bags of blood collected. The overall satisfaction rate reached 99.4%. To thank employees for their participation, those who joined the event were eligible for a prize draw, featuring items such as 10.9-inch iPad Airs, dining vouchers for INPARADISE and SUNRISE, and Bruno multi-functional electric grills.



Receiving the influenza vaccine not only prevents severe illness and death but also contributes to herd immunity. In response to the flu season, CUB organizes an annual vaccination campaign, inviting employees and staff from neighboring companies to receive publicly funded flu shots. The initiative encourages employees to prioritize health and preventive care. This year, under the theme "Healthy & At Ease," CUB partnered with the Taipei City Hospital Renai Branch—coordinated through the Xinyi District Health Center—to host 3 vaccination sessions.