



7 Talent Recruitment



- 75 Non-discriminatory Employment
- 80 Compensation and Benefits
- 85 Training Programs
- 88 Workplace Environment



7 Talent Recruitment



From manpower recruitment, on-the-job training, to organizational change, FEIB has always considered the future direction of the Bank from the perspective of goals and actions, which leads to the establishment of a complete and continuous talent utilization and development program to enhance the effectiveness of human capital. The Bank has been selected as a constituent of the "Taiwan High Compensation 100 Index" and "Taiwan Employment Creation 99 Index" for its competitive salary structure due to its emphasis on the value of talent. We have received government subsidies for 19 consecutive years for our long-term investment in employee education and training, and have accumulated more than ten million dollars in awards, and are a TTQS (Talent Quality-management System) gold-certified company by the Ministry of Labor. In 2021, we were further recognized by the Ministry of Labor with the "National Talent Development Award - Large Enterprise Award" and the "Learning Star of the Year Award" by the In 2021, we were further recognized by the Ministry of Labor with the "National Talent Development Award - Large Enterprise Award" and the "Learning Star of the Year Award" by the Commonwealth Leader Campus. In recent years, FEIB has been awarded the "Taipei City Healthy Workplace" and the "Sports Enterprise Certification" by the Department of Sports, Ministry of Education for our success in creating a healthy workplace, and was further awarded the third place in the National Sports Calendar Points Competition by the Department of Sports, Ministry of Education in 2021. We were also awarded the "Best Companies To Work For" award by HR Asia, an authoritative human resources publication in Asia, for the effectiveness of its overall HR strategy implementation.

Non-discriminatory Employment

FEIB hires qualified employees through an open recruitment and employee referral process, and after interview or test procedures, the selection and compensation standards are handled in accordance with the rules and regulations, without discrimination based on race, color, religion, nationality, gender, sexual orientation, age, and disability, etc. Once employed, all employees sign labor contracts to protect their labor rights and interests; since its inception, there have been no cases of differential treatment for the various factors stipulated in Article 5, Paragraph 1 of the Employment Service Act.

There were a total of 2,577 employees at the end of 2021, of which 29 served in Hong Kong, 1 in Vietnam and 1 in Singapore. Currently, there are one male and one female indigenous employees, with a 0.07% hiring rate. There are 16 physically and mentally challenged employees, including 10 males and 6 females, which are considered as 20 employees converted based on the weighting of the level of disability and the number of hours worked, with a hiring rate of 0.77%.

The total number of new employees in 2021 was 334, which accounted for 12.96% of the total number of employees in the bank at the end of the year. The number of new employees who left the company during the year was 54, accounting for 16.17% of the total number of new employees. In 2021, the employee turnover rate is 11.8%. The Human Resources Group and its affiliated units have conducted sincere discussions to understand the reasons for the resignations in order to review and improve. In addition, the Bank notifies the Employment Service Division of any termination of employment due to redundancy. Employees may apply for vocational training and unemployment assistance from the employment service unit as needed to facilitate their continued employability or as a transition assistance program for career planning.

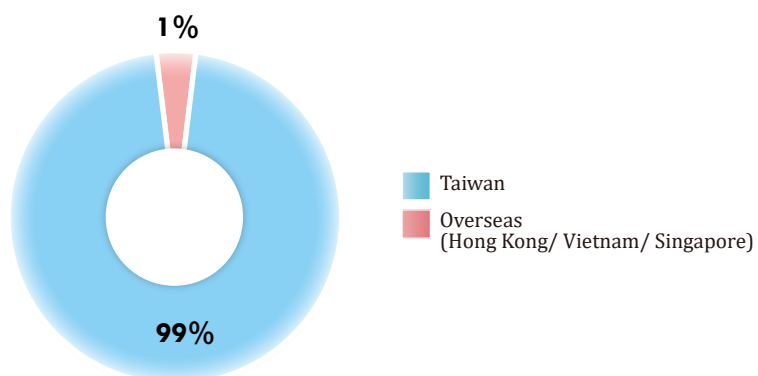
Employee Diversity Statistics by Year

Employee Diversity Statistics									
Region	2019			2020			2021		
Gender	Male♂	Female♀	Total	Male♂	Female♀	Total	Male♂	Female♀	Total
Indigenous	1	2	3	1	1	2	1	1	2
People with physical and mental disabilities	7	6	13	9	7	16	10	6	16

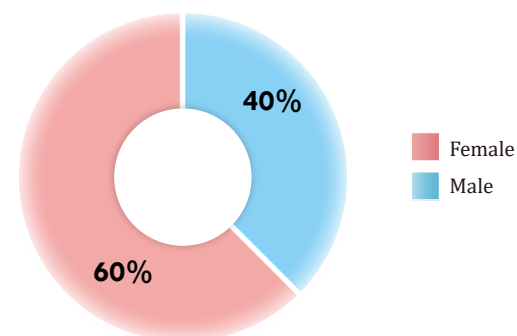
7 Talent Recruitment

Employment Status in 2021							
Region/ Gender			Taiwan		Overseas (Hong Kong)		Total
			Male♂	Female♀	Male♂	Female♀	
Full-time Employees	Non-Periodic Contracts	Full-time	1,002	1,506	13	18	2,539
		Partial working hours	0	0	0	0	0
	Periodic Contracts	Full-time	0	0	0	0	0
		Partial working hours	22	16	0	0	38
	Sub-total		1,024	1,522	13	18	2,577
Part-time Employees	Dispatched Workers		8	18	0	0	26
Total			1,032	1,540	13	18	2,603

Employment Status in 2021
(By Region)



Employment Status in 2021
(By Gender)



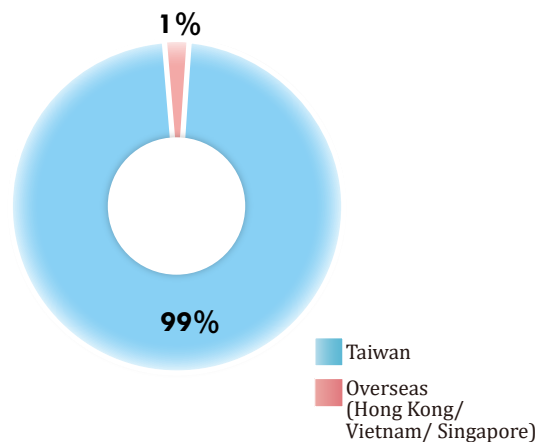
7 Talent Recruitment

The ratio of new employees to all same-sex employees in the bank

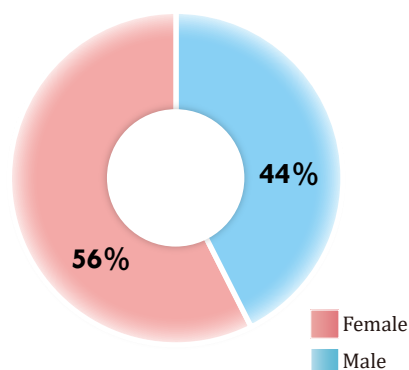
Region	Age Group	Under 30		30-50		Above 50		Total number of people		
	Gender	Male♂	Female♀	Male♂	Female♀	Male♂	Female♀	Male♂	Female♀	Total
Taiwan	New Recruits	40	57	96	111	10	17	156	185	331
	Total number of employees of the same nature	65	131	764	1,182	195	209	1,024	1,522	2,546
	Percentage of employees of the same nature (%)	61.54	43.51	12.54	9.39	5.13	8.13	14.26	12.16	13.00
Overseas (Hong Kong/ Vietnam/ Singapore)	New Recruits	0	0	0	3	0	0	0	3	3
	Total number of employees of the same nature	0	3	9	10	4	5	13	18	31
	Percentage of employees of the same nature (%)	-	-	-	30.00	-	-	-	16.67	9.68
Total	New Recruits	40	57	96	114	10	17	146	188	334
	Total number of employees of the same nature	65	134	773	1,192	199	214	1,037	1,540	2,577
	Percentage of employees of the same nature (%)	61.54	42.54	12.42	9.56	5.03	7.94	14.08	12.21	12.96

Note: The number of new male employees under the age of 30 in Taiwan accounted for the ratio of employees of the same nature (%) = the number of new male employees under the age of 30 in Taiwan / the number of male employees under the age of 30 in Taiwan at the end of December 2021, and the others are calculated by analogy.

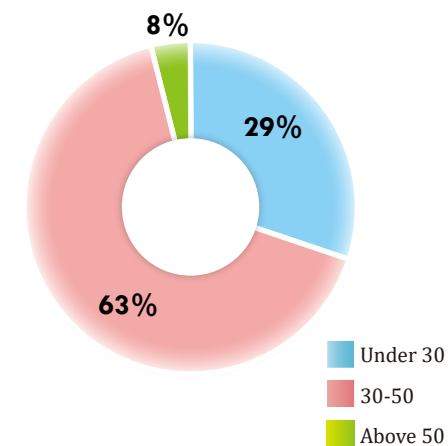
Regional ratio of new employees in 2021



Gender ratio of new employees in 2021



Age ratio of new employees in 2021



7 Talent Recruitment

The ratio of former employees to employees of the same nature

Region	Taiwan						Overseas (Hong Kong/ Vietnam/ Singapore)						Total	Average Head-count in 2021	Turnover Rate in 2021 (%)
Age	Under 30		30-50		Above 50		Under 30		30-50		Above 50				
Gender	Male♂	Female♀	Male♂	Female♀	Male♂	Female♀	Male♂	Female♀	Male♂	Female♀	Male♂	Female♀			
Number of Resignations	22	31	100	121	7	12	0	0	1	1	1	1	297	2,525	11.8
Total number of employees of the same nature	65	131	764	1,182	195	209	0	3	9	10	4	5	2,577		
Percentage of employees of the same nature (%)	33.85	23.66	13.09	10.24	3.59	5.74	0	0	11.11	10.0	25.0	20.0	11.53		

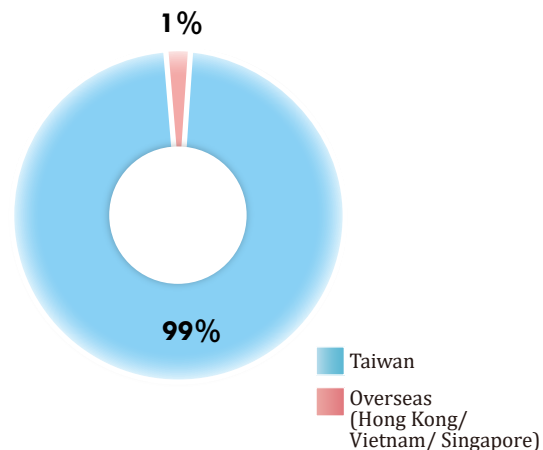
Note: ❶ Turnover Rate in 2021 = Number of Resignations in 2021 / Average Headcount in 2021

❷ Average Headcount in 2021 = (number of persons at the end of December 2020 at the beginning of the period + number of persons at the end of December 2021 at the end of the period) / 2.

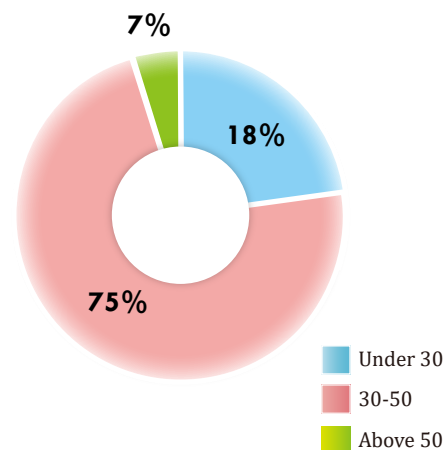
❸ The number of male employees that resigned under the age of 30 in Taiwan accounted for the ratio of employees of the same nature (%) = the number of resigned male employees under the age of 30 in Taiwan / the number of male employees under the age of 30 in Taiwan at the end of December 2021, and the others are calculated by analogy.

❹ The above table excludes dispatch, term contract, retirement, severance, death and dismissal.

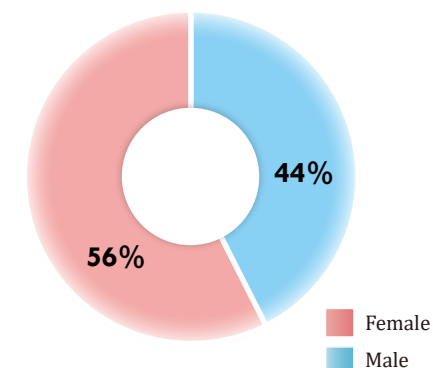
Regional ratio of resigned employees in 2021



Age ratio of resigned employees in 2021



Gender ratio of new employees in 2021



7 Talent Recruitment

In 2021, FEIB had a total of 142 management employees (all of whom are local residents in Taiwan, and no residents outside Taiwan), including 2 serving in Hong Kong, 1 serving in Vietnam, 1 serving in Singapore, and 138 serving in Taiwan. The number of non-managerial employees was 2,435, of which 27 were serving in Hong Kong and 2,408 serving in Taiwan.

Age/Title Statistics for Management and Non-Management Positions

Region	Taiwan							Overseas (Hong Kong)							Total
Age	Under 30		30-50		Above 50		Sub-total	Under 30		30-50		Above 50		Sub-total	
Gender	Male♂	Female♀	Male♂	Female♀	Male♂	Female♀		Male♂	Female♀	Male♂	Female♀	Male♂	Female♀		
Managerial Positions	0	0	32	14	51	41	138	0	0	2	0	1	1	4	142
Non-Managerial Positions	65	131	732	1,168	144	168	2,408	0	3	7	10	3	4	27	2,435

Note: ❶ Non-supervisory positions: refer to those who do not hold managerial positions.

❷ The statistical principles are in accordance with the relevant reporting regulations for the salary information of full-time employees who are not in supervisory positions in companies listed on the Taiwan Stock Exchange.

7 Talent Recruitment

Compensation and Benefits

The Bank's basic salary and overall compensation are not differentiated by gender, age, or ethnicity, but are approved based on the individual's academic experience, work ability, duties and responsibilities, performance and expertise, etc. There are no differences in treatment based on gender. Salaries at all levels are higher than the statutory minimum wage requirement, with the average annual salary for entry-level employees being 2.5 times the base salary (\$24,000 * 12 months) for 2021, including 2.6 times for men and 2.5 times for women. In order to uphold the concept that talent is the most important asset of the company and to share profits, we have continued to give salary increases and bonuses to our employees every year in recent years.

Average Compensation Ratio				
Region	2020		2021	
Gender	Male♂	Female♀	Male♂	Female♀
Managerial Positions	111%	100%	103%	100%
Non- Managerial Positions	115%	100%	116%	100%

Note: Managerial positions are managers; non-managerial positions are non-managers

The average annual salary standard for entry-level employees is higher than the national basic wage multiples				
Region	2020		2021	
Gender	Male♂	Female♀	Male♂	Female♀
Entry-Level Employees	2.8 times	2.6 times	2.6 times	2.5 times

Note : Calculation formula: Average salary ÷ National minimum wage (according to the announcement from the Ministry of Labor).

Selected as the constituent stock for the High Compensation 100 Index

The Bank regularly commissions external consultants to conduct salary surveys with hopes to developing a salary policy that is competitive in the employment market. Since 2014, FEIB has been selected as a constituent stock of the Taiwan Stock Exchange's "High Compensation 100 Index" for eight consecutive years, with excellent performance in terms of average employee compensation, net income, net worth per share, and total employee compensation.

Compensation information for full-time employees who are not in supervisory positions			
Item	2020	2021	Percentage of Increase(Decrease) (%)
Number of Non-Supervisory Positions	2,219	2,219	0.3
Average	NT\$1,200,000	NT\$1,167,000	-2.8
Median	NT\$1,046,000	NT\$1,037,000	0.9

Note: ① Non-supervisory positions: refer to those who do not hold executive managerial positions.

② The statistical principles are in accordance with the relevant reporting regulations for the salary information of full-time employees who are not in supervisory positions in companies listed on the Taiwan Stock Exchange.

7 Talent Recruitment

Parental Leaves without Pay

Measures for parental leaves without pay are in accordance with the labor laws and regulations. In addition to specifying the application rules in the employee handbook, we have also set up a dedicated application system for employees to apply online.

Item	2019		2020		2021	
	Male♂	Female♀	Male♂	Female♀	Male♂	Female♀
Number of eligible applicants	71	108	78	96	64	79
Actual Number of Applicants	2	41	2	31	5	36
Application Rate (%)	2.82	37.96	2.56	32.29	7.81	45.57
Number of employees who should be reinstated in the current year	1	18	2	19	4	15
Actual Number of employees that applied to be reinstated	1	13	0	11	2	8
Reinstatement Rate (%)	100.00	72.22	100.00	57.89	50	53.33
Number of employees who should be reinstated in the past year	1	22	1	13	0	11
The number of employees who have been reinstated for one year in the previous year	0	18	1	13	0	11
Retention Rate (%)	0.00	81.82	100.00	100.00	0	100.00

Note: ❶ Application Rate = Actual number of applicants / Number of eligible applicants

❷ Reinstatement Rate = Actual number of reinstatement / Number of reinstatement in the current year

❸ Retention rate = The number of people reinstated in the previous year for one year / The number of people reinstated in the previous year

7 Talent Recruitment

Performance appraisal and Promotion System

The Bank implements performance appraisal and career development assessment for its employees. The annual performance appraisal is linked to the annual objectives, which are formulated according to the four major components of the balanced scorecard. Not only do we focus on financial performance and customer satisfaction, but we also do not neglect the improvement of internal processes, and we set and measure goals for individual and organizational learning and growth. Regardless of the goals that were set at the beginning of the year, the performance evaluation at the end of the year, and the career development evaluations, supervisors should maintain two-way communication, discussions, and feedback with the employees.

Performance appraisal and career development assessment for full-time employees in 2021									
Number of Employees/ Ratios	Implementation of performance appraisal and career development assessment				Failure to implement performance appraisal and career development assessment				Total
	Managerial Positions		Non- Managerial Positions		Managerial Positions		Non- Managerial Positions		
	Female♀	Male♂	Female♀	Male♂	Female♀	Male♂	Female♀	Male♂	
Number of Employees	56	85	1,400	896	0	1	84	55	2,577
Ratios (%)	2.2	3.3	54.3	34.8	0	0	3.3	2.1	100

Note: Those who have not performed annual performance appraisal and career development reviews mainly include:

- ❶ For new junior management associates and those with less than three months of service in the current year, the annual performance appraisal will be replaced by the implementation of the probationary period appraisal.
- ❷ Part-time employees and those who have been reinstated for less than three months in the current year are not given annual performance appraisal and career development evaluations, but their respective units still review their performance and provide guidance.
- ❸ Non-supervisory positions: refer to those who do not hold managerial positions.

Promotion is an important step in an employee's career development and is one of the major cornerstones of his or her sense of achievement in life. Each year, based on the performance and development potential of our employees, the supervisor will submit a promotion list and review one by one. Candidates above a certain level are required to present their achievements through a presentation, so that each employee can be evaluated in an open and fair mechanism and strive for a higher level of performance. The promotion rate in 2021 is 17.7%, of which 10.9% were women and 6.8% were men.

Annual Promotions	2020			2021		
	Male♂	Female♀	Total	Male♂	Female♀	Total
Number of Employees	257	165	422	282	174	456
Percentage of total employees	10.1%	6.5%	16.6%	10.9%	6.8%	17.7%

7 Talent Recruitment

Full Range of Benefits

The Bank provides multi-faceted benefits that are superior than those stipulated by the law to help employees take better care of themselves and their families.

Open Banking/Open API

- In order to help young employees to have a happy family and raise children, in 2021, 29 people (25 women and 4 men) got married, 37 people (24 women and 13 men) had children, and 1,204 people with children under the age of 20 were provided with child-rearing subsidies, for a total of 1,930 children.
- The number of days for wedding leaves is more superior than that stipulated by the labor law, so that employees have more flexibility while preparing their wedding arrangements.

Friendly for Parents

- Within the normal daily working hours, employees are allowed to adjust their starting and finishing time flexibly within 2 hours to meet their temporary family care needs.
- Through cooperation with 4 chain childcare institutions, there are about 107 designated childcare institutions in Taiwan that helps parents and employees to solve childcare problems.

Safeguarding with Care

- We provide life insurance, critical illness insurance, hospital medical insurance, cancer insurance, and accident insurance for our employees, and the premiums are fully covered by the company during their employment.
- Employees' spouses and unmarried children under the age of 23 are also entitled to free "hospitalization medical insurance" coverage. A total of 3,497 employees' dependents were covered in 2021.
- In response to the escalation of the COVID-19 pandemic, we added the "Statutory Infectious Disease Medical Health Insurance" for our employees in June 2021 to further upgrade our medical protection.
- In 2021, each employee will receive a \$3,000 LOHAS Grant to subsidize the purchase of vaccination, health, and lifestyle-related supplies.

Incentive Savings

We provide preferential interest rates on deposits to encourage employees to actively save for retirement with an average interest rate of 5.84% in 2021.

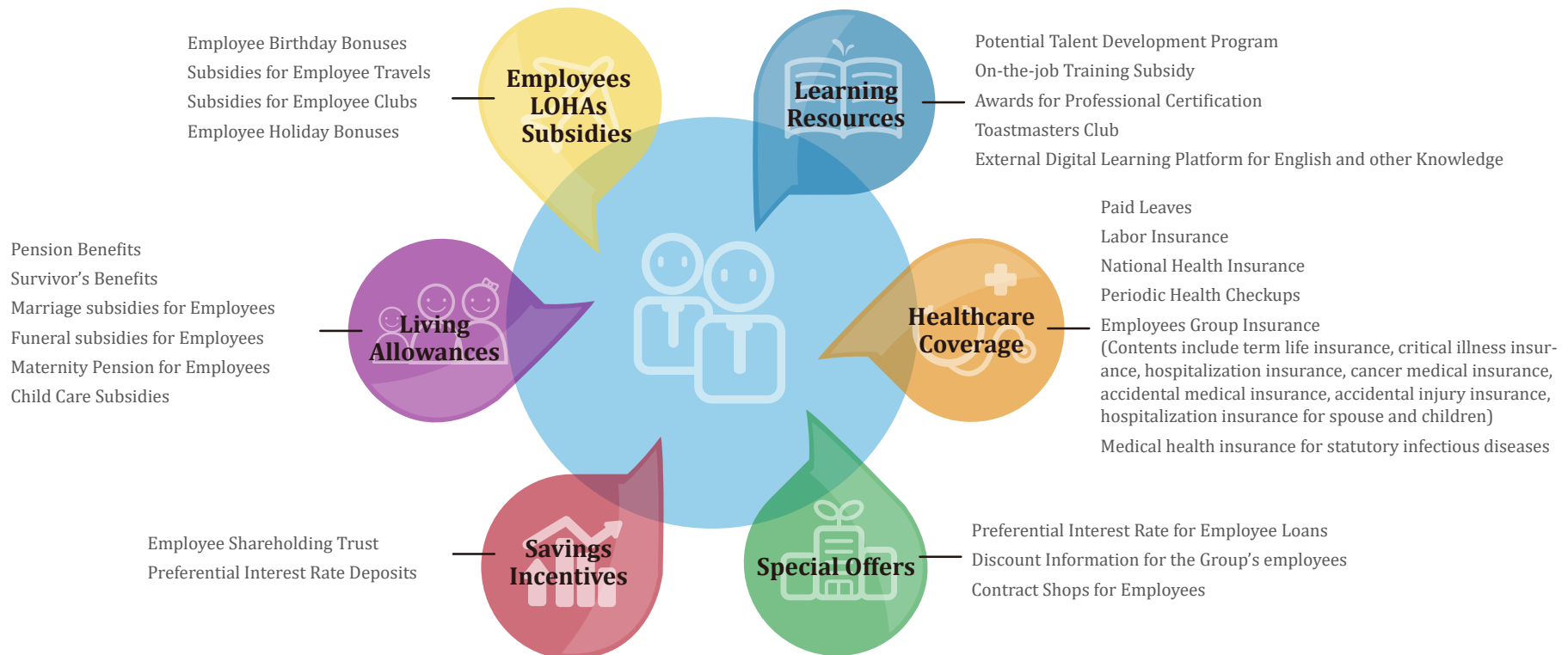
Employee Shareholding Trust

In order to share the benefits between employers and employees and to strengthen long-term compensation, we have set up an employee stock ownership trust in which employees voluntarily contribute a portion of their salaries and the Bank provides a partial subsidy for the purchase of Bank shares through the trust, encouraging employees to share the fruits of management and to achieve the goal of long-term savings. A total of 1,864 employees participated in 2021, with an overall participation rate of 78%.

7 Talent Recruitment

Pension Benefits

- The Labor Retirement Reserve Fund Supervisory Committee was established and meets every three months to ensure that employees' pension rights are not compromised. The current eighth term members were elected in 2019 and approved by the Department of Labor of the Taipei City Government.
- The standard of pension benefits for all employees is the same, and new employees who are subject to the Labor Pension Act are required to make monthly contributions of 6% of their wages to the individual pension account of the Bureau of Labor Insurance. For employees who choose to continue to be covered by the Labor Standards Act and for employees who choose to be covered by the new system but retain their years of service under the old system, their old system pension benefits are governed by the Bank's "Employee Retirement Guidelines". For those employees who choose to continue the old system or choose the new system but retain their years of service under the old system, 2% of their monthly salary will be transferred to a special account at the Bank of Taiwan for deposit. The defined benefit plan for the provisions of employee benefit liabilities for 2021 was NT\$724 million.
- The retirement benefits of employees of overseas subsidiaries are subjected to the regulations of the local government.





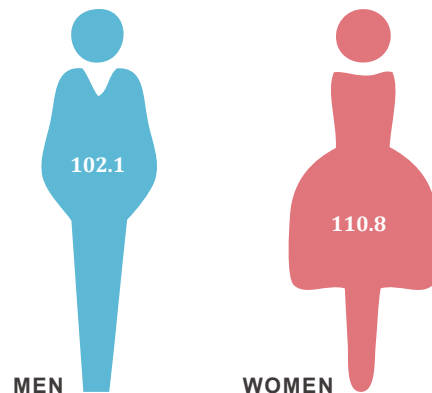
7 Talent Recruitment

Training Programs

We are a gold certified company by the Ministry of Labor's Talent Development Quality Management System (TTQS). In order to promote the career development of our employees, we plan courses based on various core functions to help our employees perform their jobs and advance to the next level. FEIB has been audited by the Corporate Human Resources Improvement Program every year since the government launched the Incentive Training for High Performing Companies. In 2021, we continued to receive the highest award of NT\$950,000, the only one in the industry to receive awards for 19 consecutive years, and the accumulated award amount reached NT\$11.25 million, leading the industry. And at the end of 2021, we were awarded the "National Talent Development Award for Large Enterprises" by the Ministry of Labor.

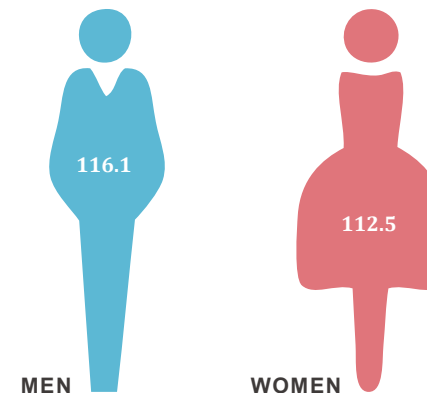
The training system is structured in two major directions of professional and core capabilities according to the duties of our employees, and courses at different levels are planned in a sequential manner. Professional training focuses on enhancing knowledge and skills to achieve work objectives; core training focuses on stimulating the employees' potential at all levels, such as strengthening the strategic planning, innovative leadership and management skills of supervisors, and deepening customer service execution as well as teamwork skills, taking into account the dual developmental needs of corporate operations employees. The total number of training hours in 2021 was 288,001 with a total of 168,042 training participants is, with an average of about 112 hours per person. In order to provide multiple learning channels, in addition to the original eHRD training platform, external digital learning platforms such as "Studio Classroom" and "CommonWealth Leader Campus" have been introduced. The Studio Classroom provides English listening and reading content on current affairs ; the Commonwealth Leader Campus covers courses on digital technology trends, innovation and transformation, and management leadership, etc. We were awarded the "2021 Learning Star Award" by the Commonwealth Leader Campus for encouraging employees to take action in learning and for their success in microlearning.

Average training hours for non-managerial positions
(hours)



Note: Non-managerial positions are non-managers

Average training hours for managerial positions
(hours)



Note: Managerial positions are managers



7 Talent Recruitment

👥 Divisions receives first place at the Toastmasters Club

Toastmasters International is a nonprofit educational organization founded in 1958 in the United States. To help employees improve their English speaking and leadership skills, the Bank joined the Toastmasters International Taiwan in 2010 and has been operating for more than 10 years, with three divisions which are the FEIB, Young-Banker and Ferina. The number of divisions ranked first among domestic enterprises. To encourage employees to participate, the Bank fully subsidizes the participants every year, and through designing certification awards and competition prizes, employees are encouraged to enroll in regional and local competitions so that they can achieve excellent performance and network during the activities. By the end of 2021, there were 60 members and 558 participants. The Young-Banker and Ferina Divisions were selected as "President's Distinguished Divisions" and the FEIB Division was honored as a "Selected Distinguish Division".

In response to the "Blueprint for Developing Taiwan into a Bilingual Nation by 2030", FEIB actively encourages employees to improve their English skills by offering free online English courses and collaborating with external professional learning institutions to provide employees with a variety of learning channels, and both course fees and English test fees are eligible for reimbursement. In 2021, business English courses were provided for potential talents to strengthen the English language skills of the talent pool. According to statistics, 91% of employees hold English language certifications in 2021, and the average English learning hours per person was 36 hours.



Founded: June 2010



Founded: June 2011



Founded: November 2012



7 Talent Recruitment

Substantially Encourage On-the-Job Training

In order to cultivate talents needed for business development and assist employees in continuous learning and self-growth, the Bank offers generous subsidies and incentives for employees to pursue a master's degree or obtain professional certificates. On-the-job training subsidy for master's degree or higher has been implemented since 2006, and 55 applicants have applied up until the end of 2021. The Professional Licensing Incentive Program has been in effect since 2009, with 115 applications through the end of 2021.

Promote the Employee Rotation System

In order to encourage employees to expand their career, the Bank has established the "Employee Transfer Notices", and they are eligible to apply for transfer after six months of employment in their original positions. Employees can check the latest job vacancy information released by each department on the internal website, and submit applications according to their personal interests and expertise or career planning, and the transfer will be effective within 3 months after receiving the confirmation from transferring unit. A total of 229 interdepartmental transfers were made in 2021, of which 83 were male employees and 146 were female employees.

Cultivating the Next Generation of Talents

In order to build up the human capital required for sustainable development, FEIB has implemented the MA (Management Associate) training program. The training program was also opened to young employees with excellent performance and ambition. A total of 15 young employees were selected through a rigorous process to join the training program for about three years in 2021. Through solid and intensive courses, rotational training, and project execution, we systematically cultivate a new generation of an elite management team and demonstrate our intention to actively utilize the power of the new generation.

In addition to the executive training program, the Bank promotes the HPT (High Potential Talent) development program and the Mid-level HPT (Mid-level High Potential Talent) development program. In 2021, we continued to train a total of 48 mid-level potential talents and management associates, of which 24 were female employees and 24 were male employees.

Phase	Content
Centralized Training	The one-month program offers professional courses on financial products, operating procedures, general laws and regulations, and management skills, and organizes outdoor team building camps, executive seminars, and visits to affiliated companies to achieve benchmark learning.
In-depth Training	We implement in-depth training in our business groups and rotate to different units for internship.
On-the-job Training	We arrange presentations, management courses, business English courses (separated by levels), and membership in the Toastmasters Club to improve presentation and speaking skills.
The Mentor System	We arrange presentations, management courses, business English courses (separated by levels), and membership in the Toastmasters Club to improve presentation and speaking skills.



7 Talent Recruitment

Workplace Environment

From the first day of service, employees will receive a guide to the workplace, and will be given a tour of the workplace to reduce the feeling of discomfort in an unfamiliar environment. A dedicated counselor is assigned to each newcomer arranged by the unit to guide them to quickly integrate into the organizational culture, build a sense of belonging and connection, and provide guidance on any work-related issues.

Environmental Safety As Top Priority

According to the Occupational Health and Safety Act, FEIB is a Class III business with low risk and less than 3,000 employees. Although we are not required to set up management units and establish an occupational health and safety management system, in order to actively create a healthy and safe working environment, we have established the "Safety and Health Code of Practice", "Occupational Health and Safety Management Regulations", "Regulations for Establishing Measures of Prevention, Correction, Complaint and Punishment of Sexual Harassment" and other related regulations as the implementation guidelines for occupational health and safety operations. In addition, in order to ensure the safety of employees while they perform their duties, we have established the "Directions For Prevention of Unlawful Infringement in the Performance of Duties" to reduce the risk of possible hazards in the workplace, which is promoted as follows:

- We formulated the "Statement on Prohibition of Violence in the Workplace", and in accordance with the provisions of the Act of Gender Equality in Employment and the Sexual Harassment Prevention Act, the "Sexual Harassment Prevention and Control Measures, Complaints and Disciplinary Procedures" have been revised and published, and education and training programs are held regularly every year so that employees and supervisors are aware and are able to follow them.
- We regularly evaluate the workplace hazard identification and risk control measures, review the workplace environment, work suitability and the appropriateness of manpower allocation, and improve the workplace environment and work flow according to the evaluation results.
- We conduct annual audits of workplace configurations and work suitability under the "Directions For Prevention of Unlawful Infringement in the Performance of Duties" to prevent workplace violence, ensure the physical and mental health of workers, and establish a friendly workplace culture.
- For communication, questions, or improvement suggestions regarding occupational safety issues, employees may respond to the supervisor of each unit or the occupational health and safety supervisors of each workplace. The Head Office has set up a dedicated channel for consultation and complaints, including a dedicated telephone number, fax number and e-mail address, and designated staff to receive complaints about workplace violence, sexual harassment or other improper treatment, and handle them in a confidential manner.

In addition, we plan the occupational safety and health task force, set up occupational safety and health business supervisors, occupational health and safety managers, on-site first aid personnel and fire prevention management personnel, and regularly commission external training institutions to conduct relevant training and grant official leave so that authorized and responsible personnel have sufficient professional knowledge to plan and execute occupational health and safety tasks. In order to improve the employees' occupational health and safety knowledge, a complete occupational health and safety education and training course is prepared, and new employees are required to receive 3 hours of training after reporting to work, while general employees are required to receive 3 hours of training every 3 years.

Statistical table of occupational safety and health related training in the past years


Courses	2019		2020		2021	
	Number of Employees	Hours	Number of Employees	Hours	Number of Employees	Hours
Supervisor Training for Occupational Healthy and Safety Operations	107	917	3	77	118	1074
EMT Training	98	414	20	285	6	38
Fire Prevention Personnel Training	14	15	138	805	7	112
Regular Employees (Including part-time employees)	3 hours of on-the-job training for occupational health and safety every 3 years					



7 Talent Recruitment

Promoting Employee Wellness

FEIB employs occupational medicine specialists and dedicated nursing staff to implement various employee health service initiatives. Through the following efforts, the Bank has no employees or workers in high-risk or high incidence of specific diseases, and no occupational injuries or occupational diseases in 2021.

 Regular employee health check-ups are conducted once a year for employees aged 65 or older, and once every three years for other employees, and various health check-up programs are planned for employees to choose from. The results of the examination are classified by the nurses for health risks, and health education and physician consultation are arranged for cases with medium and high risk.

 Develop and implement various employee health protection plans:

Programs	Description
Prevention Program for Abnormal Workload-Promoted Diseases	A workload survey is conducted on employees and quarterly statistics are conducted on the number of overtime hours. We also analyze employee health examination data to screen out cases with medium to high risk of cerebral and cardiovascular diseases, and arrange for consultation and health guidance from on site occupational medicine doctors.
Maternal Health Protection Program for the Workplace	Female employees during pregnancy and less than one year after delivery will fill out a "Maternal Worker Health Self-Assessment Form" and their immediate supervisors will work with the occupational health and safety supervisor to fill out a "Work Environment and Occupational Hazards Assessment Form", which will be submitted to the medical staff to assess the health risks of the employees and carry out classification management, arrange consultation with a physician, and arrange work adaptation or implement health protection measures as necessary.
Human Factors Hazard Prevention Program	Every three years, we conduct a survey of musculoskeletal disorders among all employees, provide health guidance for suspected hazardous cases, and conduct workplace surveys for improvement when necessary.
Physical and Mental Health Protection Program for Middle Aged and Senior Workers	For middle-aged and elderly workers, we review the risks of workplace and personal health, and carry out health protection, work environment improvement, or job redesign when necessary to strengthen the physical and mental health of middle-aged and senior workers and prevent the occurrence of occupational disasters.

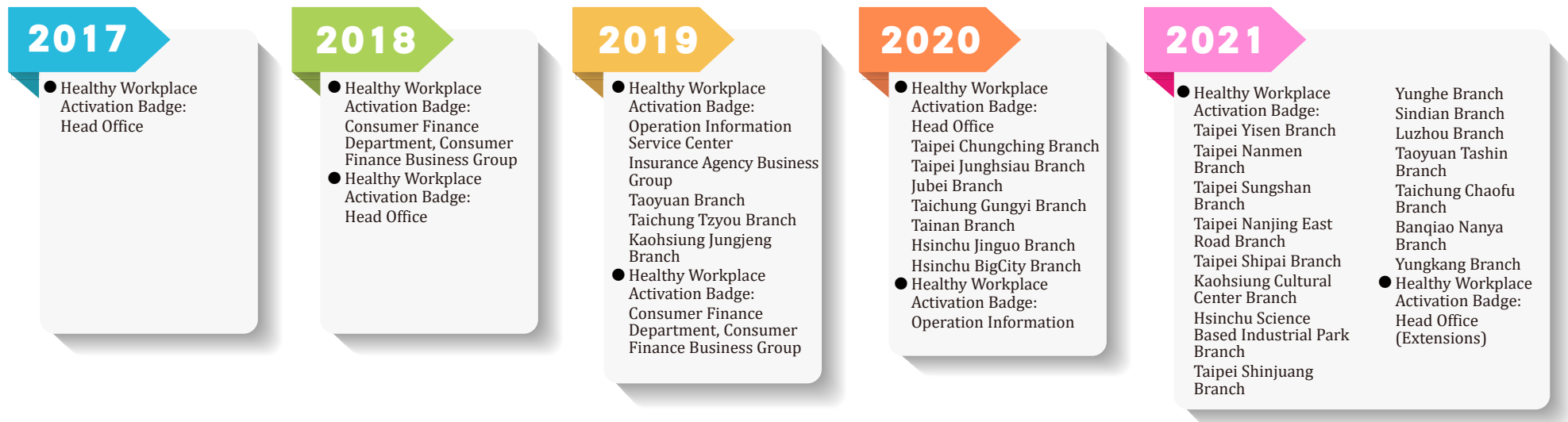
Organize "Everyday is a Healthy Day" health promotional event

August 2nd - October 1st "Everyday is a Healthy Day" Event	We plan the health-related themes of Monday Vegetable Day, Tuesday Sugar Reduction Day, Wednesday Move More, Thursday Getting rid of Oil Day and Friday Water Day to establish healthy eating and regular exercise habits for our employees. A total of 674 colleagues completed 1 to 3 weeks and received the Health Experience Award; 809 completed 4 to 9 weeks and received the Health Sustainability Award.
October 12-November 5 Creative Photo Competition	A total of 97 entries were submitted, and a video file of the "Everyday is a Healthy Day Creative Photo" was created and placed on eHRD for all employees to place their votes. A total of 2,249 people voted, with a participation rate of 87%.

7 Talent Recruitment

- ✚ We provide regular on-site health consultation services by occupational medicine specialists, and arrange online consultation with professional doctors during the COVID-19 pandemic. In addition to providing employee health consultation services, we also assist in the implementation of employee abnormal workload-promoted disease prevention programs, human-caused hazard prevention programs, and workplace maternal health protection programs. A total of 16 sessions were held in 2021, and 121 people received consultations.
- ✚ The head office in the Far Eastern Enterprise Building in Taipei has an employee cafeteria that provides a clean dining environment and healthy meals. We design monthly menus for employees to choose from, and offer a variety of meal combinations and one specialty meal every month, each including main meals, fruits and soups, with the caloric content of the meals marked.
- ✚ The "Health easy go" section of the e-Learning forum on the digital learning platform provides employees with practical information on health services. A total of 15 topics were published and 7,720 views were recorded in 2021.
- ✚ In collaboration with Eden Social Welfare Foundation, 3 visually impaired masseurs were recruited in 2021 to provide massage service to the staff of Panchiao office building to relieve their stress and enhance the employment of people with physical and mental disabilities. In 2021, the number of users was about 2,572, which is 25% lower than previous years due to the temporary suspension of the service during the level 3 alert of the COVID-19 pandemic.
- ✚ In 2021, FEIB was awarded the third place in the Ministry of Education's Sports Department's i sports National Sports Calendar Points Competition for encouraging its employees to develop exercise habits. We also participated in the "Corporate Health Responsibility (CHR)" pledge campaign organized by the Common Health Magazine and received the CHR Health Corporate Citizen Pledge Seal.

Certified as a healthy workplace by the Health Promotion Administration, Ministry of Health and Welfare





7 Talent Recruitment

Create a LOHAS Workplace

Through the electronic internal platform, employees can exchange work tips, product information and other practical life information. Every year, in addition to the annual dinner event, various departments also hold regular outings and festivities. The Employee Welfare Committee has also set up rules for the management of club activities and subsidized club funds to encourage employees to organize leisure or learning clubs after work to strengthen their physical fitness, enrich their lives, and relieve stress appropriately. There were 9 clubs in operation in 2021, namely, Mountain-eering Club, Aerobic Dance Club, Bicycle Club, Yoga Club, Baseball Club, Wine Club, Taipei Badminton Club, Taichung Badminton Club, and Taichung Golf Club.





7 Talent Recruitment

Diverse Communication Channels

All personnel rules and regulations are formulated in accordance with labor laws and regulations. Although FEIB has no collective agreement, we comply with the spirit of the United Nations' Universal Declaration of Human Rights and protects the freedom of association of its employees, and does not treat them differently based on whether they are labor representatives or not. There are provisions for the protection of the complainant while processing employee complaints and reports. If there are any violation of human rights or gender equality, employees can respond through various complaint and communication channels so that they can be treated fairly and protected.

- 🌐 All departments are prohibited from forcing employees to work. According to the relevant measures for attendance management, employees can freely apply for overtime work, and there is no forced labor in the form of debt collection and coercion or withholding of documents.
- 🌐 In order to keep employees quickly and effectively informed of the major operational directions of the Bank and to minimize the impact on employees due to operational strategy adjustments, all operational strategies and major plans are communicated to employees through the intranet system. The weekly business meeting, quarterly risk management committee, asset and liability management committee, and labor-management meeting, etc. are posted in the minutes inside the intranet systems.
- 🌐 A labor-management meeting is held to communicate at least every three months to discuss important policies through bilateral communication. Labor representatives at the labor-management meeting are elected by all employees of each business group or unit, and the labor rights and interests or related matters resolved at the meeting are applicable to each employee. The representatives at the labor-management meeting account for 0.63% of the regular employees.
- 🌐 We publish a quarterly "Human Resources Newsletter" to keep employees informed of important information about the company's activities. The content includes important issues of human resources and each business group, and the distribution channels include e-mail, digital learning development system, and electronic bulletin board. In addition, we have set up an interactive discussion forum "Meeting with You" for employees to have more channels for communication and questions. In 2021, "Human Resources Newsletter" published 45 topics with 1,825 views; "Meeting with You" interactive discussion forum published 14 topics with 2,046 views.
- 🌐 We have a mechanism for employee suggestions, grievances, and complaints, and we handle employee comments immediately and provide appropriate feedback. In addition to providing opinions to supervisors at all levels, employees can also communicate, report, respond to problems or propose reform ideas on various issues through the President's mailbox and the employee suggestion and grievance mailboxes set up by the Human Resources Department. In 2021, there were 6 complaints and 4 reports reported through internal channels, and 5 complaints and 2 reports reported through external channels. The aforementioned complaints or reports involved 0 cases of discrimination, 2 cases of sexual harassment, and 0 cases of indigenous rights or human rights issues.
- 🌐 There were no penalty cases on government labor inspections in 2021.

