



5 Empowering Talent

Talent is the engine of corporate growth and innovation. Our bank, from talent recruitment, on-the-job training to organizational transformation, has always approached from the perspective of goals and actions, considering the future direction of the bank. Through this, we have constructed a comprehensive and continuous talent utilization and development plan to enhance the efficiency of human capital. Due to its emphasis on talent value, the bank offers a competitive compensation structure and has been selected for years as a constituent stock of the "Taiwan High Salary 100 Index" and the "Taiwan Employment 99 Index." Through long-term investment in employee education and training, the bank has received government subsidies for 21 consecutive years, accumulating over NT\$10 million in awards. With its comprehensive human resources strategy and execution, the bank has not only won the "Best Companies To Work For" award from HR Asia magazine for three consecutive years, but also received the "Most Caring Company Awards" in 2023. It was also awarded the Gold Award for Financial Management Consulting Industry in Happy Enterprise Awards by 1111 Job Bank. Moreover, due to its efforts in creating a healthy workplace in recent years, all 56 of the bank's workplaces have been certified as "Healthy Workplaces" by the Health Promotion Administration, Ministry of Health and Welfare, and have been certified as Sports Administration, Ministry of Education "2023 Taiwan i Sports."

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5-1 Equal Employment

- This line recruits through public recruitment, employee referrals, and other recruitment channels. After interviews or tests, qualified candidates are hired. The selection and remuneration standards are handled in accordance with regulations, without discrimination based on race, color, religion, nationality, gender, sexual orientation, age, disability, etc. Once hired, labor contracts are signed with employees to protect their labor rights. Since its establishment, there have been no incidents of differential treatment based on the various factors stipulated in Article 5, Paragraph 1 of the Employment Service Act.
- As of the end of 2023, the number of employees was 2,583, with 27 serving in the Hong Kong region, one serving in Vietnam, and two serving in Singapore. Among the employees, there is one male and one female indigenous person, with an employment rate of 0.1%; there are seventeen persons with disabilities, including nine males and eight females. After calculating the number of employees based on the severity of disability and working hours, it is equivalent to employing 21 persons. The number of employees with disabilities capable of employment per 100 employees is 0.813, and we continue to recruit.
- The total number of new employees for the year was 256, accounting for 9.9% of the total number of employees across the entire company as of the end of 2023; 37 new employees resigned during the year, accounting for 14.5% of the new hires.
- The annual employee turnover rate was 9.3%. The Personnel Office and its subordinate units understood the reasons for resignation through consultation and reviewed for improvement.
- For employees whose employment relationship is terminated due to layoffs, all cases are reported to the employment service agency. Employees may apply to the employment service agency for vocational training and unemployment assistance as needed, in order to facilitate their continued employability or as a transitional assistance program for career planning.
- In 2023, there were 146 managers, all of whom were hired locally in Taiwan. Of these, one person served in Hong Kong, one served in Vietnam, one served in Singapore, and the remaining 143 served in the Taiwan region. The total number of non-managerial employees is 2,437, of which 26 serve in the Hong Kong region, one serves in Singapore, and the remaining 2,410 serve in the Taiwan region.

Employee Diversity Statistics									
Year	2021			2022			2023		
Gender	Male ♂	Female ♀	Total	Male ♂	Female ♀	Total	Male ♂	Female ♀	Total
Indigenous	1	1	2	1	1	2	1	1	2
Persons with Disabilities	10	6	16	9	8	17	9	8	17

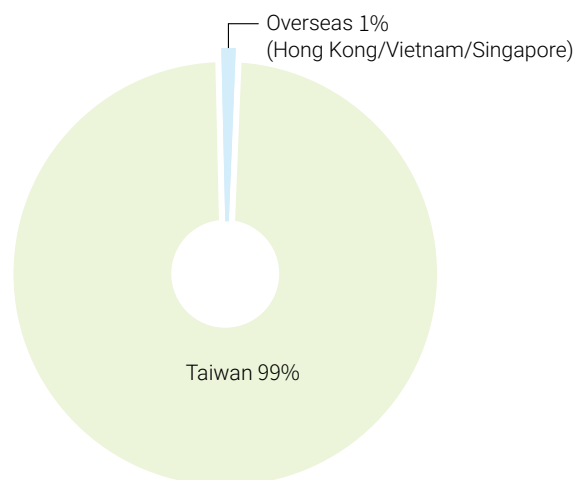


Employee Hiring Status in 2023

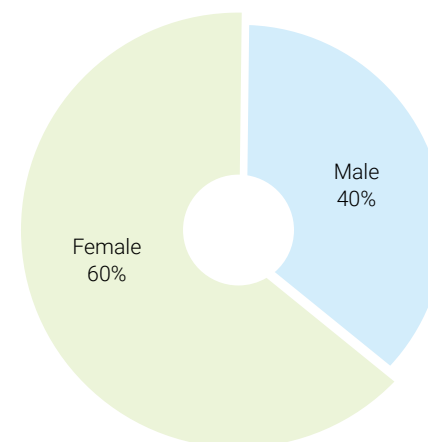
Employee Hiring Status in 2023							
Region/Gender			Taiwan		Overseas (Hong Kong/Vietnam/Singapore)		Total
			Male ♂	Female ♀	Male ♂	Female ♀	
Permanent Employee	Non-Fixed-Term Contract	Full-time	1,003	1,510	16	14	2,543
		Part-time hours	0	0	0	0	0
	Fixed-Term Contract	Full-time	2	1	0	0	3
		Part-time hours	19	18	0	0	37
		Temporary	0	0	0	0	0
	Subtotal		1,024	1,529	16	14	2,583
Casual Employees	Dispatched Personnel		3	2	0	0	5
Total			1,027	1,531	16	14	2,588

Note: The designated temporary contract period is less than 6 months.

+ Employee Hiring Status (regional comparison)



+ Employee Hiring Status (gender ratio)

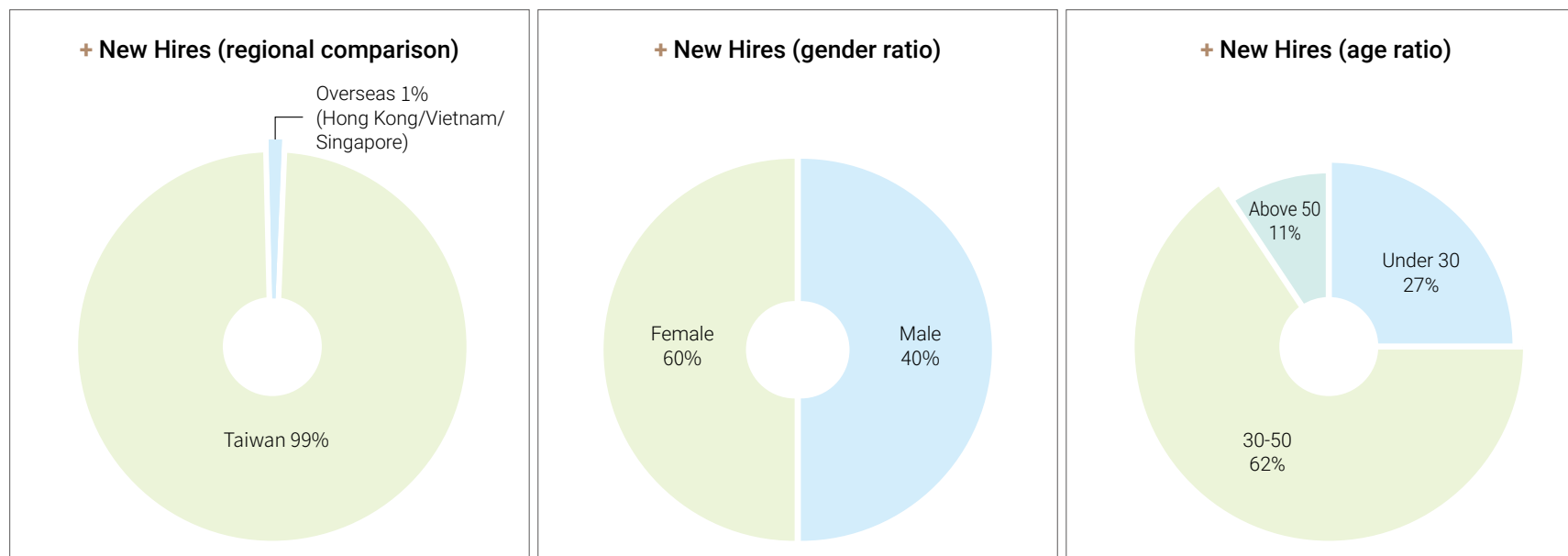




Ratio of New Employees to Employees of the Same Nature in the Entire Industry										
Region	Age bracket	Under 30		30-50		Above 50		Total number of people		
	Gender	Male ♂	Female ♀	Male ♂	Female ♀	Male ♂	Female ♀	Male ♂	Female ♀	Total
Taiwan	New hires	28	39	78	82	19	8	125	129	254
	Total number of employees of the same nature	64	110	640	1,108	320	311	1,024	1,529	2,553
	Percentage of employees of the same nature (%)	43.8	35.5	12.2	7.4	5.9	2.6	12.2	8.4	9.9
Overseas (Hong Kong/ Vietnam/ Singapore)	New hires	0	1	0	0	1	0	1	1	2
	Total number of employees of the same nature	1	2	7	8	8	4	16	14	30
	Share of employees of the same gender (%)	0	50.0	0	0	12.5	0	6.3	7.1	6.7
Total	New hires	28	40	78	82	20	8	126	130	256
	Total number of employees of the same nature	65	112	647	1,116	328	315	1,040	1,543	2,583
	Proportion of employees of the same gender (%)	43.1	35.7	12.1	7.3	6.1	2.5	12.1	8.4	9.9

Note: ❶ The number of people in the table above includes employees with indefinite and fixed-term contracts, but excludes temporary workers.

❷ The ratio of new male employees aged 30 and under to employees of the same gender in the Taiwan region (%) = the number of new male employees aged 30 and under in Taiwan region / the number of male employees aged 30 and under in Taiwan region as of December 31, 2023. The calculation for other categories follows the same method.





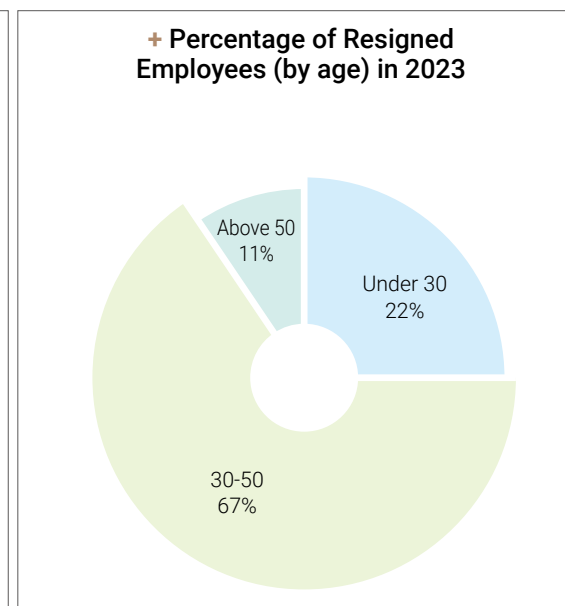
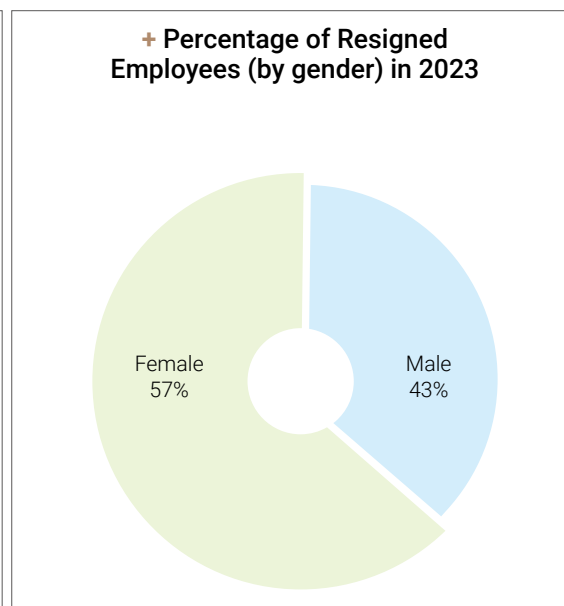
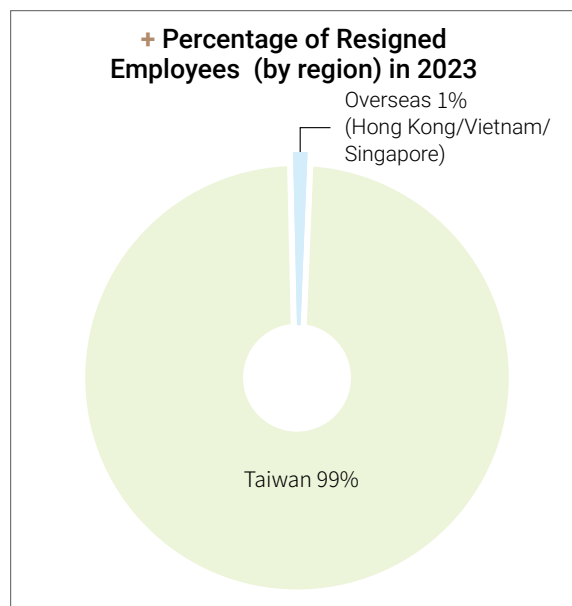
Ratio of Resigned Employees to Employees of the Same Nature															
Region	Taiwan						Overseas (Hong Kong/Vietnam/Singapore)						Total	2023 Average Number of People	2023 Resignation Rate (%)
Age	Under 30		30-50		Above 50		Under 30		30-50		Above 50				
Gender	Male ♂	Female ♀	Male ♂	Female ♀	Male ♂	Female ♀	Male ♂	Female ♀	Male ♂	Female ♀	Male ♂	Female ♀			
Resignations	16	36	72	85	13	12	0	1	0	1	0	0	236	2,539	9.3
Homogeneity Number of Employees	64	108	633	1,096	306	306	1	2	7	8	8	4	2,543		
Possessing the Same Nature Employee Ratio (%)	25	33.3	11.4	7.8	4.2	3.9	0	50	0	12.5	0	0	9.3		

Note: ❶ The above personnel statistics do not include dispatched, fixed-term contract, retired, laid-off, deceased, or dismissed personnel.

❷ 2023 turnover rate = 2023 number of resignations / 2023 average number of employees.

❸ The average population in 2023 = (the population at the end of December 2022 + the population at the end of December 2023) / 2.

❹ The number of male employees under 30 years old who resigned in the Taiwan region as a percentage (%) of employees of the same gender = the number of male employees under 30 years old who resigned in the Taiwan region / the number of male employees under 30 years old in the Taiwan region as of December 31, 2023, with others calculated in a similar manner.



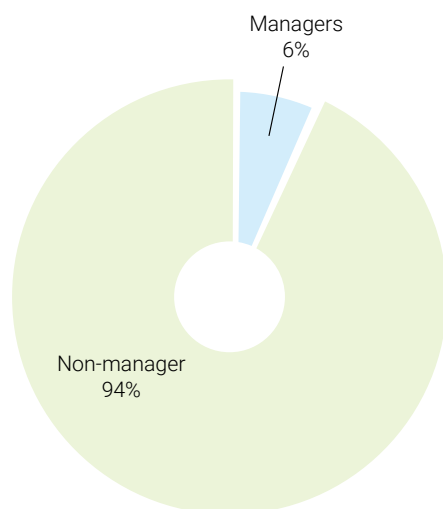


Age/Position Statistics for Managers and Non-managers

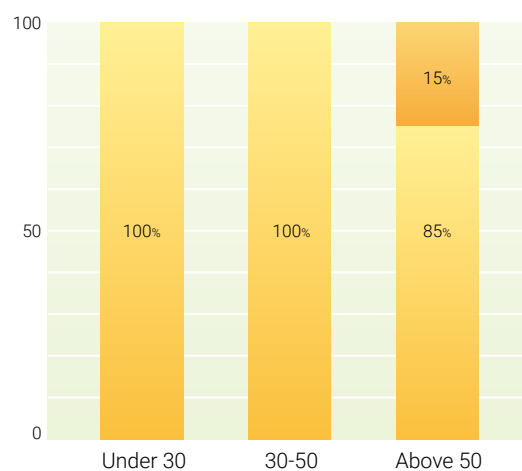
Age/Position Statistics for Managers and Non-managers															
Region	Taiwan							Overseas (Hong Kong/Vietnam/Singapore)							Total
Age	Under 30 years old		30-50 years old		Above 50		Subtotal	Under 30 years old		30-50 years old		Above 50		Subtotal	
Gender	Male ♂	Female ♀	Male ♂	Female ♀	Male ♂	Female ♀		Male ♂	Female ♀	Male ♂	Female ♀	Male ♂	Female ♀		
Managers	0	0	18	10	69	46	143	0	0	0	0	3	0	3	146
Non-Manager	64	110	622	1,098	251	265	2,410	1	2	7	8	5	4	27	2,437
Total	64	110	640	1,108	320	311	2,553	1	2	7	8	8	4	30	2,583

Note: Managers refer to the President, Vice Presidents, Business Group Heads, Associate Vice Presidents, Unit Heads (Division Chiefs, Department Heads), and Branch Managers, and the same applies to the following charts.

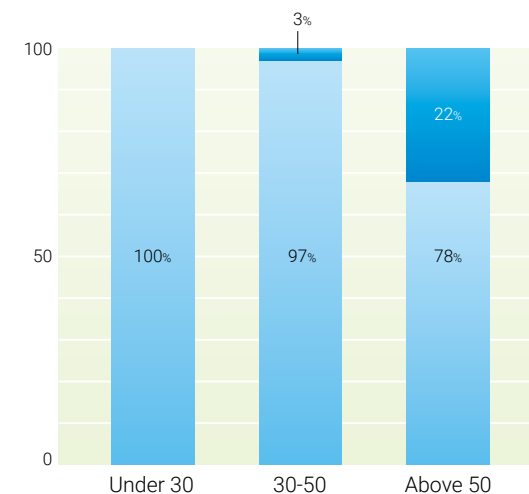
+ Regular Employees (position ratio)



+ Female Regular Employees (job/age distribution)



+ Male Regular Employees (job/age distribution)





5-2 Compensation and Benefits

Basic salaries and overall compensation are determined based on individual academic background, work ability, job responsibilities, performance, and skills, without discrimination based on gender, age, or race. Salaries at all levels exceed the statutory minimum wage requirements. The average annual salary for junior staffs is 2.4 times the 2023 basic annual salary (26,400 NT\$ x twelve months), with men earning 2.5 times and women earning 2.4 times. To uphold the principle that talent is the most important asset of the company and the concept of profit sharing, we have been continuously giving pay raises and bonuses to our employees every year in recent years.

Average Pay Ratio				
Year	2022		2023	
Gender	Male ♂	Female ♀	Male ♂	Female ♀
Managers (%)	108	100%	115%	100%
Non-managers (%)	117	100%	117%	100%

The Average Annual Salary Standard for Junior Employees Is Higher Than the National Minimum Wage Multiple				
Year	2022		2023	
Gender	Male ♂	Female ♀	Male ♂	Female ♀
Junior Staff	2.4 times	2.3 times	2.5 times	2.4 times

Note: Calculation formula: Average salary ÷ National minimum wage (as announced by the Ministry of Labor).

Selected for Inclusion in the High-Salary 100 Index Component Stocks

We regularly commission external consulting firms to conduct salary surveys in order to formulate competitive compensation policies in the job market. Since 2014, we have been selected as a constituent stock of the "High Salary 100 Index" of the Taiwan Stock Exchange for 10 consecutive years, performing excellently in aspects such as average employee salary, net profit, net value per share, and total employee compensation.

Salaries of Permanent Employees not Holding Managerial Positions			
Year	2022	2023	Growth (decrease) rate
Number of Non-managerial Employees	2,210 Participants	2,262 Participants	2.4%
Average	1,199 thousand dollars	1,271 thousand dollars	6.0%
Median	1,061 thousand dollars	1,136 thousand dollars	7.0%

Note: The principles of this statistical table are based on the reporting requirements related to salary information for full-time non-managerial employees of companies listed on the Taiwan Stock Exchange.



Circumstances of Parental Leave Without pay

The parental leave without pay measure is implemented in accordance with labor laws and regulations. In addition to announcing relevant application rules, a dedicated application system has been established to facilitate online applications for employees.

Item	2021		2022		2023	
	Male	Female	Male	Female	Male	Female
Number of eligible applicants	64	79	57	85	56	68
Actual number of applicants	5	36	5	43	6	32
Application rate (%)	7.8	45.6	8.8	50.6	10.7	47.1
Number of people to be reinstated for the year	4	15	1	17	3	15
Number of people actually applying for reinstatement	2	8	1	12	2	14
Return to work rate (%)	50	53.3	100	70.6	66.7	93.3
Number of reinstated employees from the previous year	0	11	2	8	1	12
Number of employees reinstated and employed for a full year in the previous year	0	11	1	6	1	11
Retention rate (%)	0	100	50	75	100	91.7

Note: ❶ Application rate = actual number of applicants / number of eligible applicants.

❷ Reinstatement rate = actual number of reinstated employees / number of employees to be reinstated in the given year.

❸ Retention rate = number of reinstated employees who stayed for one year in the previous year / number of reinstated employees in the previous year.

Performance Appraisal and Promotion System

- The bank implements performance evaluation and career development assessment for employees. The annual performance evaluation is linked to annual goals, which are formulated based on the four perspectives of the Balanced Scorecard. Not only are financial performance achievement and customer satisfaction emphasized, but also the improvement of internal processes. Personal and organizational learning and growth are also set as goals and included in the evaluation. Whether it's setting goals at the beginning of the year, evaluating performance at the end of the year, or evaluating career development, supervisors communicate fully with employees in both directions, discuss, and provide feedback. In 2023, 2,492 formal employees underwent performance appraisal and career development evaluation, with a 100% implementation rate.
- Being promoted is an important process for an employee's career development, and is also one of the main cornerstones of their sense of life accomplishment. Every year, based on employee performance and development potential, managers propose a promotion list which is reviewed one by one; candidates for a certain level and above are also required to present their achievements through a presentation. Each employee can receive a fair evaluation through this open and impartial mechanism, and strive for a higher stage. In 2023, the number of promotions accounted for 14.3% of the total number of employees, with 59.5% being women and 40.5% being men.



Performance Evaluation and Career Development Assessment for Regular Employees in 2023

Number/Ratio	Implement performance appraisal and career development evaluation				Performance evaluation and career development assessment not implemented				Total
	Manager		Non-manager		Manager		Non-manager		
	Male	Female	Male	Female	Male	Female	Male	Female	
Number of People	89	56	904	1,443	1	0	46	44	2,583
Percentage (%)	3.4	2.2	35.0	55.9	0	0	1.8	1.7	100%

Note: The subjects of the annual performance appraisal and career development evaluation mainly include:

- ❶ junior managers who joined the company in the current year and those who have served for less than three months, with the probationary period appraisal instead of the annual performance appraisal.
- ❷ For part-time employees and those who have been reinstated or returned to work for less than three months in the current year, annual performance evaluations and career development assessments will not be conducted. However, their respective units will still review their performance and provide guidance.

Promotion of Permanent Employees

Year	2022			2023		
Gender	Female	Male	Total	Female	Male	Total
Percentage of Total Employees (%)	9.0	7.1	16.1	8.5	5.8	14.3



Comprehensive Benefits

This company plans comprehensive welfare benefits that go beyond the legal requirements, assisting employees in taking better care of themselves and their families from multiple perspectives.

Welfare Dimensions	Description
Happy Family	<ul style="list-style-type: none"> To assist young employees in happily starting a family and raising children, in 2023, the following subsidies were provided: 46 employees (22 females and 24 males) received marriage subsidies, 36 employees (nineteen females and seventeen males) received childbirth subsidies, and 1,195 employees with children under the age of twenty received child-rearing subsidies, totaling 1,891 children receiving subsidies. The spouse and children under 23 years old of employees are also covered by the free "hospitalization medical insurance." In 2023, a total of 3,795 dependents of employees were insured. The leave period for marriage leave takes precedence over labor laws, allowing employees more flexibility in arranging their weddings.
Friendly Parenting	<ul style="list-style-type: none"> Through working from home, or without changing the normal daily working hours, employees can flexibly adjust their start and end times within a two hour range to meet their family care needs. By collaborating with two chain child care institutions, there are approximately 107 contracted child care outlets nationwide, assisting employee parents in solving childcare issues for their children.
Reassuring Protection	<ul style="list-style-type: none"> Plan life insurance, critical illness insurance, hospitalization medical insurance, cancer insurance and accident insurance for employees, with the company fully covering the premiums during employment
Reward Savings	<ul style="list-style-type: none"> Offers preferential deposit interest rates to encourage employees to actively accumulate retirement funds. The average interest rate for 2023 is 6.6%
Employees Equity Trust	<ul style="list-style-type: none"> To share profits with employees and strengthen long-term compensation, the company has implemented an employee stock ownership trust. Employees voluntarily contribute a portion of their salary, and the company provides a partial subsidy. The funds are used to purchase the company's stock through a trust, encouraging employees to share in the operating results and achieve long-term savings goals. In 2023, 1,968 employees participated, with an overall participation rate of 83%.
Retirement Pension Payment	<ul style="list-style-type: none"> Establish a Labor Retirement Preparation Fund Supervisory Committee, hold meetings every three months, to ensure that employees' rights to claim retirement benefits are guaranteed. The current 9th committee members were elected in 2022 and approved by the Department of Labor of the Taipei City Government. The retirement payment standards for all employees are consistent. For new employees subject to the Labor Pension Act, 6% of their salary is contributed monthly to their individual retirement account at the Bureau of Labor Insurance. For old-system employees who choose to continue to be subject to the retirement payment standards of the Labor Standards Act and employees who choose the new system but retain their seniority under the old system, their retirement payment standards under the old system are handled in accordance with the Bank's "Employee Retirement Regulations". For employees who choose to continue to be subject to the old system or choose the new system but retain their seniority under the old system, 2% of their monthly salary is deposited into a dedicated account at Bank of Taiwan. For the year 2023, the defined benefit plan for employee welfare liability reserve amounts to NT\$511 million. The retirement pensions for employees of overseas branches shall be handled in accordance with the regulations of the local government





5-3 Training Programs

📖 To establish a systematic employee training and development system, for many years, the company has introduced the Talent Quality-management System (TTQS) from the Ministry of Labor, improving employee development policies. Passing the audit for enterprise human resources enhancement program every year, in 2023 it continues to receive a reward of NT\$1.97 million, setting the record as the only company in the industry to receive the reward consecutively for 21 years, with a cumulative reward amount of NT\$14.55 million. In recent years, it has also been awarded the “National Talent Development Award for Large Enterprises” by the Ministry of Labor in recognition.

📖 Based on the job duties of employees, we construct a training system and framework with core, management, and professional competencies. We systematically plan courses of different levels to assist employees in performing their jobs and advancing to higher positions. Professional competency training focuses on enhancing knowledge and skills to achieve work objectives; core competency training, on the other hand, emphasizes unleashing the potential of employees at all levels, such as strengthening managers’ strategic planning, innovation, leadership, and management abilities, while instilling in junior staffs customer service, work execution, and teamwork capabilities, addressing both operational and employee development needs.

📖 We provide employees with diverse development opportunities and supporting systems. Firstly, we hold annual basic and intermediate courses for the entire company, with the focus on required competencies. These are complemented by English learning programs, digital capability enhancement plans, and more, to cultivate professional talent. Secondly, to cultivate new managerial talents at all levels, we conduct “New Supervisor Training” for each level every year. We also continue to implement training and development programs for high-level, middle-level potential talents and junior reserve cadres. Combining individual goals, career development, and multi-faceted feedback with business group and departmental goals, we provide guidance, job rotation, and training to members of the three-tier talent development programs.

📖 Providing diverse learning channels, in addition to establishing the eHRD training platform, we have also introduced external digital learning platforms such as Cyber English Classroom and Innovative Learning Institute. The Aerospace English classroom provides English news listening, reading, and other content; the Global Innovation Academy covers digital technology trends, innovation transformation, management leadership, and other courses. Furthermore, 2,576 employees completed the online learning activities of the ESG Elementary School.

📖 The total annual training hours were 499,015 hours, with an average of 174 training hours per person, which is approximately 22 working days.

📖 In response to the trend of sustainable development, internal and external education and training courses have become necessary arrangements. The actual training results for 2023 were a total of 15,680 trainees.

Average Training Hours of Employees		
Category	Female	Male
Total	179.3	155.9
Manager	171.0	173.1
Non-Manager	179.6	154.3

Sustainable Course Categories		Number of Trainees
E nvironmental Sustainability	Courses related to climate and net zero, such as the international carbon border adjustment mechanism and the direction of Carbon Credit, as well as corporate low-carbon transformation strategies	2,542
S ocial Responsibility	Hacker attacks and digital forensics, financial cloud transformation and cybersecurity threats, understanding the Financial Consumer Protection Act, case studies on fair customer treatment, promotional courses on financial-friendly services/data confidentiality/anti-money laundering measures, etc.	12,706
Corporate G overnance	Courses related to governance, such as green sustainable finance risk management, analysis of regulatory penalty cases, the present and future of industrial AI, and comparison of stakeholder conditions in credit cases.	45
ESG Integrated	Sustainable finance forums, etc. courses on understanding ESG and related trends	387
Total number of visits		15,680



Toastmasters Club Came First

- Toastmasters International is a non-profit educational organization founded in the United States in 1958. This line aims to help employees improve their English speaking skills and leadership abilities. Since joining the International Speech and Communication Association of Taiwan in 2010, it has been operating for over ten years and has three sub-associations: FEIB, Young-Banker, and Ferina. The number of sub-associations ranks first among domestic enterprises. To encourage employee participation, Evergreen Bank fully subsidizes participants each year, and through certification rewards and competition prizes, motivates employees to enroll in regional and district competitions. In addition to achieving outstanding performances, employees can expand their networks during these events. By the end of 2023, the number of members reached 60, with a total of 404 participations in various activities. The three chapters, FEIB, Young-Banker, and Ferina, were all awarded the honor of “Outstanding Chapter of the Year” by the General Association.
- In line with the “2030 Bilingual Nation Policy Blueprint” and “Building a Barrier-free Bilingual Financial Service Environment by 2030” policies, our bank actively encourages employees to improve their English proficiency by offering free online English courses. We also cooperate with external professional learning institutions to provide employees with diverse learning channels. Course fees and English test fees are eligible for subsidies. In 2023, we will provide business English conversation courses specifically for colleagues with potential talents, bilingual branch colleagues, and English-speaking business colleagues, to enhance their English proficiency. According to statistics, in 2023, the rate of employees holding English language certifications was 93.2%, with an average of 57.8 hours of English learning per person.

Substantially Encourage On-the-Job Training

To cultivate talents needed for operation and development, and assist employees in continuous learning and self-growth, the bank provides generous subsidies and rewards for employees pursuing master’s degrees or obtaining professional certifications. The professional certification incentive program has been implemented since 2009, and by the end of 2023, there have been 175 applicants.

Promoting Employee Job Rotation System

To encourage employees to broaden their career horizons, our company has established “Guidelines for Employee Transfers.” Employees who have worked in their current unit for at least six months are eligible to apply for a transfer. Employees can check the latest job vacancy information actively published by various departments on the internal website, and apply according to their personal interests, expertise or career plans. After the receiving unit agrees and the transferring unit processes the transfer, it will take effect within 3 months. In 2023, 282 people were transferred across departments, including 119 males and 163 females.

Cultivating the New Generation of Elites

- To strengthen the human capital necessary for sustainable development, we implemented a Management Associate (MA) training program, recruiting outstanding talents from within and outside the industry every year. This infuses new blood from external sources, while internally, each business group/department nominates outstanding personnel to be groomed as future reserve managers. High-performing talents are also rewarded and encouraged to stay. Through solid and intensive courses, rotational internships, and project execution, we systematically nurture the next generation of elite middle-level executives, demonstrating our ambition to actively utilize the new generation’s capabilities.
- The “High Potential Talent Development Program” aims to cultivate senior managers for key positions in the bank. Business groups/departments nominate candidates with future development potential to succeed. “The Mid-Level Talent Development Program” selects outstanding mid-level talents with strong learning motivation, willingness to take on digital projects, and commitment to continuous development within the organization, through recommendations from business groups/headquarters and self-nominations by high-performing employees. By the end of 2023, including high-potential, mid-potential talents and reserve cadres under development, the bank’s talent pool has accumulated to 178 people.

Reserve Manager Training Program	
Stage	Content
Centralized Training	For two weeks, professional courses such as financial products, operational processes, general laws and regulations, and management skills were offered, along with outdoor team-building activities. Supervisor forums and visits to affiliated companies were also conducted to achieve the effects of benchmarking and learning.
In-Depth Training	Implement in-depth training within the business groups, and rotate to different units for internships
On-the-Job Retraining	Arrange for project presentations, manage courses, take business English courses (with level-based teaching), and arrange to join the Toastmasters International, District 67 to improve presentation and public speaking skills.
Mentor System	Every MA is assigned a manager-level supervisor as a Mentor, who enhances their learning effectiveness and cultivates a positive work attitude through regular consultations.



5-4 Work Environment

From the first day employees join our company, they receive a new employee orientation handbook and a personal tour of the work environment to help reduce discomfort in unfamiliar surroundings. Each new employee is also assigned a dedicated mentor to help them quickly adapt to the organizational culture, build a sense of belonging and connection, and guide them on any work-related issues.

Environmental Safety Comes First

According to the Occupational Safety and Health Management Regulations, this bank is classified as a third-class business with low-risk industry and with fewer than three thousand employees. Although it is exempt from establishing a management unit and an occupational safety and health management system, in order to actively create a healthy and safe working environment, it has established relevant regulations such as "Safety and Health Work Rules", "Occupational Safety and Health Management Regulations", and "Regulations for the Prevention of Sexual Harassment, Grievance and Disciplinary Procedures" to serve as operational guidelines for occupational safety and health operations. Moreover, to ensure the safety of employees performing their duties, the "Plan for the Prevention of Unlawful Infringement on Employees Performing Their Duties" has been established to reduce potential risk factors in the workplace. The implementation is as follows:

- Formulated a public announcement of "Regulations for the Prevention of Sexual Harassment, Grievance and Disciplinary Procedures" in accordance with the "Gender Equality in Employment Act" and the "Act of Sexual Harassment Prevention". Revised and published the "Amendments to the Regulations for Establishing Measures on Prevention of Sexual Harassment in the Workplace" as stipulated by the laws. Conducted regular educational training and promotion annually to ensure that all employees and supervisors are aware of and comply with the regulations.
- Regularly evaluate the identification of workplace hazard factors and risk control measures, inspect the suitability of the workplace environment, work fitness, and staffing allocation, and improve the workplace environment and operational processes based on the evaluation results.
- Annually implement the "Employee Workplace Unlawful Infringement Prevention Plan" to check the workplace layout and job suitability aspects, put into practice the prevention of workplace violence, ensure the physical and mental health of workers, and establish a friendly workplace culture.
- For communication, issues or suggestions for improvement regarding occupational safety and health matters, colleagues can provide feedback to the supervisors of each unit or the occupational safety and health officers assigned to each workplace. The head office has also set up dedicated consultation and complaint channels, including dedicated telephone, fax and email, with designated personnel responsible for handling complaints related to workplace violence, sexual harassment or other inappropriate treatment in a confidential manner.
- Establish emergency response capabilities for fires or earthquakes, and arrange fire and earthquake evacuation drills annually. For the headquarters building, an earthquake truck and AED&CPR experience zone will be added to the drill in the second half of 2023 to enhance employees' preparedness for disasters.
- Plan the organizational structure for occupational safety and health tasks, designate occupational safety and health supervisors, occupational safety and health officers, on-site first aid personnel, and fire safety officers. Regularly commission external training institutions to conduct relevant training and provide paid leave, so that responsible personnel have sufficient professional knowledge to plan and implement occupational safety and health operations. To enhance employees' knowledge of occupational safety and health, a comprehensive occupational safety and health education and training curriculum has been developed. New employees must receive three hours of training upon onboarding, and general employees must receive three hours of training every three years.

Course Items	2021		2022		2023	
	Number of people	Hours	Number of people	Hours	Number of people	Hours
Occupational Safety and Health Officer Training	118	1,074	8	224	128	1,013
First Aid Personnel Training	6	38	141	618	15	225
Fire Safety Manager Training	7	112	11	132	140	1,127
General Employees (including informal employees)	3-year 3-hour occupational safety and health on-the-job education and training					



Promoting Employee Health

The bank has specially appointed occupational medicine specialists and dedicated nurses to implement various employee health service measures. Through the following efforts, in 2023 the bank had no employees or workers engaged in high-risk or high-incidence specific disease occupations, and there were no cases of employees suffering from occupational injuries or occupational diseases.

- Conduct regular employee health checkups, with employees aged 65 and above receiving annual checkups, while other employees will receive checkups once every two years starting from 2024. A variety of health checkup packages will be offered for employees to choose from. The screening results are evaluated by nurses for health risk stratification. For moderate to high-risk cases, health education will be provided, and appointments with doctors will be arranged.
- Formulate and implement various employee health protection plans:

Plans	Description
Abnormal Workload Leads to Disease Prevention Plan	Conduct a workload questionnaire survey on employees, statistically analyze employees' overtime hours every quarter, and analyze employees' health checkup data. Screen for high-risk cases of cerebrovascular and cardiovascular diseases, and arrange on-site consultations with occupational medicine physicians and provide health guidance.
Workplace Maternity Health Protection Plan	Female employees who are pregnant or within one year after childbirth are required to fill out the "Self-Assessment of Health Conditions for Maternal Workers" form. Their direct supervisors, together with the occupational safety and health officers, will complete the "Work Environment and Hazard Assessment" form. Medical personnel will then evaluate the employees' health risks, perform risk classification management, arrange physician consultations, and if necessary, make adjustments to their job suitability or implement health protection measures.
Human Risk Prevention Plan	Every three years, conduct a survey on musculoskeletal disorder symptoms for all employees, provide health guidance and other measures for suspected harmful cases, and conduct workplace environment investigations and seek improvements when necessary.
Middle-Aged and Elderly Workers Mental and Physical Health Protection Plan	For middle-aged and older workers, review the risks in the workplace and personal health, and when necessary, implement health protection measures, improve the working environment, or redesign job duties to enhance the physical and mental health of middle-aged and older workers and prevent occupational accidents from occurring.

- Organized "2023 Comprehensive Health Year" health promotion activities, including two physical fitness tests with 165 participants; eleven health seminars with 1,642 attendees; fun run/fun ride incentive activities with 2,175 participants.
- Providing on-site health consultation services from occupational medicine specialists and nurses. In addition to providing employee health consultation services, they also assist in implementing employee abnormal workload-induced disease prevention programs, human factor hazard prevention programs, and workplace maternity health protection programs. In 2023, 128 people received consultation services from contracted doctors, and 333 people received consultation services from contracted nurses.
- Regularly test and examine the drinking water equipment and drinking water quality.
- The headquarters located in The Executive Centre in Taipei has an employee cafeteria that provides a clean dining environment and healthy group meals. The menu is designed monthly with calorie information provided for employees to choose from. A variety of meal combinations and flavors are offered, with each meal including a main dish, three side dishes, fruit, and soup.
- In the "Health easy go" section of the e-Learning platform's discussion forum, practical health information is provided to employees. In 2023, thirteen topics were posted, with 2,925 views.



- Participated in the "Corporate Health Responsibility (CHR)" pledge activity hosted by CommonHealth Magazine, and received the CommonHealth CHR Corporate Health Responsibility Pledge Badge.

Obtained the Healthy Workplace Certification from the Health Promotion Administration, Ministry of Health and Welfare		
Year	Healthy Workplace Initiation Logo	Health Workplace Promotion Label
2017	Head Office	—
2018	Consumer Banking Group, Consumer Finance Division	Head Office
2019	Operations and Information Service Center, Insurance Agency Business Group, Taoyuan Branch, Taichung Ziyou Branch, Kaohsiung Zhongzheng Branch	Consumer Banking Group, Consumer Finance Division
2020	Taipei Chongqing Branch, Taipei Zhongxiao Branch, Zhubei Branch, Hsinchu Jingguo Branch, Hsinchu Jucheng Branch, Taichung Gongyi Branch, Tainan Branch	Operations and Information Services Center
2021	Taipei Yixian Branch, Taipei Nanmen Branch, Taipei Songshan Branch, Taipei Nanjing East Road Branch, Taipei Shipai Branch, New Taipei Xinzhuang Branch, New Taipei Yonghe Branch, New Taipei Xindian Branch, New Taipei Luzhou Branch, New Taipei Banqiao Nanya Branch, Taoyuan Daxing Branch, Hsinchu Science Park Branch, Taichung Chaofou Branch, Tainan Yongkang Branch, Kaohsiung Cultural Center Branch	Headquarters (extended)
2022	New additions: Taipei Gu Ting Branch, Taipei Chung Cheng Branch, Taipei East Gate Branch, Taipei Dadaocheng Branch, Taipei Xinyi Branch, New Taipei City Banqiao Far Eastern Department Store Branch, New Taipei City Sanxia Branch, New Taipei City Shuanghe Branch, New Taipei City Xinzhuang Fuguobranh, Taoyuan Zhongli Branch, Taichung Wunsin Branch, Nantou Branch, Kaohsiung Boai Branch, Kaohsiung Wufu Branch, Tainan Chongde Branch Extension: Taoyuan Branch, Taichung Ziyou Branch, Kaohsiung Zhongzheng Branch	Banqiao Jiangtzu Office
2023	Added: Taipei Songjiang Branch, Taipei Yongji Branch, Taipei Jinhua Branch, Taipei Chengde Branch, Taipei Fuxing Mini Branch, Taipei Dunnan Branch, New Taipei Banqiao Culture Branch, New Taipei Banqiao Zhongzheng Branch, New Taipei Zhongli Branch, New Taipei Linkou Branch, Taoyuan Dayu Branch, Taichung Daya Branch, Taichung Dali Branch, Chiayi Branch Extension: Taipei Zhongxiao Branch, Taipei Chongqing Branch, Zhubei Branch, Hsinchu Jucheng Branch, Hsinchu Jingguo Branch, Taichung Gongyi Branch, Tainan Branch	—

Create a Happy and Lively Workplace

- Employees can share their work experience, product information, and other practical life information through the e-internal platform.
- In addition to the annual spring wine event, each department also regularly holds outings, employee family days, or social gatherings.
- The Employee Welfare Committee has established regulations for managing club activities and providing subsidies for club funds, to encourage employees to organize leisure or learning clubs during their spare time outside of work, promoting physical fitness, enriching their lives, and appropriately relieving stress. In 2023, there are five active clubs, which are the Aerobic Dance Club, Cycling Club, Baseball Club, Taipei Badminton Club, and Taichung Badminton Club.





Multiple Communication Channels

- In order for employees to quickly and effectively understand the company's major operational directions, and to reduce the impact on employees caused by adjustments to operational strategies, all operational strategies and major plans are announced to employees through the internal network system. Internal network system such as weekly meetings and quarterly risk management committee, asset and liability management committee, and labor-management meetings, etc. distribute meeting minutes.
- At the annual company spring banquet, there is an arrangement to review the major events of the past year and present the new year's strategies, with the President personally addressing all employees.
- Every three months, a labor-management meeting is convened to directly communicate and discuss important policies through two-way communication. The labor representatives at the labor-management meeting are elected separately by all employees of each business group or unit. The labor rights or related matters resolved at the meeting apply to every employee. The labor-management meeting representatives account for 0.7% of the regular employees.
- Compile and publish the "HR Quarterly" to provide employees with important information on the company's activities. The content includes important topics related to human resources and various business groups. The distribution channels include email, digital learning development system, electronic bulletin board, and others. Additionally, we have set up an interactive discussion area called "Appointment with You" to provide employees with more diverse channels for communication and inquiries. In 2023, the HR Quarterly published 49 topics with 2,648 views; the "Have a Date with You" interactive discussion area published nine topics with 2,684 views.
- An employee suggestion, complaint, and reporting mechanism is in place to promptly address employee feedback and provide appropriate response. In addition to providing suggestions to supervisors at all levels, employees can also communicate, report issues, or propose reform ideas on various topics through the President's mailbox and the employee suggestion and complaint mailbox set up by the Human Resources Department. In 2023, there were two cases of internal complaints and three cases of internal whistleblowing; two cases of external complaints and no cases of external whistleblowing. The aforementioned appeal or complaint case did not involve sexual harassment, nor did it involve discrimination, indigenous rights, or human rights issues.

