

# First Financial Holding Human Rights Commitment

## I. Applicable scope and targets

The First Financial Holding Human Rights Commitment applies to the overall operations of the Company, its subsidiaries, and other investee companies over which the Company retains substantial control. The Company requires its suppliers, partners, and customers to comply with the spirit of human rights protection in the Human Rights Commitment to reduce the impact of human rights risks and promote sustainable economic, environmental, and social development.

## II. Purpose and basis of establishment

First Financial Holding Co., Ltd. (FFHC) respects and supports internationally recognized human rights norms and principles. We uphold our core value of putting people first and fulfilling corporate social responsibility and adhere to internationally recognized labor human rights norms and principles. We support human rights issues advocated by the non-profit organization Business for Social Responsibility (BSR), formulate human rights policies, and pay close attention to ESG-related issues to protect and safeguard the basic human rights of all employees, atypical employees, and interns.

This Commitment complies with the following human rights norms and principles:

### International:

- ◆ Universal Declaration of Human Rights
- ◆ UN Guiding Principles on Business and Human Rights
- ◆ The Ten Principle of UN Global Compact
- ◆ International Labour Organization Core Labour standards
- ◆ ISO 26000 Guidance on Social Responsibility
- ◆ Convention on the Elimination of All Forms of Discrimination against Women
- ◆ International Covenant on Economic, Social and Cultural Rights
- ◆ Modern Slavery Act Transparency Statement
- ◆ OECD Guidelines for Multinational Enterprises
- ◆ Equator Principles
- ◆ Principles for Responsible Banking
- ◆ Principles for Responsible Investment
- ◆ Principles of Sustainable Insurance

### Domestic:

- ◆ Occupational Safety and Health Act
- ◆ Labor Standards Act
- ◆ Act of Gender Equality in Employment
- ◆ Employment Service Act
  
- ◆ Corporate Social Responsibility Best Practice Principles for TWSE/TPEX Listed Companies
- ◆ Stewardship Principles
- ◆ Four major plans for labor health protection (maternal health protection in the workplace, human-factor hazard prevention, abnormal workload-triggered diseases prevention, and prevention of illegal infringement at work)

## III. Commitment and Implementation

FFHC pledges to comply with the spirit and basic principles of human rights protection enshrined in international human rights conventions and incorporate relevant issues into our internal policies such as the "ESG Policy", "CSR Code of Conduct", "Sustainable Investment Policy", "Sustainable Lending Policy", and "Supplier Management Guidelines" to ensure that employees, suppliers, and customers do not commit actions that infringe or violate human rights and implement human

rights protection regulations to ensure fair and dignified treatment.

**(I) Employees**

**(1) Comply with international human rights conventions and laws and regulations, prohibit forced labor, and provide a diverse, inclusive, and equal work environment free of discrimination.**

FFHC ensures compliance with internationally recognized norms on the human rights of workers, prohibit any form of discrimination, forced labor and child labor under the age of 16, and bans any form of discrimination against employees on the basis of race, class, language, thought, religious, political affiliation, ancestry, place of birth, gender, sexual orientation, age, marital status, appearance, facial features, physical and mental disabilities, or union membership to protect human rights of laborers.

**(2) Regularly review the implementation of the Human Rights Policy and human rights targets**

FFHC promotes a diverse and friendly workplace culture, supports and implements human rights protection, establishes human rights due diligence processes, regularly identifies important human rights issues, and conducts risk assessments. The Company designs management, mitigation, and remedial measures based on the assessment results and tracks improvements to effectively reduce the effects and impact of human rights risks.

**(3) Protect employment opportunities and implement transparent and fair promotion mechanisms**

The Company is committed to the principles of fairness and reasonableness to ensure that employees' salaries do not differ based on gender, age, race, or other factors, and to provide a workplace environment of dignity and equality. The Company guarantees fair promotion and transparency mechanisms to ensure equal job opportunities. The Company has established smooth promotion channels and established a database to analyze employees based on their attributes, experience, and specialties to provide the younger generation with a fair and transparent future with hope.

**(4) Improve the "ISO 45001 Safety and Health Management System" to provide a healthy and safe workplace environment and protect employees' physical and mental health**

The Company complies with occupational safety and health related laws and regulations, improves the "ISO45001 Occupational Safety and Health Management System", creates a safe and healthy workplace environment, and implements physical and mental health measures in the workplace. The Company implements the four major programs for labor health protection and organizes regular training and health examinations for employees to reduce the risk of occupational accidents. We set clear regulations on work hours and extended work hours, and regularly monitor and manage employees' attendance to ensure that they are not exposed to the risks of excessively long work hours that may affect their health.

**(5) Protect the freedom of association and promote harmonious employee and employer relations to attain Sustainable Development Goals**

Encourage employees to set up a diverse range of clubs and provide them with legitimate and diverse activities to increase employees' work and life balance. In addition, the Company has created an environment conducive to communication and protects employees' rights to participate in union activities. We convene regular employer-employee meetings to ensure smooth communication channels for employees and employers. We recognize the results of collective bargaining and uphold the principle of good faith in signing collective bargaining agreements to create a workplace environment with harmonious employees-employer relations.

**(II) Suppliers**

**(1) Comply with internationally recognized human rights protection regulations for workers and obtain the "ISO 20400 Sustainable Procurement Guidance Performance Evaluation" certification.**

The Company established the "Directions for Supplier Management of FFHC and its Subsidiaries" and introduced the 7 core ideas of "ISO 20400 Sustainable Procurement Guidance" to fulfill corporate social responsibilities and promote the sustainable development of the economy, environment, and society jointly with suppliers. We assist and encourage suppliers to follow the Directions, implement sustainable development and human rights issues, and establish appropriate management methods and procedures. In addition, we also require suppliers to ban discrimination in their human resource policies, eliminate all forms of forced labor, and ban inhumane treatment and forced labor. They may not hire child labor under the age of 16 or engage workers under the age of 18 in tasks deemed hazardous or harmful in accordance with the laws and regulations.

**(2) Signing of the "Declaration on Human Rights and Environmental Sustainability Clauses"**

We require suppliers to commit to and sign the "Declaration on Human Rights and Environmental Sustainability Clauses". We establish the three steps for supply chain management to select suppliers who conform with the spirit of corporate sustainable development as long-term partners. We regularly audit whether suppliers are subject to environmental or occupational disasters or labor law violations. FFHC monitors suppliers that have been penalized for violation of environmental protection regulations and requires them to submit improvement plans or terminate business relations. In addition, we organize the annual "First Financial Group Supplier Meeting" to facilitate communication. We also visit and audit all companies of the Group to ensure suppliers' rigorous compliance with related regulations and environmental protection regulations, and effectively implement human rights protection and sustainable development of the environment.

**(III) Customers**

**(1) Protect customer rights and interests**

The Group has established the "Policy of Fair Customer Treatment" to incorporate fairness in customer services into our internal control and auditing system. We strengthened the implementation in regular employee training to increase employees' awareness of financial consumers' rights and compliance with laws and regulations. We also established a consumer complaint channel on the corporate website to ensure compliance with the principles of reasonableness, equality, reciprocity, and integrity to protect the rights of financial consumers.

**(2) Ensure information security and privacy protection**

The Company provides all employees (including contracted and security personnel) with training on the Personal Data Protection Act, GDPR, and customer privacy protection to strengthen employees' information security awareness and ensure privacy protection. We have established comprehensive information security protection mechanisms and regularly conduct exercises for leaks of personal information to strengthen the reporting and response capabilities, prevent theft, tampering, destruction, loss, or leak of customer data, and to ensure data security for customers and stakeholders.

**(3) Comply with Principles for Responsible Banking and bear social responsibilities for due diligence**

Fulfill the social responsibility of the financial industry in the financial supply chain in order to achieve sustainable development of the environment, economy, and society. The Company complies with the United Nations "Principles for Responsible Banking" and regular communicates and negotiates with stakeholders. We promote and implement the Principles each year and we

have signed the "Equator Principles" and established the "Sustainable Lending Policy" and "Green Financing Review Principles" to impose conditional limitations on the amount of loans for projects that involve environmental pollution, threats to social welfare, infringement of human rights, or other ESG risks. We prudently assess cases and require borrowers to perform their obligations to ensure social and environmental sustainability. We rigorously execute Customer Due Diligence (CDD) and Know Your Customer (KYC) procedures to protect consumer rights and interests. We also implement the Know Your Product (KYP) policy for financial product and services to set up review system for investment financial products which will prevent customer exposure to excessive risks and protect customer rights and interests.

#### **(4) Comply with Principles of Responsible Investment and Sustainable Insurance**

We follow the United Nations "Principles for Responsible Investment" for the establishment of the "Sustainable Investment Policy" and include ESG-related risks such as damage to social welfare and violation of human rights as reference factors for investment decision analysis (e.g., information security and privacy, labor standards, percentage of female directors, external ESG scores, ESG information disclosure, etc.). We also prohibit investments in controversial industries and comply with the contents and spirit of the "International Bill of Human Rights" and "International Covenant on Economic, Social and Cultural Rights" by adding human rights protection as a selection criterion for attaining social values and requiring investees to accept and enforce it. We carefully disclose ESG information to ensure that investment projects fulfill our human rights commitments. In addition, First Insurance complies with the four major principles of the United Nations "Principles for Sustainable Insurance" and established the "Sustainable Insurance Policy" for the following: (1) incorporate ESG issues into the Company's business decisions; (2) cooperate with customers and corporate partners to enhance ESG awareness and risk control; (3) promote ESG with the government, regulatory authorities, and other stakeholders; (4) regularly disclose the progress of the implementation of sustainable insurance principles. The Company aims to meet policyholders' protection needs, create opportunities for sustainable development, and bear social responsibilities.

#### **IV. Complaint mechanisms and mitigation measures**

- (I) To strengthen the complaint and communication mechanisms of employees and external entities, the subsidiaries of the Group have established reporting procedures reviewed and passed by the companies' Board of Directors. They also set up hotlines, fax, emails, and other complaint channels and publish them on company websites. The internal audit unit/branch audit manager accept complaints and assign cases to units that have independent power for investigation based on the nature of the cases to effectively process complaints.**
- (II) The telephone number and e-mail for employee complaints are posted under the "Stakeholder Communications" section of our corporate website. The "CSR - CSR Report" section also features a stakeholder opinion survey that can also be used as a channel for employee communication and complaints.**
- (III) To facilitate the filing of complaints and response for sexual harassment incidents, the subsidiaries have established the "Sexual Harassment Prevention Complaints and Disciplinary Regulations", set up telephone, fax and e-mail for filing sexual harassment complaints, and assigned dedicated personnel to process the incidents. We convene meetings of the "Sexual Harassment Complaints Committee" and initiate investigation procedures without disclosing information. We also protect the parties' privacy and personal legal interests and take immediate and effective correction and remedial**

measures based on the conditions of individual cases. Example: Perpetrators receive demerits and penalties and are transferred from their original positions to prevent further contact with the victims. The Company provides victims with the necessary assistance and support and hires lawyers to provide legal assistance for civil cases to claim compensation for damages.

- (IV) The Company does not tolerate workplace bullying or harassment by the Company's senior executives. If the Company receives a report of illegal infringement, discrimination, or harassment, the Human Resource Department shall form an investigation team and submit investigation results to the Personnel Evaluation Committee for review. The Company shall provide the victims with the necessary assistance and support, and arrange psychological counseling services, peer support, rehabilitation or leave, or adjustments in work to provide support and encouragement. The Company hires lawyers to provide assistance for civil cases to claim compensation for damages and process related legal proceedings.
- (V) The Company has set up diverse and confidential employee communication channels to build harmonious employee and employer relations and enhance both the sustainable development of the Company and employer welfare. The Employer-Employee Meeting consists of an equal number of labor and management representatives. Regular meetings are held to discuss employer-employee issues such as improvements to working conditions and benefits, enhance employer-employee relations, and create an open employer-employee communication platform.
- (VI) If partners, including suppliers, violate the "Declaration on Human Rights and Environmental Sustainability Clauses" they signed with the Company and fail to propose an improvement plan after being requested to do so, the Company may terminate the partnership and business transactions with them at any time to ensure that they pay more attention to human rights and environmental issues, reduce the occurrence of human rights risks, and meet the targets for sustainable development of human rights.
- (VII) If a customer has threatened social welfare or infringed human rights, and fails to propose an appropriate improvement plan after communication, the credit review unit shall approve or reduce the credit limit or add restrictive conditions for passage based on the severity of the violations. Where the ESG risk factors cannot be resolved or improved, the Company shall refuse to provide loans.
- (VIII) With regard to equity investment of the Group's funds or assets under management in listed companies, we review whether the investee violates requirements in screening criteria such as product sustainability, human rights, environmental protection, and controversial social issues. Investments shall not proceed if any violation is found. We guide the investee to fully perform the responsibility of human rights protection and social sustainability.
- (IX) Where an employee of the Group commits any infringement or violation of human rights, the case shall be submitted to the Personnel Evaluation Committee in accordance with the "Employee Code of Conduct" and "HR Management Rules". The Committee shall impose suitable punishments and take immediate and effective corrective and remedial measures based on the conditions of individual cases.