

## **FFHC Occupational Safety and Health Policy and Statement**

Adhering to the corporate mission and business philosophy of First Financing Holding Co., Ltd. (hereinafter referred to as “FFHC”, “Group”, “Company” or “we”), in addition to abide by the basic principle of customer-oriented and provide products and services that satisfactory to customers, we also adhere to the consistent concept of respecting and caring for the safety and health of employees, clients, suppliers and contractors, we hope to provide a safe and secure work environment for all employees and interested parties.

### **Group Vision**

We not only actively prevent accidents, but also continuously improves occupational safety and health, with the pursuit of “zero disasters and zero accidents” as the highest goal.

### **Group Mission**

- Establish a safe and secure workplace to promote the physical and mental health of employees
- Implement risk opportunity assessment management to improve occupational safety and health performance
- Strengthen occupational safety and health awareness and capacity, and ensure consultation and participation with workers
- Comply with regulations and obligations to continuously maintain and optimize the occupational safety and health system
- Communicate and cooperate with stakeholders to reduce workplace safety and health risks

### **Management Policy**

- Pursuant to the requirements of ISO 45001: 2018 standard, establish, implement, maintain and continuously improve the occupational safety and health management system, including the required processes and their application, in order to achieve the expected results such as improving the Company’s occupational safety and health performance.
- Adhere to or adopt better than domestic and foreign safety and health regulations and standards, determine the applicable occupational safety and health laws/regulations and other requirements.
- By conducting occupational safety and health hazard identification for operational activities and processes, FFHC prioritizes and sets action plans, and establishes quantitative targets to improve occupational safety and health performance metrics. This process helps in determining unacceptable risks and mitigating the potential harm that may be caused by occupational safety and health risks.
- Integrate occupational safety and health management system requirements into the Company’s various business processes, including deepening the awareness, responsibility and commitment of safety and health of all employees, subsidiaries, joint ventures, suppliers and contractors.
- Pay attention to international safety and health issues, assess risks and opportunities, invite employees or labor representatives in the Company to participate and provide opinions, and continuously improve the suitability, adequacy and effectiveness of the occupational safety and health management system so as to enhance the occupational safety and health performance. Implement necessary actions towards improving risks and opportunities to. build a good working environment that achieves the expected results of its occupational safety and health management system.
- Regularly conduct internal audits, provide information on the occupational safety and health management system, and establish, implement and maintain an internal audit plan at the same time. The results of the audit are reported to the relevant management, and actions are taken to resolve non-conformities and continuously improve occupational safety and health performance.

- The Occupational Safety and Health Committee tracks the implementation results of occupational safety and health issues on a quarterly basis, and the implementation results are also reported to the FFHC Board of Directors for supervision and management every year.
- Actively communicate and cooperate with customers, suppliers and contractors to jointly improve the safety and health performance of the supply chain. The Company requires suppliers to sign the “Declaration on Human Rights and Environmental Sustainability Clauses” and comply with “Directions for Supplier Management of FFHC and its Subsidiaries” when making contracts.
- Introduce the "ISO 20400 Sustainable Procurement - Guidance", in addition to identifying key industries with sustainable risks such as human rights and labor practices (including health and safety), a supplier scoring mechanism is also established to include occupational safety and health in the "Supplier Preview Assessment Items". Those who pass the assessment will be incorporated into the qualified supplier database, the data will be periodically maintained, and be given priority to cooperation.
- Share occupational safety and health knowledge and experience externally, we work together with business partners, industries, government, academia and the whole society to build a safety and health workplace. Promote and require suppliers to comply with the basic labor rights protection principles of Universal Declaration of Human Rights, and relevant health and safety regulations. Commitment to achieve fair and equitable human resource policies, protect the natural environment and implement environmental sustainability.

### **Governance Organization**

The Occupational Safety and Health Committee is entrusted by the president to the vice president of the business group for comprehensively management. The meetings are held once a quarter, and the content of the meeting is mainly to review, coordinate and recommend matters related to safety and health. Participants of the meeting include occupational safety and health committees (including heads of units and labor representatives), occupational safety and health management personnel, and medical professionals engaged in health services.

### **Health Risk Assessment**

By using the Occupational Safety and Health Act and PDCA management cycle as a framework, the Company adopts different communication channels and conducts questionnaire surveys through automatic inspection programs, health examination programs for all employees, and four major programs for mental and physical health protection, to identify safety risks that might occur in each operating procedure, content, and environment. Risk maps showing the health of employees are also analyzed.

To effectively protect employees' safety and health, we evaluated employees' health risks based on important indicators such as the nature of work, work environment, health examination results, age distribution, and the four plans for workplace health promotion (abnormal work load, human factors, maternity, and illegal infringement). We identified 9 employee health issues and produced the following employee health issue risk map based on the probability of occurrence and level of impact on the Company's operations.

### 2023 Employee Health Risk Map

Probability	High		Obesity Accidental injuries	
	Moderate	Poor vision Infectious diseases	Cardiovascular diseases Work related stress	
	Low	Food safety	Overwork Cancer	
		Impact on company operations		
		Low	Moderate	High

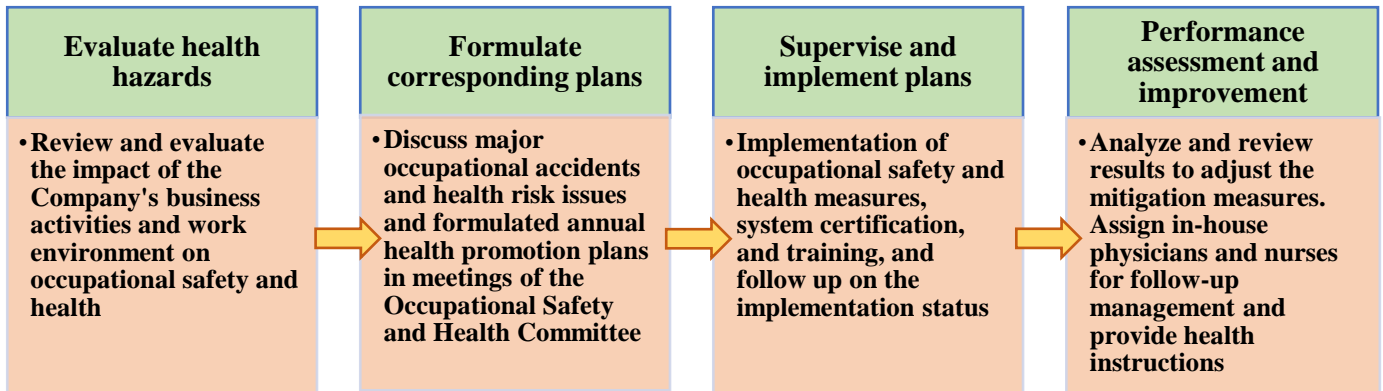
The 2023 health risk map is used as a basis to categorize 4 issues of medium-high occurrence/impact level as health risks that require management; medium to high risk factors include obesity, accidental injuries, cardiovascular diseases, and work related stress. FFHC has formulated preventive plans and mitigation measures based on the risk level for management and tracking to effectively reduce the frequency of occupational accidents and health hazards for employees, and assist employees with work, family, and health problems, support employees to work with peace of mind, and improve organizational performance.

#### 2023 employee health risk mitigation measures and effectiveness

Health risk	Mitigation/Prevention Measures	Effectiveness
Obesity	Conduct activities to promote health	<ol style="list-style-type: none"> <li>1. We conducted the "Refuse to Be a Couch Potato and Become a Health Champion in Fat Reduction" campaign, which lasted six months. A total of 1,685 employees signed up and combined to lose 2,641.5 kilograms. They reduced their body fat by an average of 1.6%. The highest individual weight reduction and fat reduction were 26.2 kilograms and 17.5%, respectively.</li> <li>2. We held four lectures to promote health (following the three major directions of diet, knowledge and exercise), inviting dietitians, physicians and physical therapists to give lectures, with a total of 921 people in attendance.</li> </ol>
	Nutrition management	We have hired professional dietitians to design menus for the employee restaurant. The amount of oil and salt used in cooking has been reduced. We also partner with organic vegetable farms to provide fresh food

Health risk	Mitigation/Prevention Measures	Effectiveness
		ingredients that come with traceable records to take care of employees' diet and health. An average of 1,020 employees patronized the restaurant every day in 2023.
Accidental Injuries	<ol style="list-style-type: none"> <li>1. Raise the awareness with official internal documents</li> <li>2. Enhance notification of occupational hazards</li> </ol>	Employees are regularly reminded to look out for traffic safety when they come to and return from work, or go out on a business trip. They should be mindful of traffic conditions and the condition of their vehicles. They should walk carefully and slowly, and refrain from running at the workplace. They should bear in mind not to use mobile phones when they are on the move in order to prevent accidents.
Cardiovascular Diseases	One-on-one guidance from the medical and nursing staff	289 employees were determined to have a probability greater than 15% of suffering from cardiovascular diseases in 10 years after screening tests. They have received phone interviews with the medical and nursing staff, in addition to health improvement measures such as regular medical consultation and guidance via email, as well as follow-up procedures. A dedicated health corner has also been set up on the Company website to provide related health care information.
	Installation of automated external defibrillators (AEDs)	AEDs have been installed across 61 business locations, which have received the "CPR/AED Venue Certification".
Work-Related Stress	We have commissioned the "Teacher Chang Foundation" to conduct "psychological counseling service" for employees	In 2023, our employees received a total of 221 sessions of counseling service from the "Teacher Chang Foundation". They could also look for related information on the "dedicated psychological counseling service area" internal website.
	Physical and mental health lectures	We commissioned the "Teacher Chang Foundation" to organize five mental health lectures, in addition to inviting professionals to give three lectures on pressure alleviation.

**Procedures for identifying employee health hazards and occupational safety and health management**



### The Employee Health Risk Prevention Plans In 2023.

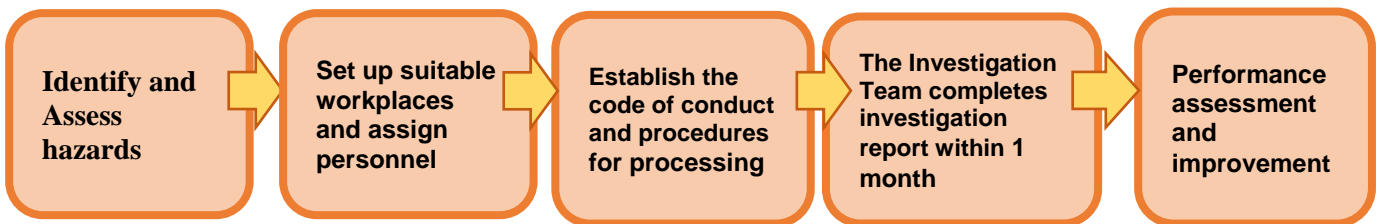
- I. Health Examinations: The Company provides regular health examinations that are above and beyond regulatory requirements. Each year, we provide subsidies for health examinations to senior executives, overseas staff, personnel on rotation for night shifts, and food catering personnel. Our partnered hospitals would visit various business units to conduct health examinations on the rest of our employees once every two years. Their medical and nursing staff would proactively ask those employees who have been notified of abnormal results to undergo re-examinations and continue to follow up on improvements. In 2022, we conducted an employee health examination held once every two years. In 2023, the rate of employees with major abnormal health examination results going back for follow-up clinical visits was 75.2%. Additionally, a total of 124 senior executives completed their health examinations, with subsidies amounting to around NT\$2.56 million.
- II. Abnormal Workload-triggered Diseases Prevention Plan: Forms for identifying and assessing employee risks associated with abnormal workload are evaluated and filled out once every month. Physicians stationed in-house would follow up on high-risk employees via telephone interviews. Related health education information would be shared with moderate-to-low risk employees via email, and their supervisors would also be copied and notified to provide assistance. 14 high-risk employees and 275 moderate-to-low risk employees were identified in 2023.
- III. Human-factor Hazard Prevention Plan: Questionnaires for muscle and bone anomalies (for suspected hazards) are filled out by employees themselves for evaluation every year. Physicians stationed in-house would try to understand the details about each case and provide suggestions for improvement, in addition to following up on their improvements. A total of 138 individuals were suspected of having human-factor hazards in 2023.
- IV. Maternal Employee Health Protection Plan: Pregnant employees, female employees who have returned to their posts within one year of childbirth and their supervisors are required to fill out the "Initial Assessment Form for Post-Pregnancy & Postpartum Workplace Hazards" and "Self-Evaluation Form for Employee Health", in order to assess the impact of work on maternal health. A total of 210 female employees participated in the Maternal Employee Health Protection Plan in 2023. 363 sessions of risk hazard evaluation and confirmation were completed by the medical and nursing staff, who provided these

employees with information such as health education and childbirth subsidies and allowances.

- V. **Prevention of Illegal Infringement at Work Plan:** Our senior management have all signed the "Written Declaration for the Prevention of Illegal Infringement at Work". Courses relating to the prevention of illegal infringement at work have been incorporated into employee educational training. We seek to reduce the incidence of illegal infringement at work both internally and externally through providing a safe workplace, information on pressure alleviation and complementary psychological counseling, as well as through appropriate manpower allocations. Moreover, an "Illegal Infringement Complaint Investigation Team" has been established by representatives of the employer and employees to conduct investigations into related grievances.

If the Company receives a report of illegal infringement, the Company shall assist employees in addressing the issue immediately and actively provide psychological counseling and legal assistance in accordance with the Company's internal rules and regulations based on the physical and mental state of the employees. Perpetrators in such cases shall be penalized in accordance with related regulations and they shall be transferred from their original positions to prevent further contact with the victims. 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's medical staff shall provide follow-up care and we hire lawyers to provide assistance for civil cases to claim compensation for damages and process related litigation. An illegal infringement case occurred in 2023, and has been properly taken care of.

**Prevention of Illegal Infringement at Work Plan Implementation Process**



**Statistical table on related illegal infringement complaints in past years**

Year \ Item	2020	2021	2022	2023
<b>Illegal infringement</b> (number of cases)	0	2	0	1

## **Workplace Safety**

### **Implementation of OSH-related Activities and Training**

The Company has established an "Occupational Safety and Health Committee" (OSH Committee) in accordance with the related workplace safety laws. The committee will have 7 members comprising of the employer, labor representative and department manager, with 3 members, or 43% coming from the labor union. Conduct quarterly meetings to review various health related issues, prevention of illness and health promotion matters, occupational hazards reports and others. Pay attention to employee health and workplace safety issues, in addition to the regular tracking of the progress of implementing items agreed upon in the meeting such as: safeguarding public safety in the workplace, tracking and management of employee health, supervision of safety and hygiene, and other measures beneficial to improving workplace safety and hygiene management.

### **Statistics on Occupational Safety and Health Committee meetings in past years**

Year \ Item	2020	2021	2022	2023
No. of meetings	5	4	4	4
Proposals	9	8	6	10

The FFHC Headquarters building has a defense corps and emergency SOP in place. A vice president serves as the corps commander while the heads of the Human Resource Division and General Administration serve as deputy commanders. There is also one chief director and one director, who oversee the Control Center and five teams, these being the Engineering Team, Protection Team, Supply Team, Medical Team and Firefighting Team. Each team has a team captain, a deputy captain and several team members (assigned as necessary). In the event of an emergency, they can take the necessary response measures at any time to protect the safety of employees and property in the FFHC headquarters building.

All business units have appointed an OSH supervisor, first-aid personnel and fire-prevention manager to protect the safety and health of business units. Certified personnel are also dispatched to receive on-the-job training in accordance with the frequency specified in regulations to keep their OSH knowledge up to date. A continuous workplace safety and health inspection plan is also practiced to build an accident-free workplace.

### **Statistical Compilations of Occupational Safety and Hygiene Related Training in past years**

Year \ Item	2020	2021	2022	2023
Number of Trainees and Training Hours for Workplace Safety	29 / 645	702/5,205	35/1,087 Note	700/5,048

and Hygiene Managers				
Number of Trainees and Training Hours for Fire Hazard Prevention Management	693 / 4,314	9/108	50/582	636/4,002
Number of Trainees and Training Hours for Emergency Rescue	33 / 594	19/342	640/2,375	32/512
Number of Trainees and Training Hours for ISO 45001 Management Systems	29 / 645	44/66	22/33	62/115
General employee	3 hours of OSH in-service training over 3 years			

**Note: Supervisor training for occupational health and safety is conducted once every two years**

### **Occupational Health And Safety Management System**

In 2023, 62 business location obtained healthy workplace certification (Health Initiation Badge and Health Promotion Badge) from the Health Promotion Administration, Ministry of Health and Welfare. We also introduced the "ISO 45001 Occupational Safety and Health Management System" to our Headquarters Building. The President committed to and signed the occupational safety and health policy, which has been promulgated on the internal corporate website. We strive to enhance various management measures through the Plan-Do-Check-Act (PDCA) management principles. We also seek to find out safety concerns and opportunities for improvement through mechanisms such as management reviews, internal audits, automatic inspections, and safety and health inspections, in order to ensure that the system's spirits have been effectively implemented on the management level. We continued to obtain verification from the British Standards Institution (BSI) in 2023, and the scope of application has been expanded to cover all domestic business units. Verification targets now include the entire staff at our Headquarters Building as well as contractors.

<b>Item</b>	<b>Description</b>
<b>Organization</b>	<ol style="list-style-type: none"> <li>1. For the Occupational Safety and Health Committee, the President appoints the Vice President of a business group to oversee committee operations</li> <li>2. Type of meeting: One face-to-face meeting every quarter</li> <li>3. Meeting agenda: Review, coordinate, and give advice on safety and health-related matters</li> </ol>



	4. Participants: Committee members (including supervisors of business units and labor representatives), occupational safety and health management personnel, and medical and nursing staff				
<b>Risk Identification</b>	Obesity, accidental injuries, cardiovascular diseases and work-related stress were identified as high and moderate risk factors in 2023.				
<b>Target setting</b>	<p>1. We set the target that 75% of the employees who had been notified of major abnormalities in health examinations would seek clinical help. In reality, 75.2% of them did seek clinical help.</p> <p>2. We obtained healthy workplace certification for 62 business locations</p> <p>3. To educate employees and raise their awareness on occupational safety and health from time to time</p>				
<b>Supervision Mechanisms</b>	The Occupational Safety and Health Committee monitors the effectiveness of the implementation of related issues on a quarterly basis				
<b>Internal/External Audit</b>	Including compliance audits and ISO 45001 internal audits.				
		Audit content	Auditors	Audit month	Audit results in 2023
	Compliance audit	Compliance to regulatory and other requirements	Department heads, deputy heads not appointed as managers of occupational safety and health businesses	June and December of each year	No improvements were necessary
ISO 45001 Internal audit	Operating procedures, policy guidelines, and the execution of ISO management systems	Auditors with ISO 45001 internal audit licenses	Completed in Q3 of each year (prior to external audits)	No improvements were necessary	
<b>Performance-linked Remuneration</b>	The performance assessment of occupational safety and health supervisors is correlated to their supervisory results, which are incorporated as one of the items in their annual reviews. There is a high level of correlation between remuneration and business results. Its grading standards are as follows:				
	Grading	Indicators			
	Unsatisfactory	Half of the KPIs in the semi-annual evaluation have not			

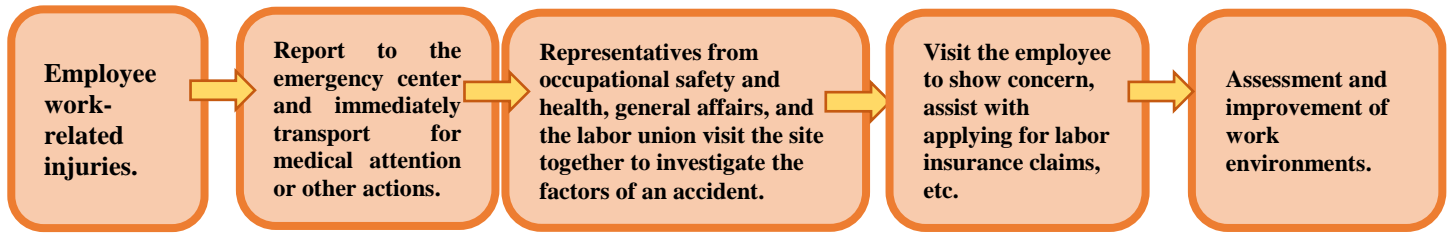
	(≤60%)	been completed or there are major deficiencies that cannot be corrected immediately, thus posing risk of immediate labor inspection and punishment.
	Improvements needed (61%-74%)	Half of the KPIs in the semi-annual evaluation have not been completed but can be corrected immediately before labor inspections.
	On par with expectations (75%-84%)	All of the KPIs in the semi-annual evaluation have been completed and although there are minor deficiencies but they can be corrected immediately.
	Exceeding expectations (85%-94%)	All of the KPIs in the semi-annual evaluation have been completed and were almost faultless.
	Extraordinary performance (≥95%)	All of the KPIs in the semi-annual evaluation have been completed and were completely faultless, and the individual is able to actively provide suggestions on corrections.

**Occupational Injuries**

Aside from complying with the "Incident Reporting Guidelines" to immediately report employees who have suffered accidental injury due to work or in the workplace, follow-up for accidents in the workplace must be conducted by the supervising department of occupational health and safety, the general affairs maintenance and repair department, the department supervisor of where the incident occurred, and a labor representative who must visit the incident site together to investigate, understand, and analyze the reason for disaster to plan preventative measures; once rectification is complete, records should be maintained for future follow-up. Support and assistance should be provided to employees as soon as possible to minimize injuries and apply for labor insurance claims or provide injury leave based on actual conditions. A total of 55 employees applied for injury leave in 2023; 0 employees suffered from occupational diseases; a total of 20 employees (including dispatch and security personnel) suffered from occupational accidents.

Note: The occupational accidents include falling incidents, inappropriate actions, and traffic accidents.

## Execution Flow Chart For Employee Work Injuries



## Work Together With Suppliers To Implement Occupational Safety And Health Management

To deepen the root for sustainability ideas and incorporate them in our procurement practice, and to work with suppliers to take advantage of the opportunity to jointly create values, FFHC has introduced the "ISO 20400:2017 Sustainable Procurement-Guidance" since 2020, and implemented the seven core themes in our procurement practice. We completed the "Performance Assessment for ISO 20400 Sustainable Procurement-Guidance" from 2021 to 2023, and received a certificate as well as a respectable Level 4 rating in 2023. Identify 4 key procurement industries of "renovation", "information equipment and maintenance", "recruitment services(cleaning)" and "printed advertisement" for industries with large purchase amount or belong to specific categories, which contain sustainable risks such as human rights, labor practices (including health and safety), environment and fair operating, and establish a supplier scoring mechanism to include governance, environmental and social factors (including occupational safety and health) in the "Supplier Preview Assessment Items". Suppliers who pass the assessment will be incorporated into the qualified supplier database, the data will be periodically maintained, and 29 categories of qualified suppliers have been established for purchasing units to inquire and give priority to cooperation; a Supplier Management Guideline was also established as the policy and guiding principle for companies within the group to manage suppliers. In addition to requiring suppliers to comply with the provisions of the guideline and reinforce implementation when signing contracts with each company, suppliers are also required to sign the Commitment to Human Rights and Environmental Sustainability Terms and comply with the Supplier Management Guideline for First Financial Holdings and Subsidiaries. Suppliers are required to declare their commitment in complying with the guarantee of human rights principles in labor and occupational safety and health guidelines stated by international human rights conventions, commitment to practicing fair and equal human resource policies. Audits of qualified suppliers are regularly conducted to check for occupational hazards, and labor rights violations. In the event that a compliance violation is identified, the supplier is requested to provide an improvement plan, otherwise their contract is terminated and the supplier is added to the monitoring list.