

First Financial Holding Statement on the Prohibition Against Discrimination and Harassment

The written statement on the prohibition against discrimination and harassment is disclosed by First Financial Holding Co., Ltd. and its subsidiary companies (hereinafter referred to as the "Company") to prevent and handle discrimination and harassment cases, provide personnel (including employees, dispatched workers, apprentices, interns, and job applicants) with a work and service environment that is free of discrimination and harassment, and protect the rights and interests of victims in accordance with Article 5 of the Employment Service Act, Article 13 of the Act of Gender Equality in Employment, Article 7 of the Sexual Harassment Prevention Act, Article 4 of the Regulations for Establishing Measures of Prevention, Correction, Complaint and Punishment of Sexual Harassment at Workplace, and Article 4 of the Regulations of Sexual Harassment Prevention.

- I. The Company is committed to safeguarding basic human rights of employees and acknowledges and complies with internationally recognized labor rights, including the freedom of association, right of collective bargaining, care for disadvantaged groups, prohibition on the use of child labor, elimination of all forms of forced labor, and elimination of discrimination in recruitment and employment. In addition, the Company confirms that its human resource policy does not discriminate on the basis of gender, race, social and economic status, age, and marital or familial status. The Company ensures full equality and fairness in its employment, recruitment conditions, remuneration, benefits, training, evaluation, and opportunities for promotion and stands firmly in opposition to any conduct that may infringe upon or violate human rights.
- II. The Company promises that there will be no discrimination, bullying, and harassment on the basis of race, class, language, thought, religion, political affiliation, ancestry, place of birth, gender, sexual orientation, age, marital status, appearance, facial features, physical or mental disabilities, or union membership and ensures that all employees will be treated equally and with respect and dignity.
- III. The Company takes a firm stance against anyone engaging in harassing conduct or committing workplace violence or bullying and strictly prohibits any harassing conduct that may affect employees' physical and mental health by means of watching, stalking, tracking, waiting, intimidating, verbally abusing, discriminating, harassing by electronic communication devices, or demanding dates.
- IV. The Company is committed to creating a friendly work environment and periodically organizing law-related education and training on the prohibition against discrimination, sexual harassment prevention, and gender equality to raise awareness among supervisors and employees toward the prevention of illegal infringement in the workplace and gender equality. The Company will publicize relevant information at a prominent position of the workplace to reduce the chances of occurring illegal infringement, discrimination, and harassment in the workplace internally and externally.

- V. The Company is committed to preventing discrimination and infringement from occurring, establishing measures to prevent illegal infringement and sexual harassment in the workplace, setting up complaint channels, imposing reasonable disciplinary action against offenders in accordance with relevant regulations, and helping victims take subsequent legal action to claim compensation.
- VI. The Company promises that there will be no discrimination against expectant employees in the workforce and that no unreasonable or illegal requests will be made to expectant employees, those who have given birth, those who take maternity leave or parental leave, and male employees who take paternity leave. The Company will set out protective measures to ensure maternal health and appoint personnel to conduct a risk assessment of work-related hazards, carry out health guidance, and provide health education and precautions during pregnancy and after delivery.
- VII. The Company upholds confidential, objective, fair, and equal principles to handle complaints, meticulously observes any power asymmetry among parties involved, and takes appropriate measures to investigate the truth of a filed complaint to prevent harassment from reoccurring or retaliatory behavior.
- VIII. During the process of appeal, investigation, detection, or review, the Company will not take any retaliatory action or discriminate against an individual who makes an appeal, complaints, reports, files with the court, testifies, provides assistance, or involves in other forms of participation nor impose any adverse disciplinary action against the individual afterward.
- IX. Upon receiving a report of illegal infringement, discrimination, or harassment, the Company will help employees handle and settle such matter immediately in accordance with relevant internal regulations and provide them with psychological counseling and legal advice.
- X. The Company has established the following complaint channels:
- (1) Employee Care Hotline: (02)2348-1606
Complaint Email Address: i088b@mail.firstbank.com.tw
 - (2) Illegal Infringement Consultation and Complaint Hotline: (02)2361-2527, (02)2361-2566
Complaint Email Address: i088d@firstbank.com.tw
 - (3) Sexual Harassment Hotline: (02)2348-5375
Complaint Email Address: 150hr@fhc.com.tw