



Union Bank of Taiwan Co., Ltd.

**Human Rights Protection and Due Diligence Report
(HRDD) 2024**

Contents

Contents	2
Preface.....	3
1. Human Rights Policy	4
1.1 Scope and Management Process of the Human Rights Policy	4
1.2 Human Rights–Related Policies	5
2. Human Rights Governance	8
2.1 Governance Structure.....	8
2.2 Stakeholder Engagement	10
3. Human Rights Identification and Due Diligence.....	13
3.1 Human Rights Topics and Identification Process	13
3.2 Human Rights Due Diligence Process	17
3.3 Human Rights Risk Due Diligence Results	20
3.4 Mitigation and Remedy Measures for Human Rights Issues.....	22
4. Human Rights Management Performance	32
4.1 Human Rights–Related Training.....	32
4.2 Grievance Mechanisms	38
4.3 Labor Rights Practices	41
4.4 Quantitative Assessment of Human Rights Issues	49
5. Sustainable Supply Chain Management	54

Preface

Union Bank of Taiwan Co., Ltd. (hereinafter referred to as “UBOT”) is committed to fulfilling our corporate social responsibility and to respecting the fundamental human rights of our employees, customers, suppliers, and business partners. We support the principles embedded in the Universal Declaration of Human Rights, the UN Global Compact, and the conventions of the International Labour Organization, which provide the foundation for internationally recognised human rights and labour standards.

To uphold these commitments, we work to integrate respect for human rights into our daily operations and business relationships. We have established a human rights due diligence process to identify and assess potential and actual adverse impacts, and to take measures to cease, prevent, and mitigate such impacts.

This Report presents our approach under our human rights management framework. It includes an overview of our key human rights risks, the actions we have taken to address and mitigate them, our engagement with stakeholders, and our plans for continuous improvement. Through these efforts, we aim to strengthen respect for human rights across our workforce, our customer interactions, and our supply chain, and to enhance human rights resilience throughout the financial value chain.

1. Human Rights Policy

1.1 Scope and Management Process of the Human Rights Policy

We comply with labour and human rights regulations applicable to all our operational locations and refer to international standards such as the Universal Declaration of Human Rights, the UN Global Compact, and the conventions of the International Labour Organization. We also take into consideration the Taiwan Corporate Human Rights Action Plan for formulating our Human Rights Policy, which serves as the foundation for our human rights management.

The scope of the Policy covers all direct operations, products, and services of Union Bank of Taiwan, including branches, digital banking, customer service centres, and operations centres. It also applies to our subsidiaries and suppliers, and extends to all categories of personnel, including full-time and part-time employees, dispatched workers, interns, and outsourced or contracted staff (such as security, cleaning, customer service, and IT maintenance providers), as well as other business partners.

Through the implementation of the Policy, we aim to ensure that all parties across our value chain uphold key human rights principles, including non-discrimination, prohibition of forced labour and child labour, reasonable working hours and remuneration, occupational health and safety, freedom of association and collective bargaining, privacy and data protection, and reasonable accommodation for vulnerable groups. In doing so, we seek to foster a work and service environment that respects and protects human rights.



1.2 Human Rights–Related Policies

UBOT’s Human Rights–Related Policies	Policy Description	Policy Document Link (Hyperlinked)
Human Rights Policy	<p>We are committed to fulfilling our corporate social responsibility and to safeguarding the fundamental human rights of our employees, customers, suppliers, and business partners. We recognise and support the human rights principles articulated in international instruments, including the Universal Declaration of Human Rights, the UN Global Compact, and the conventions of the International Labour Organization.</p> <p>To uphold these commitments and ensure that the responsibility to respect and protect human rights is embedded across our operations and business relationships, we have established this Policy as the foundation for our human rights governance and management.</p>	<u>Union Bank of Taiwan Human Rights Policy</u>
Workplace Violence and Unlawful Conduct Prevention Program	<p>In accordance with the Occupational Safety and Health Act, we have established mechanisms to prevent and address incidents of workplace violence, harassment, discrimination, and other forms of unlawful conduct. The Program includes risk identification, workplace and task inspections, behavioural guidelines, and mandatory training to strengthen prevention and awareness.</p> <p>We provide multiple reporting channels and designate responsible units to receive and handle cases. A task force is convened within three days of receiving a report, and investigations are generally completed within two months (with a possible one-month extension when necessary). All processes are conducted confidentially, and retaliation against any party involved is strictly prohibited.</p> <p>Depending on individual needs, we offer measures such as work adjustments, psychological counselling, and medical or legal support. Records are consolidated regularly, and annual reviews are conducted to support continuous improvement.</p>	<u>Union Bank of Taiwan Preventive Program against Unlawful Acts of Violence in the Performance of Duty</u>

UBOT's Human Rights-Related Policies	Policy Description	Policy Document Link (Hyperlinked)
Sexual Harassment Prevention, Reporting, and Investigation Guidelines	<p>Our Guidelines are built on the principles of prevention, reporting, investigation, and remediation. They define sexual harassment, set out clear procedures for reporting and case intake, and outline measures for the protection of affected persons. The Guidelines also stipulate strict confidentiality requirements and a zero-retaliation policy for all parties involved.</p> <p>Supervisors and relevant personnel are required to participate in training and awareness programmes to ensure proper understanding and implementation of these Guidelines. Depending on the severity of each case, corrective actions, disciplinary measures, and improvement plans may be implemented. Through these measures, we aim to maintain a safe, respectful, and inclusive environment across all workplace settings and customer-facing locations.</p>	<u>Union Bank of Taiwan Sexual Harassment Prevention, Reporting, and Investigation Guidelines</u>
Supplier Management Policy	<p>We require our suppliers to comply with corporate social responsibility principles, ethical business practices, and applicable legal and regulatory requirements. Suppliers are asked to sign a commitment letter affirming their adherence to these expectations and to collaborate with us in advancing sustainability initiatives, including environmental stewardship, occupational health and safety, and the protection of human rights.</p> <p>As part of our procurement process, suppliers are required to commit to relevant standards at the time of contracting. We also review suppliers' environmental and social performance records to ensure alignment with UBOT's corporate social responsibility policies and sustainability objectives. Through these measures, we seek to promote responsible business conduct and strengthen sustainability across our supply chain.</p>	<u>Supplier Management Policy, Union Bank of Taiwan Co., Ltd.</u>
Code of Integrity and Business Conduct	We conduct our business activities in accordance with the principles of fairness, honesty, integrity, and transparency. To implement our integrity management policy and to	<u>Union Bank of Taiwan Code of Integrity and</u>

UBOT's Human Rights-Related Policies	Policy Description	Policy Document Link (Hyperlinked)
	<p>prevent unethical behaviour, we have established this Code based on the Corporate Integrity Management Best Practice Principles for TWSE/TPEX Listed Companies and the applicable laws and regulations of the jurisdictions where UBOT and its group companies operate.</p> <p>This Code sets out the standards of ethical conduct that all Bank personnel are expected to follow when performing their duties. It provides clear guidance on appropriate behaviour, reinforces our commitment to responsible business practices, and supports our efforts to maintain trust and accountability across all operations.</p>	Business Conduct
Code of Ethical Conduct for Directors and Senior Management	<p>This Code is established to guide the conduct of UBOT's directors and senior management in accordance with high ethical standards. It also aims to provide clarity for stakeholders regarding the ethical expectations that must be understood and followed when carrying out their duties and responsibilities. The Code serves as a reference to ensure that directors and senior management act with integrity and uphold UBOT's commitment to responsible and ethical business practices.</p>	Code of Ethical Conduct for Directors and Managerial Officers of Union Bank of Taiwan
Information Security Policy	<p>Our Information Security Policy aims to strengthen UBOT's overall information security framework and ensure the protection of data, systems, equipment, and network infrastructure. The Policy is reviewed regularly to ensure its continued effectiveness and alignment with evolving security risks and regulatory requirements.</p> <p>The overarching objective of the Policy is to maintain the confidentiality, integrity, and availability of information assets across UBOT, while preventing operational disruptions caused by information security incidents and reducing potential operational risks. All employees, as well as all data, application systems, hardware equipment, data centres, and network facilities, are required to comply with this Policy.</p>	Union Bank of Taiwan Information Security Policy
		Union Bank of Taiwan Customer Data Confidentiality Statement

2. Human Rights Governance

2.1 Governance Structure

The Board of Directors serves as the highest governing body for sustainability and human rights at UBOT. Human rights–related policies, management approaches, and implementation plans are overseen through the Sustainability Development Committee—formerly the CSR Committee established in 2015 and renamed in 2022 following amendments to its charter. The Committee is responsible for integrating human rights considerations into corporate governance and business decision-making processes.

The Sustainability Development Committee consists of at least three members and is chaired by the Chairperson of the Board, who also serves as the convener. At least one member must be an independent director. The Committee convenes at least once every quarter to review or acknowledge sustainability and human rights matters and reports relevant policies and implementation outcomes to the Board of Directors.

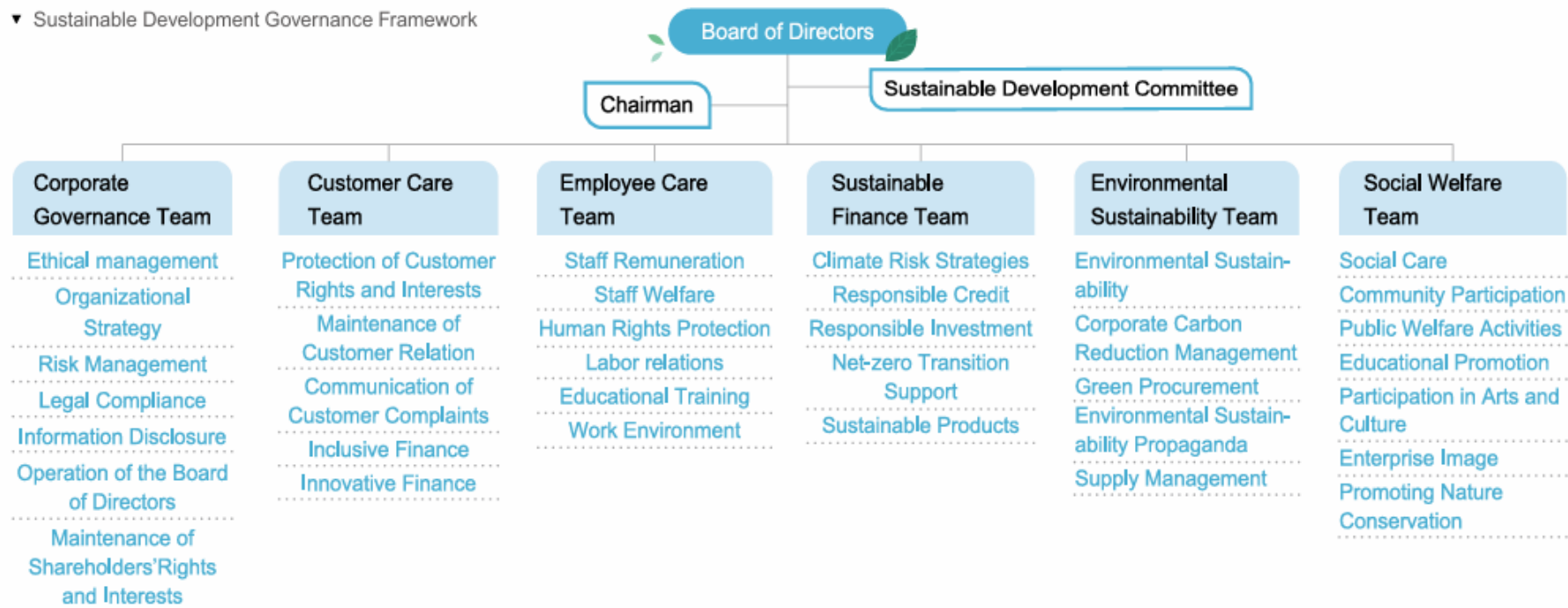
To ensure effective cross-departmental management of human rights, several functional task groups operate under the Committee, including Corporate Governance, Customer Care, Employee Well-being, Sustainable Finance, Environmental Sustainability, and Social Engagement. These task groups develop action plans addressing internal and external stakeholder issues—such as employee rights, fair treatment of customers, financial inclusion, human rights risks in lending and investment activities, and supply chain responsibility—and submit proposals for review.

The Business Administration Department acts as the coordinating unit, responsible for convening meetings, arranging agendas, consolidating information, and monitoring follow-up actions. This governance structure aligns with the SDGs and embeds environmental, social, and governance factors—including human rights—into management processes and daily operations to strengthen risk identification, oversight, and continuous improvement.

The Employee Well-being Task Group operates as a functional unit under the Sustainability Development Committee and is responsible for overseeing human rights management related to employees. Its responsibilities include:

- (1) Establishing and regularly reviewing human rights and labour-related systems and practices;
- (2) Compiling annual data on training and grievance mechanisms, and monitoring the implementation of confidentiality, non-retaliation, remedy, and support measures;
- (3) Collaborating with other functional task groups to integrate human rights considerations into risk management and daily operations.

▼ Sustainable Development Governance Framework



2.2 Stakeholder Engagement

We view employees and suppliers as key stakeholders in advancing our human rights commitments. Through formalised and diverse communication and engagement mechanisms, we seek to ensure that human rights issues are continuously discussed, addressed, and translated into concrete improvement actions.

The Sustainability Development Committee and its functional task groups coordinate engagement activities and oversee interactions with various stakeholder groups. Internally, we encourage employees and business partners to actively participate in human rights policy awareness, training programmes, and improvement initiatives. Externally, we collect feedback through multiple channels, including our bilingual website, visitor feedback forms, annual reports, shareholder meetings, the 24-hour customer service hotline and service mailbox, text-based customer service applications, customer feedback boxes, community outreach programmes, and social engagement activities.

Feedback collected through these channels is consolidated annually and reported to the Board of Directors. The insights and concerns raised by stakeholders serve as a basis for ongoing enhancement of our human rights due diligence processes, strengthening understanding, commitment, and implementation of human rights across the organisation and its broader ecosystem.

Stakeholder	UBOT's Current Practices		
	Channels of Communication	Direct / Indirect Communication	Communication with Stakeholders in 2024
Employees	Labour–Management Meetings	Direct	<p>Four labour–management meetings convened during the year</p> <ul style="list-style-type: none"> ● Introduced flexible personal leave allowing leave to be taken on an hourly basis ● Implemented a new policy enabling employees to apply for unpaid military service leave

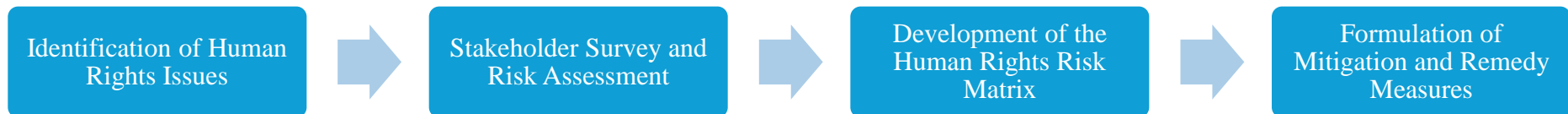
Stakeholder	UBOT's Current Practices		
	Channels of Communication	Direct / Indirect Communication	Communication with Stakeholders in 2024
	Employee Complaint System and the "Employee Corner"	Direct	4 employee grievances submitted and processed 8 submissions received through the Employee Portal
	Health seminars and wellness programs	Direct	46 sessions of health seminars and wellness activities
	New employee onboarding training	Direct	39 onboarding sessions for new employees
	Organize various business lectures and seminars, as well as send employees to undergo professional training	Direct	251 internal business trainings, workshops, and seminars, and participation in external professional programs
	Occupational safety and health education and training	Direct	67 occupational safety and health training sessions
	Health consultation services provided by licensed medical professionals	Direct	26 medical consultation sessions provided by licensed physicians
	Development of occupational safety and health-related plans and programs	Indirect	Occupational safety and health plans implemented at least once during the year

Stakeholder	UBOT's Current Practices		
	Channels of Communication	Direct / Indirect Communication	Communication with Stakeholders in 2024
Key Suppliers	On-site inspections	Direct	10 on-site inspections
	Written self-assessment forms, email correspondence, or product samples	Direct	29 Supplier Commitment Letters received 46 supplier self-assessment forms submitted
	Construction and renovation coordination meetings	Direct	10 construction or renovation coordination meetings held
	User feedback and suggestions	Indirect	46 suppliers engaged through feedback or documentation review

3. Human Rights Identification and Due Diligence

3.1 Human Rights Topics and Identification Process

We conduct regular identification and due diligence on human rights topics to systematically assess all human rights issues relevant to UBOT. In alignment with international human rights standards, our internal Human Rights Policy, and the practices of peer institutions and leading companies, we compile a comprehensive list of human rights topics and define the potential adverse scenarios associated with each issue.



Issue Category	No.	Human Rights Issue	Description of Potential Adverse Impacts
Multicultural Inclusion & Equal Opportunity	1	Equal Rights	<ul style="list-style-type: none">● If the company fails to create an equal employment environment and safeguard labor rights, it may face difficulties in talent recruitment and retention, thereby weakening operational development and competitiveness in the labor market. In severe cases, it may damage corporate reputation and brand value.
	2	Discrimination and Sexual Harassment	<ul style="list-style-type: none">● Harsh or inhumane treatment of employees, including violence, sexual violence, sexual harassment, sexual assault, corporal punishment, psychological or physical coercion, bullying, public humiliation, verbal abuse, or threats of such acts.● Discrimination or harassment during recruitment or employment based on race, color, age, gender, sexual orientation, gender identity or expression, ethnicity, disability, pregnancy, religion, political affiliation, social group, veteran status, protected genetic information, or

Issue Category	No.	Human Rights Issue	Description of Potential Adverse Impacts
			<p>marital status, affecting wages, promotions, bonuses, or access to training opportunities.</p> <ul style="list-style-type: none"> ● Failure to provide appropriate facilities for religious practices or accessibility accommodations; requiring discriminatory medical examinations (e.g., pregnancy tests or virginity tests) or other inappropriate physical checks.
	3	Workplace Misconduct	<ul style="list-style-type: none"> ● Failure to establish appropriate prevention plans or handling mechanisms for workplace misconduct may lead to physical or psychological harm, legal liabilities, reputational damage, and difficulties in attracting and retaining talent.
Labor Relations	4	Freedom of Association	<ul style="list-style-type: none"> ● Employees are denied the right to freely form, join, or leave unions, participate in peaceful assemblies, or engage in lawful activities. Those participating in unions or collective bargaining may face dismissal, demotion, wage reduction, or other retaliation.
	5	Communication Channels	<ul style="list-style-type: none"> ● Employees or their representatives lack channels to negotiate working conditions, wages, and benefits. Companies may fail to respect collective bargaining rights or impose suppression/interference. In jurisdictions restricting collective bargaining, failure to provide alternative mechanisms prevents open dialogue and discourages employees from expressing opinions safely.
	6	Grievance Mechanisms	<ul style="list-style-type: none"> ● Unfair differences in pay, bonuses, or benefits among employees performing equivalent or comparable work due to gender, age, race, nationality, job title, or other non-performance related factors.
Working Conditions	7	Occupational Safety and Health (OSH)	<ul style="list-style-type: none"> ● Failure to systematically identify and control OSH risks—such as prolonged sitting, visual/musculoskeletal strain, overwork, robbery or violence risks during cash/personal data handling, slips and falls in branches—may result in physical or mental injuries, occupational diseases, labor disputes, legal penalties, operational disruptions, and loss of stakeholder trust.

Issue Category	No.	Human Rights Issue	Description of Potential Adverse Impacts
	8	Human Trafficking	<ul style="list-style-type: none"> The company or its supply chain may engage in illegal recruitment, transportation, harboring, or control of individuals for exploitative labor. Victims may be deceived, coerced, restricted, or subjected to unsafe or unreasonable work, creating severe human rights violations and reputational and operational risks.
	9	Child Labor	<ul style="list-style-type: none"> Employing children may deprive them of education opportunities and expose them to high-risk injuries, chronic health issues, and lack of medical access. “Child labor” refers to hiring anyone under age 16, below compulsory education age, or below the legal minimum employment age—whichever is highest. Young workers under age 18 performing hazardous work (including night shifts or overtime), lack of proper age verification, poor management of student workers/ interns/ apprentices, or unequal pay compared to entry-level employees. Legal workplace learning programs are exempt.
	10	Forced Labor	<ul style="list-style-type: none"> Employees are pressured into non-voluntary work, including forced overtime, restricted leave, coercion, threats, withholding deposits, or confiscation of personal documents. Includes debt bondage, contract slavery, involuntary or exploitative prison labor, and other forms of forced labor. Unreasonable restrictions on freedom of movement in workplaces, dormitories, or living areas. All work must be voluntary; employees may leave employment with reasonable notice without penalty, and this must be stipulated in contracts.
Privacy Protection	11	Privacy Protection	<ul style="list-style-type: none"> Poor management of employee or customer personal data may lead to unauthorized collection, leakage, misuse, or inability to delete/modify data upon request, affecting legal compliance, reputation, operations, and financial stability.

Issue Category	No.	Human Rights Issue	Description of Potential Adverse Impacts
Integrity Management	12	Ethical Conduct	<ul style="list-style-type: none"> Unethical behavior (e.g., corruption, asset misappropriation, infringing consumer rights) may materially impact legal compliance, corporate reputation, business stability, and financial performance.
New Business Relationships	13	Right to Work	<ul style="list-style-type: none"> New business relationships may cause workforce restructuring, layoffs, or changes in employment conditions (including compensation, retirement, insurance). Failure to safeguard rights of both existing and new employees may lead to human rights concerns.
	14	Customer Rights	<ul style="list-style-type: none"> Transfers of customer data or business operations may create privacy and information security risks, deteriorating original contractual terms or service quality and affecting customer rights.
	15	Intellectual Property	<ul style="list-style-type: none"> Imposing overly restrictive or unlawful confidentiality or non-compete clauses on former employees, or failing to manage risks related to IP infringement by third parties.
	16	Business Changes	<ul style="list-style-type: none"> Changes in business partners, operations, contractual terms, or organizational culture due to new business relationships may impact various participants across the value chain.

3.2 Human Rights Due Diligence Process

UBOT follows international human rights standards and UBOT's own Human Rights Policy, together with issues disclosed by industry peers, to compile a list of human rights topics relevant to both the Bank and its suppliers. A human rights identification questionnaire was developed and distributed to employees of the parent company, local subsidiaries in Taiwan, and key suppliers.

The questionnaire is structured around four dimensions—Probability, Scale, Scope, and Remediability—each assessed using a five-level rating system.

Based on the completed questionnaires, UBOT analysed responses across five stakeholder groups—suppliers, local community members, vulnerable groups (including persons with disabilities and migrant workers), female employees, and male employees. The aggregated results were used to construct UBOT's Human Rights Risk Matrix, which supports ongoing monitoring and identification of salient risks.

Dimension	Score	Level	Description
Probability	1	Very Minor	The issue is unlikely to occur.
	2	Minor	The issue may occur only in rare circumstances.
	3	Moderate	The issue may occur under certain circumstances.
	4	Significant	The issue is likely to occur in many circumstances.
	5	Severe	The issue occurs frequently.
Scope	1	Very Minor	Negligible impact on physical or mental health and safety.

Dimension	Score	Level	Description
	2	Minor	Mild impact; minor injury or illness without affecting working hours.
	3	Moderate	Moderate impact; affects normal working hours and requires recovery.
	4	Significant	Major impact; leads to disability.
	5	Severe	Severe impact; may lead to fatality.
Scale	1	Very Minor	Almost no negative impact on employees.
	2	Minor	A small proportion of employees are affected.
	3	Moderate	Approximately half of employees are affected.
	4	Significant	Most employees are affected.
	5	Severe	All employees are affected.
Remediability	1	Very Minor	Recoverable within one year or less.
	2	Minor	Requires 1–3 years to restore.
	3	Moderate	Requires 3–5 years to restore.
	4	Significant	Requires 5–10 years to restore.

Dimension	Score	Level	Description
	5	Severe	Restoration is nearly impossible.

3.3 Human Rights Risk Due Diligence Results

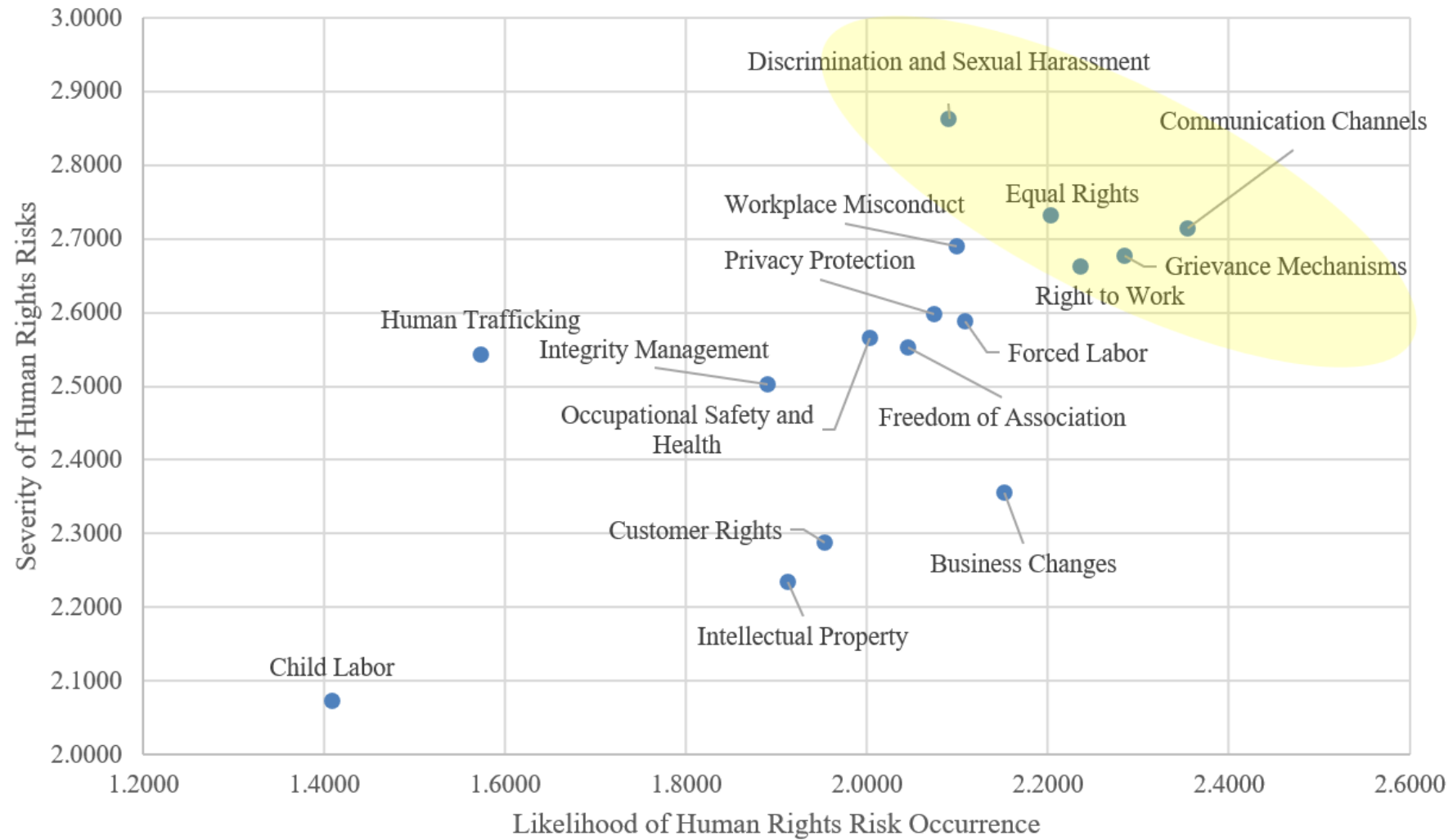
UBOT collected a total of 1,990 valid questionnaires. The dimensions of scale of impact, scope of impact, and remediability were consolidated to determine the severity of each human rights issue, which was then assessed alongside the probability of occurrence. Based on this analysis, UBOT developed its Human Rights Risk Matrix, using severity as the vertical axis and probability as the horizontal axis, to support continuous monitoring and proactive risk mitigation.

Issues ranked within the top five combined scores were classified as high-risk human rights issues, for which UBOT formulated targeted mitigation and remediation measures as part of its response strategy.

UBOT has completed human rights risk identification and impact assessment for all employee groups across its operations (including local communities, vulnerable groups such as persons with disabilities and migrant workers, and employees of different genders), achieving 100% coverage of its own operations.

Rank	Human Rights Issue	Rank	Human Rights Issue
1	Communication Channels	9	Freedom of Association
2	Grievance Mechanisms	10	Occupational Safety and Health
3	Equal Rights	11	Business Changes
4	Discrimination and Sexual Harassment	12	Integrity Management
5	Right to Work	13	Customer Rights
6	Workplace Misconduct	14	Intellectual Property
7	Forced Labor	15	Human Trafficking
8	Privacy Protection	16	Child Labor

Human Rights Issue Analysis – Union Bank of Taiwan



3.4 Mitigation and Remedy Measures for Human Rights Issues

Based on the results of the identified human rights risks, UBOT has developed corresponding mitigation and remedy measures for each high-risk issue.

Mitigation measures focus on strengthening governance practices, enhancing stakeholder communication, expanding human rights–related training, and improving management policies, with the aim of reducing both the likelihood and severity of human rights risks.

Remedy measures are designed to restore affected individuals to the greatest extent possible, ensuring that they receive fair and equitable treatment in the event of adverse human rights impacts. These measures emphasize corrective actions, redress mechanisms, and support systems that help remediate harms and uphold the rights of those impacted.

Major Human Rights Issue	Corresponding UBOT Human Rights Topics	2024 Risk Occurrence	Risk Mitigation Measures	Mitigation Implementation Rate	Remediation Measures
Communication Channels	05. Safeguarding employees' freedom of association and collective bargaining 09. Maintaining accessible and diversified communication channels	No risk occurred or very minor	<ul style="list-style-type: none"> Diversified and accessible communication channels: We provide multiple formal channels—including labour–management meetings, employee grievance mechanisms, the Employee Portal discussion board, health seminars, and occupational safety and health meetings—to ensure stakeholders can express concerns and safeguard their rights. Labour–management meetings: Held quarterly to enhance benefits, 	100%	<ul style="list-style-type: none"> Employee grievance mechanism and Employee Portal established as formal channels for inquiries and suggestions, with dedicated personnel providing timely responses. Labour–management meetings apply to 100% of employees, ensuring fair dialogue on working conditions and revisions to work rules. Complaint-handling and

Major Human Rights Issue	Corresponding UBOT Human Rights Topics	2024 Risk Occurrence	Risk Mitigation Measures	Mitigation Implementation Rate	Remediation Measures
			<p>workplace conditions, and labour relations, strengthening mutual trust and cooperation.</p> <ul style="list-style-type: none"> ● Pre-employment training for new hires: In-person training covers OSH knowledge, work rules and HR procedures, enabling direct communication with management; online modules introduce employee benefits and insurance rights. 		<p>whistleblowing policies implemented, including guidelines, procedures, disciplinary rules, and annual legal compliance training.</p>
Grievance Mechanisms		No risk occurred or very minor	<ul style="list-style-type: none"> ● Establishment of incident-handling and grievance mechanisms: Channels are provided to report unlawful or unethical conduct, supported by clear procedures to ensure fair assessment and protect stakeholders' rights. ● Customer communication channels: Includes complaint platform, email, message boards, 24-hour hotline, and real-time text-based service, with satisfaction surveys integrated into the chatbot system to drive continuous improvement. ● Employee grievance procedures: Employees may file grievances in 	100%	<ul style="list-style-type: none"> ● Employee grievance mechanism and Employee Portal serve as formal channels with dedicated staff providing appropriate follow-up. ● Formal review bodies (Sexual Harassment Review Committee and Workplace Misconduct Handling Team) ensure fair and confidential investigations. ● Whistleblowing mechanisms and disciplinary frameworks included in HR policies and work rules to ensure

Major Human Rights Issue	Corresponding UBOT Human Rights Topics	2024 Risk Occurrence	Risk Mitigation Measures	Mitigation Implementation Rate	Remediation Measures
			writing, by email to HR, or via direct phone contact with designated head-office personnel.		appropriate corrective actions.
Equal Rights	06. Diverse and inclusive workplace	No risk occurred or very minor	<ul style="list-style-type: none"> ● Equal rights framework: Compliance with employment laws related to gender, age, disability, and indigenous rights; merit-based hiring; and clear salary guidelines in work rules. ● Equal pay for equal work: Regular gender pay-gap reviews to ensure fairness. ● Performance evaluation and rights protection: Annual performance review based on financial and non-financial indicators, including self-evaluation and performance dialogue. ● Diversity and inclusion: Compliance with disability employment requirements and establishment of accessible facilities. ● Training programmes: Lectures on intergenerational inclusion, labour relations, gender equality, and anti-bullying to foster an inclusive work 	100%	<ul style="list-style-type: none"> ● Immediate grievance channels (hotline, fax, dedicated email) with designated personnel coordinating responses. ● Corrective actions and follow-up reviews applied where necessary; disciplinary actions imposed for verified violations.

Major Human Rights Issue	Corresponding UBOT Human Rights Topics	2024 Risk Occurrence	Risk Mitigation Measures	Mitigation Implementation Rate	Remediation Measures
			<p>environment.</p> <ul style="list-style-type: none"> ● External certifications: Recognised as an age-friendly enterprise under Taipei City's certification programme. 		
Discrimination and Sexual Harassment	01. Prohibition of discrimination and sexual harassment	No risk occurred or very minor	<ul style="list-style-type: none"> ● Senior management commitment: Senior leaders sign and publicly display declarations preventing workplace misconduct. ● Workplace misconduct prevention programme: Annual self-assessment by supervisors to identify risks of misconduct. ● Sexual harassment prevention and handling measures: Clear definitions, privacy-protection responsibilities, environmental risk assessments, and disciplinary rules. ● Safe working environment: Adequate staffing, stress relief, psychological counselling, and mental health initiatives. ● Training: Online and in-person courses on workplace misconduct, workload risks, gender equality, and sexual harassment 	100%	<ul style="list-style-type: none"> ● Through "Unlawful Conduct Grievance and Investigation Mechanism," a dedicated Investigation Task Group is established for any reported incidents of unlawful conduct. ● The task group handles employee complaints and provides immediate psychological counselling and legal assistance to ensure that complainants receive the necessary support and protection. Upon receipt of a grievance or transferred case, a designated officer initiates the investigation within three days, completes it within two months, and may extend the period by one additional month if necessary.

Major Human Rights Issue	Corresponding UBOT Human Rights Topics	2024 Risk Occurrence	Risk Mitigation Measures	Mitigation Implementation Rate	Remediation Measures
			prevention.		<p>Appropriate work adjustments, psychological support, and medical or legal assistance are provided to the affected employee as needed.</p> <ul style="list-style-type: none"> ● Dedicated reporting channels for sexual harassment cases are made available, including a hotline, a dedicated fax number, and designated mailboxes for gender equality and workplace bullying complaints. ● Principles governing the “Unlawful Conduct Grievance and Investigation Mechanism,” the sexual harassment reporting channels, and related handling procedures include: <ol style="list-style-type: none"> (1) Encouraging employees to report any incidents of assault or intimidation, and ensuring follow-up support. The rights and privacy of complainants and whistleblowers are strictly

Major Human Rights Issue	Corresponding UBOT Human Rights Topics	2024 Risk Occurrence	Risk Mitigation Measures	Mitigation Implementation Rate	Remediation Measures
					<p>protected.</p> <p>(2) Prioritising the safety of the affected individual, respecting their wishes, separating involved parties when necessary, and preventing further harassment or retaliation. Assistance is provided for filing complaints and preserving evidence. Police authorities are notified when required, and designated officers coordinate the process to ensure cases are formally and effectively investigated.</p> <p>(3) Applying strict confidentiality and de-identification principles throughout the grievance, investigation, and review process to prevent disclosure of personal data. Retaliation against any complainant, witness, or assisting individual is strictly prohibited; corrective actions and reinstatement of rights are</p>

Major Human Rights Issue	Corresponding UBOT Human Rights Topics	2024 Risk Occurrence	Risk Mitigation Measures	Mitigation Implementation Rate	Remediation Measures
					<p>undertaken immediately if retaliation occurs. When misconduct involves abuse of authority, UBOT assists in restoring the reputation of the affected employee. Post-incident reviews of workplace safety and management systems are conducted to prevent recurrence and mitigate systemic risks.</p> <p>(4) Where allegations are substantiated, disciplinary measures—including reassignment, suspension, or other sanctions—are imposed depending on the severity of the misconduct.</p>
Right to Work	04. Reasonable Wages and Benefits	No risk occurred or very minor	<ul style="list-style-type: none"> Fair Employment and Reasonable Compensation: We maintain a comprehensive compensation and benefits framework grounded in principles of fairness and merit. New employees receive salaries above the statutory minimum wage, and a competency-based salary system 	100%	<ul style="list-style-type: none"> Monthly reviews of overtime outliers are conducted, requiring supervisors to understand workload distribution and reasons for extended hours, enabling timely task adjustment and support to prevent long-hour

Major Human Rights Issue	Corresponding UBOT Human Rights Topics	2024 Risk Occurrence	Risk Mitigation Measures	Mitigation Implementation Rate	Remediation Measures
			<p>ensures that no employee is treated differently based on gender, age, religion, ethnicity, language, political affiliation, or other non-performance-related factors. Employees receive year-end bonuses, holiday bonuses, performance incentives, business promotion rewards, employee remuneration, employee stock ownership trust benefits, preferential deposit rates, labor and national health insurance, group insurance, and pension contributions. Performance-based reward schemes are continuously refined across business functions to provide additional incentives for achieving targets.</p> <ul style="list-style-type: none"> ● Working Hours Strategy (Reasonable Work Hours Management): In alignment with the Labor Standards Act, we have established the Work Rules, Attendance Management Guidelines, and Overtime Compensation Guidelines, which clearly define working hours, rest breaks, and overtime calculations. 		<p>risks.</p> <ul style="list-style-type: none"> ● In accordance with the Labor Standards Act and UBOT's Overtime Compensation Guidelines, employees receive full overtime payment or compensatory leave entitlements. ● Head Office management units periodically issue reminders and notices to reinforce compliance, strengthen internal controls, and prevent recurrence of similar issues.

Major Human Rights Issue	Corresponding UBOT Human Rights Topics	2024 Risk Occurrence	Risk Mitigation Measures	Mitigation Implementation Rate	Remediation Measures
			<p>Senior staff are assigned to verify attendance records daily, with strict controls ensuring that working hours do not exceed 12 hours per day and overtime does not exceed 46 hours per month. We also prevent long-hour risks by ensuring the average monthly overtime does not exceed 45 hours over a six-month period.</p> <ul style="list-style-type: none"> ● Overtime Strategy (Pre-Approval and Post-Monitoring): Employees required to work extended hours must submit an Overtime Approval Form and receive supervisory approval prior to working overtime. After completion, employees must clock out and report overtime or compensatory time-off through the system. Monthly overtime is calculated and compensated accordingly. An overtime exception report is submitted for managerial review; for employees with more than 20 hours of overtime in a month, supervisors reassess workloads, redistribute tasks, or provide support. Employees are required to 		

Major Human Rights Issue	Corresponding UBOT Human Rights Topics	2024 Risk Occurrence	Risk Mitigation Measures	Mitigation Implementation Rate	Remediation Measures
			<p>leave the workplace promptly after completing duties to ensure compliance with the pre-approval, real-time recording, and post-audit framework.</p> <ul style="list-style-type: none"> ● Healthy and Safe Workplace: In accordance with the Guidelines for Preventing Diseases Triggered by Abnormal Workload, we regularly monitor employee health conditions and overtime hours. If an employee's six-month average overtime exceeds 45 hours, we arrange an on-site physician consultation and adjust schedules or workloads based on medical recommendations to reduce recurrent excessive overtime. 		

4. Human Rights Management Performance

4.1 Human Rights–Related Training

UBOT continues to strengthen human rights awareness and capacity across all employees and management level personnel through institutionalised training programmes.

In the areas of workplace safety, health, and a respectful working environment, UBOT offered both online and in-person courses covering topics such as prevention of unlawful workplace conduct (physical and psychological), abnormal workload, ergonomics and human-factor risks, maternity health protection, and sexual harassment prevention. A total of 4,544 employees completed these trainings in 2024.

In 2024, all employees also completed online training on personal data protection and information security, with 3,715 and 3,851 participants respectively. In parallel, UBOT incorporated personal data protection requirements into the Bank-wide compliance curriculum, resulting in a cumulative 8,134 training completions throughout the year.

With respect to fair treatment and customer rights, UBOT achieved a 100% participation rate in fair treatment training, reaching a total of 13,055 training hours. In addition, 3,951 employees completed an online programme on Financial Inclusion for Persons with Disabilities.

In the area of occupational safety and health, UBOT delivered 67 training sessions, with 4,030 participants throughout the year.

Management and key personnel also reinforced their leadership and human rights competencies. Head Office units participated in 38 external gender equality and human rights training sessions, totalling 62 participants. UBOT also offered a 3-hour “Union Academy Advanced Management Programme—Next-Generation Leadership”, covering communication, corporate social responsibility, and talent management. Additional programmes included cross-generational communication and leadership seminars (91 participants), training on HR procedures and labour-related misconduct provisions (120 participants), and worker health education—covering unlawful conduct prevention, maternity protection, and sexual

harassment prevention—with 645 participants.

These initiatives reflect UBOT’s comprehensive commitment to safeguarding employee rights, enhancing information security, and ensuring fair treatment of customers.

Tranning	Human Rights Topic	Target Audience	Participants	Hours
In-person	Occupational Health Education (including unlawful infringement, maternity health protection, and prevention of sexual harassment)	Deposit & Remittance Basic Class Trainees	108	0.5
In-person	Occupational Health Education (including unlawful infringement, maternity health protection, and prevention of sexual harassment)	Deposit & Remittance Operations Supervisors	92	0.5
In-person	Occupational Health Education (including unlawful infringement, maternity health protection, and prevention of sexual harassment)	Wealth Management Basic Class Trainees	17	0.5
In-person	Occupational Health Education (including unlawful infringement, maternity health protection, and prevention of sexual harassment)	Foreign Exchange Basic Class Trainees	36	0.5
In-person	Occupational Health Education (including unlawful infringement, maternity health protection, and prevention of sexual harassment)	New Employee Pre-employment Training Trainees	59	1
In-person	Occupational Health Education (including unlawful infringement, maternity health protection, and prevention of sexual harassment)	Deposit & Remittance Basic Class Trainees	101	0.5
In-person	Occupational Health Education (including unlawful infringement, maternity health protection, and prevention of sexual harassment)	New Employee Pre-employment Training Trainees	35	0.5
In-person	Occupational Health Education (including unlawful infringement, maternity health protection, and prevention of sexual harassment)	Deposit & Remittance Basic Class Trainees	38	0.5
In-person	Occupational Health Education (including unlawful infringement, maternity health protection, and prevention of sexual harassment)	New Employee Pre-employment Training Trainees	100	0.5
In-person	Occupational Health Education (including unlawful infringement, maternity health protection, and prevention of sexual harassment)	New Employee Pre-employment Training Trainees	28	1.5
In-person	Occupational Health Education (including unlawful infringement, maternity health protection, and prevention of sexual harassment)	New Employee Pre-employment	24	0.5

Tranning	Human Rights Topic	Target Audience	Participants	Hours
	health protection, and prevention of sexual harassment)	Training Trainees		
In-person	Occupational Health Education (including unlawful infringement, gender diversity, and prevention of sexual harassment)	Headquarters Department Staff	7	1
In-person	Briefing on Personnel Laws and Regulations & Prevention of Unlawful Workplace Infringement	Senior Executives	120	0.5
In-person	UFH Academy Advanced Managerial Talent Program – Excellence Development for Next-generation Supervisors	Mid-to-Senior Level Supervisors	23	3
In-person	Cross-generational Communication & Leadership Seminar and HR Operations Workshop	Deposit & Remittance Operations Supervisors	91	8
In-person	2024 Gender Equality & Workplace Gender-based Violence (Amended Gender Equality at Work Act) Legal Seminar	Headquarters Designated Personnel	8	20
In-person	2024 Friendly Workplace for Families Seminar	Headquarters Designated Personnel	1	3
In-person	2024 Corporate Childcare Facilities & Nursing Room Regulations and Employee Welfare Seminar	Headquarters Designated Personnel	1	4
In-person	2024 Diversity, Workplace Equality & Sexual Harassment Prevention Workshop	Headquarters Designated Personnel	5	30
In-person	2024 Labor Insurance & Occupational Accident Insurance Regulation Seminar	Headquarters Designated Personnel	2	6
In-person	2024 Workplace Equality & Sexual Harassment Prevention Workshop	Headquarters Designated Personnel	1	5
In-person	2024 Occupational Health – Breastfeeding Education (Live Broadcast)	Headquarters Designated Personnel	1	3.5
In-person	2024 Taiwan DEI Leadership Forum	Headquarters Designated Personnel	1	4
In-person	2024 Labor Law Workshop – Prevention of Workplace Sexual Harassment	Headquarters Designated	2	6

Tranning	Human Rights Topic	Target Audience	Participants	Hours
	& Unlawful Infringement	Personnel		
In-person	HR X AI Workshop – The Future of HR in the AI Era	Headquarters Designated Personnel	2	24
In-person	Are Holiday, Year-end, and Performance Bonuses Considered Wages? Practical Wage-related Case Analysis	Headquarters Designated Personnel	1	3
In-person	Does Messaging Employees After Hours Count as Overtime? Discussion on Working Hours & Overtime Rules	Headquarters Designated Personnel	2	6
In-person	What to Do When Employers Message After Hours – Analysis of Working Hour Rules & Overtime Boundaries	Headquarters Designated Personnel	1	3
In-person	How to Legally Establish and Convene Labor–Management Meetings	Headquarters Designated Personnel	2	6
In-person	How Do I Apply for Leave? Labor Leave Rights & Legal Overview	Headquarters Designated Personnel	2	6
In-person	Gender Equality in Employment Act – Regulatory Interpretation Workshop (Morning Session)	Headquarters Designated Personnel	1	3.5
In-person	Gender Equality in Employment Act Amendments – Strengthening Prevention Awareness & Employer Responsibilities	Headquarters Designated Personnel	1	3
In-person	Gender Equality in Employment Act & Sexual Harassment Prevention Law – Amendment Interpretation & Response Measures	Headquarters Designated Personnel	1	3
In-person	Corporate Employee Relations & Dispute Resolution Mechanisms – Experience Sharing Seminar	Headquarters Designated Personnel	2	7
In-person	Common Illegal Practices in Labor Cases – From Recruitment to Contract Signing	Headquarters Designated Personnel	2	6
In-person	Labor Occupational Accident Insurance Act Overview & Case Sharing	Headquarters Designated Personnel	1	3
In-person	Analysis of Labor Contract Termination Disputes & Practical Operation	Headquarters Designated	2	6

Tranning	Human Rights Topic	Target Audience	Participants	Hours
		Personnel		
In-person	How to Handle Conflicts Between Labor Contracts and Work Rules	Headquarters Designated Personnel	1	3
In-person	Headquarters Designated Personnel	Headquarters Designated Personnel	1	15
In-person	Labor Dispute Resolution Mechanisms & Worker Protections under the Labor Incident Act	Headquarters Designated Personnel	1	3
In-person	Labor Dispute Mediation – Techniques & Case Analysis	Headquarters Designated Personnel	1	3
In-person	Employment Discrimination & Privacy – Case Study Discussion	Headquarters Designated Personnel	1	3
In-person	Must All Labor Disputes Go to Court? Mediation Techniques & Case Analysis	Headquarters Designated Personnel	2	6
In-person	Can Employers Freely Transfer Employees? Five Principles of Job Transfers under the Labor Standards Act	Headquarters Designated Personnel	1	3
In-person	Legal Matters for Termination – Analysis of Legality & Common Case Examples	Headquarters Designated Personnel	1	3
In-person	Banking Sector Core Talent – HR Advanced Training Program (Session 2): HR Management Applications in AI & Big Data	Headquarters Designated Personnel	1	6
In-person	Banking Sector Core Talent – HR Advanced Training Program (Session 3): Labor Law & Dispute Resolution	Headquarters Designated Personnel	2	12
In-person	Banking Sector Core Talent – Management Program (Session 5): Win-Win Negotiation Skills	Headquarters Designated Personnel	1	6
In-person	Banking Sector Core Talent – Management Program (Session 4): New-generation Employee Coaching	Headquarters Designated Personnel	1	12
In-person	Is Deducting NT\$1,000 for Being 5 Minutes Late Legal? Wage Payment	Headquarters Designated	2	6

Tranning	Human Rights Topic	Target Audience	Participants	Hours
	Rules & Common Violations	Personnel		
In-person	Hidden Traps in Payslips – Understanding Wage Components & Labor Rights	Headquarters Designated Personnel	1	3
In-person	Preventing Workplace Unlawful Infringement – Practical Guide to Prevention & Remedial Measures	Headquarters Designated Personnel	2	12
In-person	Occupational Safety & Health Management Personnel Training (Taipei)	Headquarters Designated Personnel	1	115

4.2 Grievance Mechanisms

UBOT has established the “Union Bank of Taiwan Measures for the Prevention, Reporting, and Investigation of Sexual Harassment” and the “Union Bank of Taiwan Prevention Plan for Unlawful Infringement During Duty Execution” in accordance with the Gender Equality in Employment Act and other relevant regulations. In addition to publicly committing—through written statements posted at all workplaces—to creating a safe working environment, all department heads are required to complete the “Workplace Unlawful Infringement Self-Assessment Checklist” annually. Through systematic self-assessment and continuous awareness promotion, UBOT aims to identify and reduce risks related to physical, verbal, and psychological violence, as well as sexual harassment, at an early stage.

UBOT encourages employees to proactively report any incidents involving aggression or threats and ensures strict confidentiality of the identity and personal information of complainants and whistleblowers. Multiple grievance channels—such as a dedicated hotline, fax number, grievance email inbox, and the internal employee portal—are provided to facilitate easy access for employees.

Employee Grievance Channels	Grievance Method
Grievance Hotline	(02)2718-0001 ext.2701
Fax	(02)2713-6869
Grievance Email	Richard_Lee@ubot.com.tw
Website	Employee Portal Website

UBOT's grievance mechanism operates under the principles of "Multiple Reporting Channels, Dedicated Case Handling, Confidentiality & Non-Retaliation, and Timely Case Closure." When employees or related personnel encounter suspected workplace misconduct—including sexual harassment, bullying, violence, or discrimination—they may submit the "Suspected Workplace Misconduct Report/Grievance Form" to the designated department.

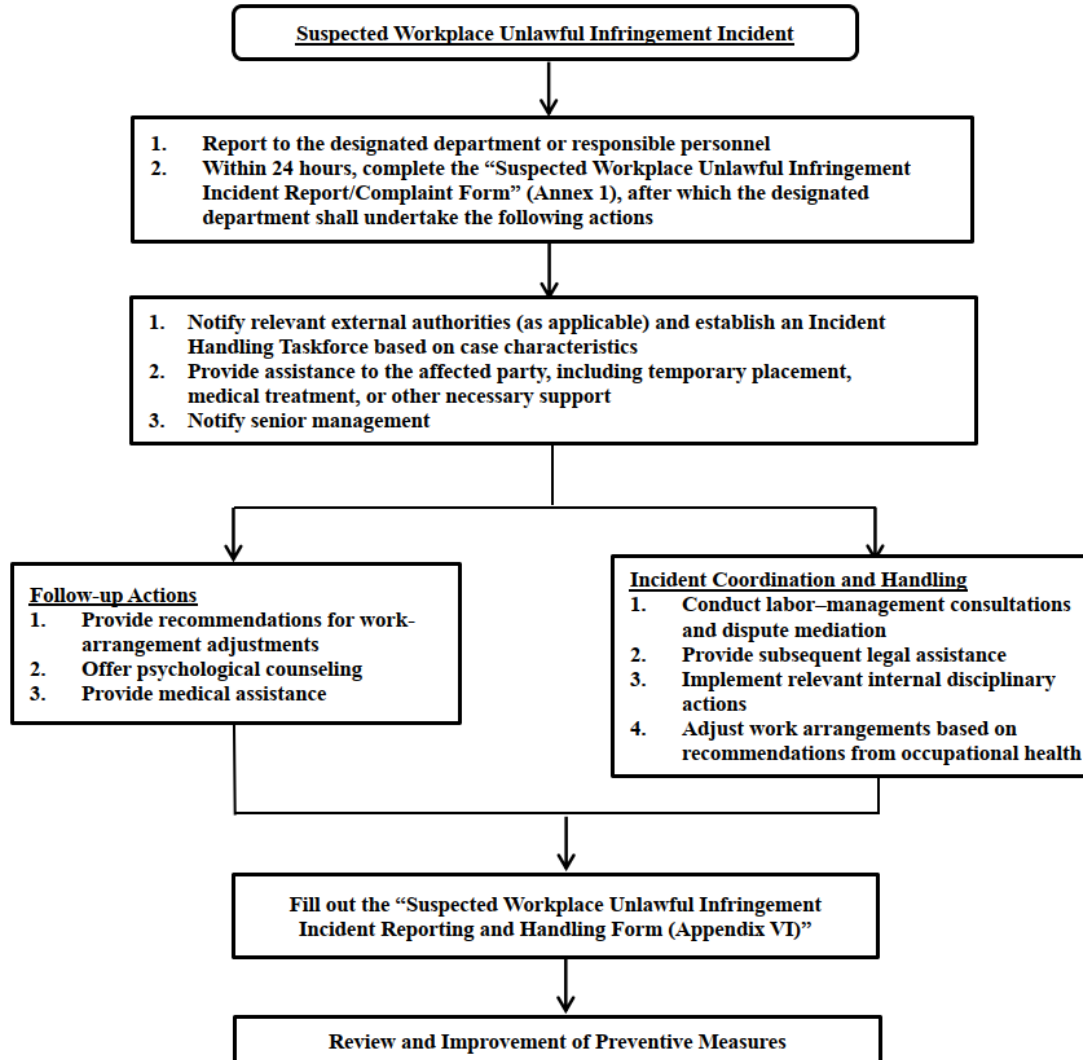
Upon receiving a report, the responsible department will review the case and, based on its nature and severity, establish a handling or investigation team within three days (mediation may be conducted first if both parties agree). If a formal investigation is initiated, the investigation committee must consist of at least three members, with no fewer than two external experts. Meetings require attendance by a majority of all members and a majority of external members. The investigation is generally completed within two months, with a possible extension of one additional month when necessary.

Throughout the process, UBOT emphasizes objectivity, impartiality, and strict confidentiality, ensuring that complainants, reporters, and witnesses are protected from any adverse treatment or retaliation. Depending on the needs of the case, UBOT may arrange workplace adjustments, psychological counseling, and medical or legal assistance. For internal incidents, UBOT may request immediate support from internal security personnel or local police; for external incidents, UBOT maintains coordination and reporting channels with local law enforcement and investigative authorities.

All investigation records, including meeting minutes, reporting and handling forms, training records, and evaluation documents—are retained for a minimum of three years, serving as inputs for annual risk assessments and improvement actions.

Sexual harassment cases are additionally handled in accordance with UBOT's "Guidelines for the Prevention, Reporting, and Investigation of Sexual Harassment," which provide enhanced requirements for confidentiality, victim support, and procedural rigor.

Workplace Unlawful Infringement Incident Handling Flowchart



4.3 Labor Rights Practices

UBOT places strong emphasis on protecting labor and human rights, upholding the principles of integrity, fairness, and respect to ensure that all recruitment, compensation, and working conditions comply with the Labor Standards Act and relevant regulations.

UBOT's recruitment and employment procedures strictly follow the principles of "prohibition of child labor" and "personal data protection." During the recruitment stage, résumés are reviewed to confirm that candidates meet the legal minimum employment age, and birthdates are further verified using national identification cards at onboarding. Individuals who do not meet requirements are immediately disqualified from employment. All documents collected for onboarding verification are used solely for employment review purposes and are marked with "For Union Bank of Taiwan business use only" to prevent misuse. In accordance with the Personal Data Protection Act, all documents are centrally managed; access to the archive room requires supervisor approval and registration, and documents are securely destroyed after the retention period expires, ensuring data security and adherence to the data minimization principle.

Furthermore, UBOT ensures that all employment is based on voluntary consent. Before onboarding, applicants are fully informed of job duties, compensation, and working-hour requirements. Upon employment, each staff member signs two copies of the employment contract, retaining one for personal reference. UBOT does not require deposits, does not withhold personal identification documents, and provides accessible grievance channels to safeguard labor rights.

In addition, UBOT has established comprehensive policies and management measures aligned with key labor and human rights topics, including:

- Paying wages sufficient to maintain basic living standards
- Preventing excessive working hours and setting maximum work-hour limits
- Ensuring equal pay for equal work

- Providing paid annual leave
- Implementing consultation and advance notice procedures prior to mass layoffs

Together, these measures form a complete labor rights management framework. The policy basis and implementation results for each labor rights topic are summarized in the following table, ensuring that UBOT effectively safeguards human rights across all aspects of employment, compensation, and working conditions while promoting work–life balance.

Labor Rights Practice Item	Policy System and Commitment	Labor Rights Practice Management Plan
Avoiding or Reducing Overtime and Excessive Working Hours	UBOT adheres to the principle of safeguarding employees' physical and mental well-being and has established a comprehensive overtime management system in accordance with the Labor Standards Act. All overtime work must be approved in advance and subsequently recorded in the system to ensure automatic calculation of overtime hours and proper payment on pay day.	Monitoring Working Hours, Including Overtime Control: <ol style="list-style-type: none"> 1. Monthly Review of Overtime Exceptions: Management reviews the “Overtime Exception Report” each month to identify cases in which employees exceed 20 overtime hours in a single month or exhibit patterns of long-term overtime. The root causes are examined, and workloads are adjusted accordingly to ensure distribution of work hours and to prevent excessive or prolonged overtime. 2. Promoting a Culture of On-Time Departure: UBOT promotes a culture that encourages employees to leave work on time. Supervisors are expected to regularly check in on employees' workloads and provide necessary support. Through family-care measures and friendly-workplace policies, UBOT helps employees balance

Labor Rights Practice Item	Policy System and Commitment	Labor Rights Practice Management Plan
		work and personal life, thereby achieving the management goal of reducing unnecessary overtime.
Setting Maximum Working Hours Limits	UBOT clearly stipulates the maximum daily and monthly working hours for employees and strictly complies with the requirements of the Labor Standards Act. Employees shall not work more than 12 hours per day or exceed 46 hours of overtime per month, and UBOT monitors that the average monthly overtime over the most recent six months does not exceed 45 hours.	Ensuring the payment of overtime wages: UBOT has established a structured “Overtime Application and Approval Process,” allowing supervisors to monitor employees’ working hours and leave arrangements in real time to prevent excessive working hours. Employees may choose either overtime pay or compensatory leave according to their needs. Any unused compensatory leave at the end of the year or upon termination of the employment contract is fully converted into salary, ensuring employee rights and full compliance with legal working-hour requirements.
Equal Pay for Equal Work Between Men and Women	<ol style="list-style-type: none"> 1. Equal Rights and Non-Discrimination Policies UBOT complies with the Employment Services Act and all relevant equality and anti-discrimination laws (including gender, age, disability, and indigenous peoples’ rights). Employment decisions follow the principles of merit-based hiring and non-discriminatory treatment. 2. Principle of Equal Pay for Equal Work UBOT clearly upholds the principle of equal pay for equal work. Discrimination based on gender, sexual orientation, age, race, disability, or any other personal characteristic is strictly prohibited. 	Ongoing Monitoring of Gender Pay Equity to Achieve Equal Pay: <ol style="list-style-type: none"> 1. UBOT is committed to promoting workplace diversity and gender equality. Regular reviews of gender pay gaps are conducted to ensure a fair and transparent compensation structure. In 2024, women accounted for 63.4% of total employees and 53.1% of management positions, showing steady improvement in female representation at the leadership level. 2. Compensation comparison results (2024): Female managers earned 1.02 times the salary of male managers.

Labor Rights Practice Item	Policy System and Commitment	Labor Rights Practice Management Plan
	Gender pay indicators are reviewed regularly to ensure fair labor rights and a sound compensation system.	<p>Female managerial compensation (including benefits/bonus categories) reached 1.13 times that of male managers.</p> <p>Non-managerial female employees earned 0.95 times the salary of their male counterparts.</p> <p>Overall, gender pay differences continue to narrow and remain within a balanced range.</p> <p>3. Based on gender pay indicators: The median salary gap was 7.89%. The median bonus gap was 11.32%. Both remain within a reasonable range.</p> <p>UBOT will continue strengthening annual compensation reviews and verifying pay adjustments based on job grade and performance evaluation to ensure that no gender-related pay disparity occurs, thereby fully implementing the principle of equal pay for equal work and fostering an inclusive workplace culture.</p>
Avoiding or Reducing Overtime or Excessive Working Hours	In line with the principle of safeguarding employees' physical and mental well-being, UBOT has established a comprehensive overtime management system in accordance with the Labor Standards Act. All overtime work must be approved in advance and recorded in the system afterward to enable automatic calculation of overtime hours and payment on payday.	<p>Monitoring working hours, including control of overtime hours:</p> <p>1. UBOT safeguards employees' entitlement to annual leave in accordance with the Labor Standards Act.</p> <p>Employees who have accumulated the required years of continuous service are granted statutory annual leave, during which full salary is paid. For any unused annual leave at the end of the year or upon termination of</p>

Labor Rights Practice Item	Policy System and Commitment	Labor Rights Practice Management Plan
		<p>employment, the remaining leave days are either carried over or converted into monetary compensation in accordance with the law, ensuring that employees' rights and benefits are fully protected.</p> <p>2. To ensure employees can make full use of their paid annual leave, UBOT provides regular reminders through the HR system and encourages supervisors to proactively assist employees in planning and scheduling their leave. This approach reinforces the proper implementation of the annual leave system, supports employees' physical and mental well-being, and promotes work-life balance.</p>
<p>Translation – Minimum Consultation or Notice Period Prior to Mass Layoffs</p>	<p>UBOT complies with the provisions of the Mass Redundancy Protection Act. In the event that a mass layoff is planned, UBOT will provide written notice to the competent authority and labor representatives at least 60 days prior to the effective date and will conduct the legally required consultation process. During the consultation period, UBOT will provide complete information—including the reason for the layoff, the number of affected employees, the implementation timeline, and the proposed compensation measures—and will engage in full communication with labor representatives to explore feasible alternatives or mitigating actions aimed at reducing the impact on employees' livelihoods. All consultation records and resolutions are properly retained for audit purposes, ensuring transparency and compliance with</p>	<p>For employees who leave UBOT involuntarily, UBOT provides two job-search leave days per week in accordance with relevant regulations. These employees may also apply for employment counseling and vocational training programs offered by local employment service centers. Such training programs are equally available to retired employees or those whose employment relationship has been terminated, supporting them in enhancing employability and planning for future career development.</p>

Labor Rights Practice Item	Policy System and Commitment	Labor Rights Practice Management Plan
	<p>statutory requirements. These measures demonstrate UBOT's commitment to respecting labor rights and fulfilling its social responsibility.</p>	

In addition to implementing labor rights management in accordance with legal requirements, UBOT further advances proactive human rights promotion measures across three key dimensions: labor-management communication, extended social protection, and workforce resilience through talent development.

UBOT values employees' right to express opinions and participate in decision-making. Regular consultations are held with labor representatives regarding working conditions and welfare policies, ensuring transparency and two-way communication. At the same time, beyond statutory labor and health insurance and retirement systems, UBOT voluntarily expands employee protection and welfare programs—including group insurance, health-care support, and psychological well-being services—to strengthen overall security and employee satisfaction.

In response to challenges brought by industrial transition and climate transition, UBOT actively invests in employee reskilling and upskilling programs. These initiatives help employees continuously enhance professional competencies, reduce employment risks associated with transition, and reinforce UBOT's long-term commitment to a people-centered approach.

The table below outlines UBOT's corresponding policies, systems, and management practices for the relevant labor rights items.

Labor Rights Program Item	Description
Engagement in Regular Communication and Consultation with Employee Representatives on Working Conditions	<ol style="list-style-type: none"> 1. UBOT places strong emphasis on establishing and operating an effective labor-management communication mechanism. In accordance with the Labor Standards Act, UBOT has established a Labor-Management Meeting, composed of representatives from both labor and management, serving as a formal platform for consultation on working conditions and labor-related matters. Meeting members include nine elected labor representatives together with management-appointed representatives, who jointly discuss and decide on matters such as amendments to work rules, adjustments to employment conditions, and measures to safeguard employee rights. 2. Labor representatives are elected through a company-wide online voting system, with nominees categorized by region (North, Central, South). The top nine candidates with the highest votes—four men and five women—are elected, ensuring representativeness and gender balance. All labor representatives are full-time employees of UBOT, enabling them to fully understand workplace conditions and accurately reflect on frontline concerns.

Labor Rights Program Item	Description
	<p>3. The Labor–Management Meeting convenes on a regular annual basis (four meetings held in 2024), and additional ad hoc meetings are arranged when necessary to ensure timely communication. Through this institutionalized dialogue mechanism, UBOT strengthens mutual trust between labor and management, enhances transparency of employment conditions, and ensures that all employees enjoy legally protected labor rights, human rights, and freedom of association, thereby fostering a fair and inclusive workplace environment.</p>
Expand the Scope of Employee Social Protection Beyond Public Systems	<p>Union Bank of Taiwan, in addition to complying with statutory labor and health insurance and retirement systems, further implements a wide range of health and care measures. A dedicated care task force has been established specifically for middle-aged and senior employees to regularly monitor their health conditions and provide consultation services. UBOT has also added retinal imaging to health check-ups, monitors blood pressure, and improves workplace lighting to reduce occupational health risks. At the same time, UBOT promotes health programs focused on preventing obesity and metabolic syndrome, thereby building a workplace care system that goes beyond the protections offered by public social security schemes.</p>
Providing Employees with Training or Retraining Opportunities to Mitigate the Negative Impacts of Industrial or Climate Transition	<p>To strengthen employees’ professional capabilities in responding to sustainability and climate-related transitions, Union Bank of Taiwan provides regular sustainability training each year.</p> <p>In 2024, a total of 3,834 employees completed the “Sustainable Finance Series E-Learning Program”. In addition, dedicated courses were offered to Board members and senior executives, including “Impact Investment and SDGs Practices” and “Transition to IFRS Sustainability Disclosure Standards S1 and S2,” with 28 participants completing the training.</p> <p>UBOT also encourages employees to take the Sustainability Basic Competency Test, offering an incentive of NT\$1,300 for those who pass. As of the end of 2024, 456 employees had obtained the certification, with a 33% passing rate among senior executives.</p> <p>These efforts demonstrate UBOT’s strong commitment to cultivating sustainability-focused financial professionals and mitigating the potential impacts of industry transformation on employment stability.</p>

4.4 Quantitative Assessment of Human Rights Issues

To uphold the principles outlined in the Union Bank of Taiwan Human Rights Policy, UBOT has developed a set of quantitative indicators aligned with the core human rights topics covered by the policy—including equal employment opportunity, labor conditions, occupational safety and health, freedom of association, grievance and remedy mechanisms, non-discrimination, and personal data and privacy protection. These indicators enable UBOT to systematically track and evaluate annual performance in human rights management.

In 2024, through internal data review and employee feedback, UBOT conducted a quantitative assessment across ten key human rights topics, focusing on the following dimensions:

Human Rights Topic	Description	Quantitative Human Rights Indicators	2024 Results
01. Prohibition of Discrimination	Prohibition of all forms of discrimination and sexual harassment, and the commitment to provide all employees with a safe, respectful, and equitable work environment. Any harsh or inhumane treatment—including violence, sexual violence, sexual harassment, sexual assault, corporal punishment, psychological or physical coercion, bullying, public humiliation, verbal abuse, or threats of such acts—is strictly prohibited.	Sexual Harassment Incidence Rate = (Number of individuals involved in internally accepted sexual harassment complaints during the year) / (Total number of employees)	0.025 %
	At the same time, no employee may be discriminated against or harassed on the basis of race, skin color, age, gender, sexual orientation, gender identity or expression, ethnicity or nationality, disability, pregnancy, religion, political affiliation, group membership, veteran status, protected genetic information, or marital status, whether in recruitment, compensation, promotion, rewards, access to training opportunities, or daily work practices. In addition, UBOT shall provide employees with appropriate facilities for religious practices and disability accommodation.	Discrimination Incidence Rate = (Number of cases confirmed as employment discrimination by competent authorities during the year) / (Total number of employees)	0 %

Human Rights Topic	Description	Quantitative Human Rights Indicators	2024 Results
	Employees or job applicants must not be required to undergo discriminatory medical examinations, such as pregnancy tests or virginity tests, or any other inappropriate physical examinations.		
02. Prohibition of Child Labor	Strictly prohibit the employment of any individual under the age of 16, or who has not completed compulsory education, or who is below the minimum legal employment age in the respective country or region (whichever age is highest). UBOT also prohibits young workers under the age of 18 from engaging in work that may endanger their health or safety, including night shifts and overtime.	Number of child labor employed by UBOT in 2024	0
	UBOT commits to maintaining lawful and complete records of student workers, ensuring that students, interns, and apprentices receive wages not lower than those of other entry-level employees performing the same or similar work, while safeguarding their right to education, physical and mental well-being, and ensuring that their work arrangements comply with applicable laws and regulations. Legitimate and legally compliant work-based learning programs are not subject to this restriction.	Number of child labor identified among suppliers in 2024	0
03. Prohibition of Forced Labor	Strictly prohibits all forms of forced or involuntary labor, including debt bondage, contract labor, exploitative prison labor, and slavery. All work must be performed voluntarily, and employees may, with reasonable notice, freely leave their job or terminate the employment relationship without penalty.	Incidence Rate = Number of forced-labor complaints accepted by competent authorities during the year / Total number of employees	0 %

Human Rights Topic	Description	Quantitative Human Rights Indicators	2024 Results
	The Company and any intermediaries shall not restrict employees' freedom of movement, confiscate or conceal identity documents, nor require employees to pay any recruitment or hiring fees.		
04. Reasonable Wages and Benefits	Provide employees with salaries and benefits that meet, and in many cases exceed, the minimum requirements established by law. This includes entry-level salaries for inexperienced employees that are higher than the statutory minimum wage, monthly payment of overtime wages, and comprehensive welfare protections. Employees are further entitled to a fair and reasonable reward and incentive system, structured promotion and salary-adjustment mechanisms, and competitive performance-based bonuses.	Occurrence Rate = Number of forced labor complaints accepted by the competent authority during the year / Total number of employees	0.025 %
05. Protection of Employees' Freedom of Association and Collective Bargaining Rights	Employees may freely form or join associations in accordance with local laws and regulations of the jurisdiction in which they operate. UBOT respects employees' rights to collective bargaining and ensures that they may communicate with the employer or management regarding working conditions without fear of retaliation, threats, intimidation, or harassment.	Incidence Rate = Number of forced labor complaints accepted by the competent authority during the year / Total number of employees	0 %
		Involvement Rate = Number of employees involved in labor dispute cases accepted by the competent authority during the year / Total number of employees	0.075 %
06. Diverse and Inclusive Working Environment	Safeguard the labor rights of vulnerable groups, including Indigenous peoples, women, migrant workers, contract personnel, and persons with disabilities.	Employment rate of Indigenous Peoples (Head Office)	1.270 %
		Employment rate of Persons with Disabilities (Entire Bank)	0.425 %

Human Rights Topic	Description	Quantitative Human Rights Indicators	2024 Results
07. Healthy, Safe, and Friendly Workplace	Provide a safe, healthy, and harassment-free workplace.	Incident Rate = Number of occupational injury or fatality cases occurring within the company during the year / Total number of employees	0.650 %
		Non-Compliance Rate = Number of suppliers rated as non-compliant during the year / Total number of evaluated suppliers	0 %
08. Safeguarding Employees' Physical and Mental Well-Being	Support and assist employees in maintaining physical and mental well-being and achieving work-life balance.	Abnormal Workload-Induced Illness Risk Indicator = Number of employees assessed by physicians as having illness risks induced by abnormal workload / Total number of employees	5.729 %
		Female Occupational Risk Indicator = Number of female employees assessed by physicians as having work-related health risks / Total number of female employees	0 %
09. Maintaining Open and Accessible Communication Channels	Establish an open management model and a transparent communication environment, encouraging employees to express their opinions candidly while ensuring that no individual is treated unfairly in terms of salary, bonuses, or benefits due to gender, age, race, nationality, job title, or any other factor unrelated to work performance.	Completion Rate = Number of grievance cases processed and closed during the year / Total number of grievance cases received during the year	75 % (One of the cases was closed in 2025.)
10. Respect for	Respect and protect the privacy of all employees and customers.	Incident Rate = Number of information security breach cases occurring within	0 %

Human Rights Topic	Description	Quantitative Human Rights Indicators	2024 Results
Privacy and Personal Data Protection	Personal data and business information must be properly managed in strict accordance with applicable laws and regulations, to prevent unauthorized collection, use, disclosure, or misuse of such data. All related information must be made available for access, correction, or deletion based on the wishes of the data subject.	the company during the year / Total number of employees	
Risk Quantification Indicator and Identification Ratio ¹			7.03%

Note 1: “Risk Quantification Indicator and Identification Ratio” = (Number of employees identified with risks / Total number of employees).

In the future, UBOT will continue to strengthen the KPI-based management and trend analysis of human rights topics.

UBOT will conduct an annual review of each quantitative indicator and incorporate the results into management-level performance evaluations and decision-making processes, ensuring that human rights protection measures are embedded in daily operations and supply chain management. Through this continuous improvement, UBOT aims to progressively enhance the overall maturity of its human rights governance framework.

5.Sustainable Supply Chain Management

Union Bank of Taiwan continues to strengthen sustainable supply chain management through institutionalized commitment mechanisms and annual assessment procedures, ensuring that suppliers meet the Bank’s expectations across environmental, social, and governance dimensions. In 2024, a total of 456 suppliers completed the signing of the “Commitment to Corporate Social Responsibility, Ethical Business Practices, and Compliance with Laws and Regulations,” with a 100% signing rate among key suppliers. The commitment letter stipulates that suppliers shall fulfill their corporate social responsibility obligations, and Union Bank of Taiwan reserves the right to terminate or rescind the contract at any time should a supplier cause significant environmental or social impacts. In 2024, no suppliers were terminated due to violations of ESG-related policies.

Union Bank of Taiwan conducted preliminary assessments on labor, human rights, and environmental risks for its key suppliers. Suppliers are required to complete the Human Rights Due Diligence Questionnaire and the Supplier Corporate Social Responsibility Self-Assessment Form, which cover four major areas: environmental protection, occupational safety and health, labor and human rights, and ethical business practices. The overall results of the 2024 assessment indicated no significant human rights or environmental impacts that warranted termination of supplier relationships.

In accordance with the Supplier Management Policy, Union Bank of Taiwan clearly requires all partnering vendors to comply with ESG principles and incorporates relevant clauses into contractual agreements. If any risks are identified through the assessment, the Bank will implement the necessary guidance and risk-mitigation measures. Suppliers that fail to make improvements after such guidance will not continue to be engaged.