

# **Union Bank of Taiwan Occupational Safety and Health Guidelines**

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## **Chapter 1: General Provisions**

Article 1: These guidelines are established in accordance with the Occupational Safety and Health Act and its enforcement rules. All employees of the Bank shall strictly adhere to them.

Article 2: The core principle of promoting safety and health is 'Cherish your body, respect others' lives.'

Article 3: Definitions:

- 'Worker': Refers to laborers, self-employed workers, and others engaged in labor under the direction or supervision of the workplace responsible person.
- 'Employee': Refers to individuals employed by the Bank to perform work in exchange for wages.
- 'Employer': Refers to the person in charge of the Bank (including branches).
- 'Management Unit': Refers to the unit responsible for coordinating occupational safety and health affairs throughout the Bank.
- 'Safety and Health Management Personnel': Includes Occupational Safety and Health Supervisors and Administrators.

Article 4: Exercising caution in safety operations and preventing disasters is the ultimate goal of promoting safety and health.

## **Chapter 2: Safety and Health Management and Responsibilities**

**Article 5: Safety and Health Management:** To coordinate, supervise, and promote labor safety and health affairs, the Bank establishes an occupational safety and health management plan and designates safety and health personnel (organization) in accordance with Article 23 of the "Occupational Safety and Health Guidelines".

**Article 6: Responsibilities of Various Levels:**

1. **Employer:** Shall take necessary preventive equipment or measures within reasonable feasibility to prevent workers from occupational hazards.
2. **Occupational Safety and Health Management Unit:** Drafts, plans, supervises, and promotes safety and health management matters, and guides relevant departments in implementation.
3. **Occupational Safety and Health Committee:** Provides recommendations on safety and health policies drafted by the employer, reviews, coordinates, and advises on safety and health-related matters.
4. **Occupational Safety and Health Supervisors:** Manages and oversees safety and health management matters.
5. **Occupational Safety and Health Administrators:** Drafts, plans, and promotes safety and health management matters, and guides relevant departments in implementation.
6. **Workplace Responsible Personnel and Supervisors at All Levels:** Commands and supervises the execution of safety and health management matters within their authority, and coordinates and guides personnel in implementation.

The aforementioned management units and committees shall be established in accordance with the provisions of the "Occupational Safety and Health Management Measures."

## **Chapter 3: Maintenance and Inspection of Machinery, Equipment, and Tools**

**Article 7:** The operation, maintenance, and inspection of all equipment in the Bank shall be conducted in accordance with the operation manuals provided by the manufacturers.

**Article 8:** Maintenance and inspection of all equipment in the Bank shall be implemented in accordance with the relevant items specified in the annual occupational safety and health automatic inspection plan.

**Article 9:** Maintenance and inspection of all equipment in the Bank, except for information equipment managed by the IT Department, shall be handled by the General Affairs Department and the respective user units. Professional contractors may be engaged if necessary, with periodic audits conducted by the responsible units.

**Article 10:** General vehicles shall undergo safety performance inspections quarterly.

**Article 11:** High (low) voltage electrical equipment shall be inspected semi-annually in accordance with the following provisions:

1. Operational tests of high (low) voltage receiving panels and distribution boards (including relays, instruments, and switches).
2. Insulation conditions of high (low) voltage electrical equipment, grounding resistance, and other safety equipment conditions.
3. Condition of self-supplied outdoor high (low) voltage power lines.

**Article 12:** Automatic inspections as prescribed shall be planned and implemented.

**Article 13:** Records of regular inspections and operational checks shall include the following:

1. Date of inspection.
2. Inspection methods.
3. Parts inspected.
4. Inspection results.
5. Name of the inspector.
6. Improvement measures taken based on the inspection results.

Records shall be kept for at least three years.

**Article 14:** Supervisors and occupational safety and health management personnel shall report to higher authorities if inspections reveal potential hazards to workers. Immediate maintenance and necessary measures shall be taken if abnormalities are detected during automatic inspections.

#### **Chapter 4: Work Safety and Health Standards**

**Article 15:** Official Vehicle Driving Safety Guidelines:

1. Strictly adhere to traffic rules and drive according to traffic signals.
2. Official vehicles and motorcycles shall undergo regular maintenance and inspections to ensure vehicle safety.
3. Before driving, drivers must conduct safety checks following the "Daily Operational Checklist for Official Vehicles."

**Article 16:** Ergonomic Safety Standards for Computer Workstations Operational work at computer workstations may impact users' health. The potential hazards and preventive measures are summarized as follows:

## **1. Ergonomics and Health Guidelines:**

- Viewing Distance: It is recommended that documents and screens be placed at the same height to avoid eye refocusing caused by frequent movement of the line of sight. The optimal viewing distance is approximately 60-70 cm. Users can determine this by stretching their arm straight out horizontally, with the distance of one arm being ideal.
- Viewing Angle: The angle between the eyes and the screen should be appropriate. It is recommended that the screen of the computer terminal be positioned approximately 10-20 degrees below the horizontal eye level, with the lowest point not exceeding 30 degrees. The screen surface should ideally be at 90 degrees to the line of sight, with a slight upward tilt.
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## **2. Musculoskeletal Strain:**

- Workstation Adjustments: The choice of desks should be based on the specific use of the workstation, such as simple document processing, data entry, or computer-aided design and manufacturing. Workstations can be designed in L-shape or U-shape configurations as needed. Chairs should have a slightly waterfall-shaped edge and back support to support the lumbar spine. The height of the desk and chair should be adjusted according to the user's body type to ensure correct posture and viewing angles. Armrests should be optional, depending on job requirements.
- Posture Recommendations:
  - A. Upper arms should be in a natural vertical position.
  - B. Forearms should form a 90-degree angle with the upper arms or be slightly inclined upward by 10-20 degrees.
  - C. Wrists should remain level with the forearms to prevent over-bending, which could cause wrist injuries.

- D. Thighs should be horizontal to the chair seat. If pressure is felt on the legs, a footrest should be used.
- E. Lower legs should form a 90-degree angle with the thighs.
- Work Schedule Management: Rest breaks should be distributed to reduce visual fatigue and musculoskeletal strain. According to updated labor regulations, workers engaging in continuous computer tasks must receive at least a 15-minute break after two hours of operation. Proper management of work schedules, including job duration, rest periods, and flexibility, is essential to prevent injuries.

### **3. Radiation Exposure:**

- Although research indicates that radiation emitted by computers is far below permissible exposure limits and poses no harm, attention should still be given to reducing exposure. Selecting low-radiation monitors can alleviate psychological concerns and reduce exposure. It is advisable to avoid sitting beside or behind computer screens, where radiation is more concentrated. Screens can be turned off when not in use.

### **4. Work Pressure and Neuro-Psychological Stress:**

- Work stress can be alleviated by addressing visual strain, musculoskeletal issues, and radiation exposure. Additionally, creating a comfortable work environment, appropriately distributing tasks, and ensuring fair evaluations and rewards can help ease employees' anxiety and tension.

### **5. Skin Symptoms and Other Issues**

- Although there is no direct evidence linking skin symptoms to computer use, improving workplace conditions, air circulation, and controlling temperature and humidity, along with stress reduction, are essential to alleviate employee concerns.

## **Article 17: Material Stacking Safety Guidelines:**

### **1. Material Stacking:**

To prevent collapse, sliding, or falling, measures such as tying with ropes, using protective nets, support stakes, limiting height, or altering stacking methods must be taken. Entry into these areas by unrelated personnel is strictly prohibited.

### **2. Storage Rules:**

- Materials must not exceed the maximum safe load of the storage area.
- Stacking must not obstruct lighting.

- Stacking must not interfere with the operation of mechanical equipment.
- Traffic or access to exits must not be blocked.
- The effectiveness of automatic sprinklers and fire alarms must not be reduced.
- Access to firefighting equipment for emergencies must not be obstructed.
- Stacking should generally avoid leaning against walls or structural supports and must not exceed safe load limits.

### 3. **Fiber Ropes for Securing Materials on Vehicles:**

Fiber ropes used to secure materials on vehicles must not be used if:

- A single strand of the rope is broken.
- The rope shows significant damage or corrosion.

### 4. **Material Stacking Operations in Warehouses or Open Storage Areas:**

- If the working height exceeds 1.5 meters, equipment to ensure safe access for workers must be provided. However, if the stacked materials themselves provide safe access, this requirement does not apply.
- If the working height exceeds 2.5 meters, the following measures must also be taken under the supervision of designated personnel:
  - Determine work methods and order, and oversee operations.
  - Inspect tools and equipment, and remove defective items.
  - Provide workers passing through the area with necessary safety instructions.
  - Ensure materials are stable and safe before proceeding with removal.
  - Supervise all operational activities.

### 5. **Material Storage Precautions:**

To prevent hazards caused by climate changes or spontaneous combustion, appropriate measures such as isolation from external factors and controlling temperature and humidity must be implemented.

### 6. **Bagged Materials in Stacks:**

For stacks composed of bagged materials such as jute, hemp, or plastic bags exceeding 2 meters in height, ensure a minimum distance of 10 cm is maintained between the bottom of the stack and adjacent stacks.

## **7. Rules for Dismantling Stacks Over 2 Meters:**

- Materials must not be removed from the middle of the stack.
- For dismantling bagged stacks, step-like configurations must be used, with the height of each step (except the bottom one) being no greater than 1.5 meters.

## **Article 18: Electrical Safety Guidelines:**

### **1. Installation and Wiring of Electrical Equipment:**

All electrical equipment and wiring must comply with the regulations stipulated in electrical industry laws. Materials such as electrical devices and wires must conform to CNS standards.

### **2. Protection Against Electric Shock:**

For live parts of electrical equipment that pose risks of electric shock during operation or transit, protective barriers or insulation coverings must be installed.

### **3. Prevention of Electrical Hazards:**

When workers are exposed to risks from contact with insulated wires or from moving electrical equipment and devices, measures must be in place to prevent damage or aging of insulation that may lead to electrical hazards.

### **4. Low-Voltage Circuit Inspections and Repairs:**

Workers performing inspections or repairs on low-voltage circuits must wear insulated protective gear or conduct operations under a power shutdown.

### **5. Safety Measures Near Low-Voltage Circuits:**

Workers inspecting low-voltage circuits must use insulated protective devices on the circuits during operations.

### **6. Electrical Equipment Maintenance:**

Electrical equipment must be maintained by designated technicians or entrusted to Grade A electrical engineering contractors or electrical engineers for proper maintenance.

### **7. Safety Practices to Prevent Electrical Accidents:**

All workers must adhere to the following safety practices:

- Only qualified electrical technicians are allowed to install and maintain electrical devices (including repairs and fuse replacements).
- When deactivating equipment for adjustments, switches must be turned off and locked or tagged immediately. Power must only be restored after the original tag is removed and signed by the responsible personnel.

- Non-authorized personnel are prohibited from entering power generation, transformation, or receiving rooms.
- Long objects (e.g., ladders, iron pipes, or plastic tubes) must not be carried on shoulders near or across electrical equipment.
- Switches must be operated firmly and locked after use if equipped with locking mechanisms.
- Electrical plugs must be removed by pulling directly on the plug itself.
- Switches must be deactivated promptly and firmly.
- Wet hands or damp operating rods must not be used to operate switches.
- Only authorized personnel are permitted to operate electrical equipment.
- Non-conductive fire extinguishers must be used for electrical fires.
- Unauthorized wiring or use of electrical circuits is strictly prohibited to prevent electric shock or fire hazards.

**8. Lighting in Electrical Rooms:**

Adequate lighting must be provided in power generation, transformation, and receiving rooms to ensure safe monitoring and operations.

**9. Switch Operating Rods:**

Switch operating rods must be kept clean, dry, and highly insulated. Workers should use rubber gloves.

**10. Connections:**

Connections between wires, straight or branched joints, and connections between wires and devices must be firmly secured.

**11. Prohibited Objects:**

Items unrelated to electrical circuits must not be hung or placed on electrical wires or devices.

**12. Industrial Electrical Devices:**

The use of industrial electrical devices with unknown or unspecified specifications is prohibited.

**13. Responsibilities of Electrical Technicians and Personnel:**

Electrical technicians and other personnel must adhere to the following:

- Regularly inspect electrical equipment. In case of electrical fires or major electrical malfunctions, power must be shut off immediately, and the local power supply agency must be contacted.



- Ensure all connections between wires, straight or branched joints, and connections between wires and devices are firmly secured.
- Power must be shut off before removing or installing fuses.
- Use insulated gloves when operating high-voltage switches with rods.
- Be familiar with the operation methods and sequences of all electrical equipment within their designated work areas, including power generation, transformation, and receiving rooms.

**Article 19:** In the event of a robbery at any of the Bank's business locations, the following principles should be followed in accordance with the Bank's safety protection drill procedures:

1. Quickly find a safe location, lie down, and attempt to activate the alarm.
2. Prioritize the safety of employees and customers above all else.
3. Observe and remember the robber's appearance and characteristics to assist law enforcement and investigation agencies.

## **Chapter 5: Education and Training**

**Article 20:** The Bank organizes safety and health education and training programs to prevent occupational hazards and ensure workers' safety and health, following government regulations.

**Article 21:** Employees are obligated to participate in safety and health education and training.

**Article 22:** Safety and health education and training shall be provided to the following personnel:

1. Occupational safety and health administrators and supervisors.
2. General workers.
3. First-aid personnel.
4. Other personnel designated by central authorities.

**Article 23:** Training methods include:

1. Lectures and explanations.
2. Demonstrations of actions.
3. On-site drills.

**Article 24:** Education and training hours:

1. New and existing employees must complete courses as needed, with at least three hours of training every three years.
  - Overview of laws and regulations related to occupational safety and health.
  - Concepts of labor safety and health and workplace safety and health rules.
  - Automatic inspections before, during, and after operations.
  - Standard operating procedures.
  - Emergency incident response and handling.
  - Fire safety and first aid knowledge and drills.
  - Other safety and health knowledge related to labor operations.
2. Occupational safety and health supervisors must receive a minimum of six hours of training every two years.
  - Safety and health management and implementation.
  - Automatic inspections.
  - Improvement of work methods.
  - Safe operating standards.

**Chapter 6: Health Guidance and Management Measures**

**Article 25:** The Bank employs or contracts medical professionals to handle health services for employees in accordance with the "Labor Health Protection Rules."

**Article 26:** Health checks are conducted based on the following schedule:

1. Annually for employees aged 65 or older.
2. Every three years for employees aged 40 to 65.
3. Every five years for employees under 40.

In accordance with cancer prevention regulations, workers who meet the criteria for cancer screening may, with their consent, undergo screenings for oral cancer, colorectal cancer, cervical cancer (for women), and breast cancer (for women) during health examinations.

**Article 27:** Health check records shall be kept confidential and stored for at least seven years. Exceptions include circumstances requiring disclosure for medical purposes, job placement, or as mandated by law.

## Chapter 7: First Aid and Rescue

### Article 28: First aid for injuries:

1. **Stop Bleeding:** Place sterilized gauze, a cotton pad, or a clean cloth on the wound, then apply direct pressure with your hand to stop the bleeding.
2. **Prevent Contamination:**
  - For wounds not contaminated by dirt or other substances, simply cover the wound with sterilized gauze or a clean cloth and secure it with a bandage.
  - For wounds contaminated by dirt or other substances, the area must be cleaned before bandaging. Use tweezers to hold a cotton ball or gauze soaked with soap and water, clean the skin around the wound, then cover the wound with sterilized gauze and secure it with a bandage.
3. **Special Precautions:** Do not use mercurochrome, iodine, or other disinfectant solutions, anti-inflammatory powders, or antibiotic ointments on the wound.

### Article 29: First aid for fractures:

1. **Keep the Limb in a Natural Position:** Whenever possible, place the affected limb in a natural position.
2. **Fixation with a Splint:** Splints should be improvised from available materials, such as wooden sticks, bamboo poles, long rods, umbrellas, or even tightly rolled magazines or newspapers. Ensure that the splint's length extends beyond the joints on both ends of the fracture so that the upper and lower joints are immobilized when secured.
3. **Padding Before Bandaging:** Wrap the splint with soft material before application. The injured area should be padded with soft material as well, with extra padding around joints and the fracture site.
4. **Secure with Three Bindings:** At least three bindings should be applied—one around the fracture site and one each above and below the fracture.

### Article 30: First aid for burns:

1. **Pain Relief:** Apply cold water (only if the skin is unbroken) and administer pain relief medication.
2. **Prevent Contamination:** Cover the burned area with clean, ironed towels or bed sheets.
3. **Prevent Shock:**

- Pain Relief: Shock often occurs immediately or within 5 to 6 hours after a burn due to severe pain and fear.
  - Hydration: If the patient is conscious and able to swallow, promptly provide non-alcoholic beverages such as tea, coffee, juice, milk, or preferably diluted saline solution.
  - Positioning: Have the patient lie flat with their head lowered. If possible, elevate their lower limbs.
  - Warmth: Keep the patient warm and avoid exposure to cold.
4. **Special Precautions:** Avoid excessive treatment during first aid. Do not apply any ointments or oil-based products to the burn.

**Article 31:** Emergency procedures for electric shock:

Electric burns occur due to the resistance generated as electric current passes through human tissue. The severity of the injury depends on the duration and path of the current through the body. If the myocardium is damaged, cardiac arrest may occur, and damage to the central nervous system may result in unconsciousness and coma.

1. **Disconnect the Power Source:** Use an insulated rod or hook to move the attached wires away from the victim. Never touch the victim with bare hands before ensuring the power is cut off.
2. **Administer CPR:** If the victim experiences respiratory or cardiac arrest, immediately perform cardiopulmonary resuscitation (CPR) and transport the victim to a hospital as quickly as possible.
3. **Loosen Clothing and Restore Skin Function:** Remove restrictive clothing or accessories from the victim. Use a dry towel or brush to gently rub the skin to restore the function of pores.
4. **Move the Victim to a Shaded Area:** If the victim is conscious, provide small amounts of stimulants such as tea or coffee.

**Article 32:** First aid for shock victims:

For any severe injuries, preventing shock should always be a priority during first aid. The following methods should be applied:

1. **Eliminate the Cause of Shock:** If possible, address the cause of the shock. For example, stop bleeding and relieve pain.
2. **Positioning:** Unless there is head or chest trauma, the patient should lie flat with their head lowered. If there are no fractures in the lower limbs, they should be elevated.

3. **Manage Vomiting:** If the patient vomits, turn their head to one side to allow the vomit to drain out and prevent aspiration into the lungs, which could cause pneumonia.
4. **Hydration:** If the patient is conscious, able to swallow, and does not have abdominal injuries, provide non-alcoholic beverages. Slightly salted water with a bit of baking soda is ideal.
5. **Keep Warm:** Ensure the patient is kept warm and avoid exposing them to cold.

**Article 33:** Emergency response protocols for workplace accidents shall adhere to the Bank's "Emergency Response Guidelines" to ensure effective rescue efforts.

## **Chapter 8: Emergency and Rescue**

**Article 34:** First-aid kits and medical supplies shall be maintained in adequate quantities, replenished promptly, and made accessible to all units.

**Article 35:** The purchase of protective equipment must meet safety standards and be procured from reputable suppliers.

**Article 36:** Personal protective equipment (PPE) issued to workers must:

1. **Maintain Cleanliness:** Ensure cleanliness and perform necessary disinfection.
2. **Regular Inspections:** Frequently inspect the equipment to maintain functionality and store it properly when not in use.
3. **Adequate Quantity:** Prepare a sufficient quantity of equipment for use.
4. **Prevent Disease Transmission:** If there is a risk of workers contracting infectious diseases, provide personal protective equipment (PPE) or implement measures to prevent disease transmission.

**Article 37:** Occupational safety personnel must inspect the availability and condition of protective equipment regularly, replacing or repairing as needed.

**Article 38:** Employees must use issued PPE correctly and maintain it in good condition.

**Article 39:** Protective equipment for electricians, such as rubber gloves, must undergo regular testing for insulation capacity.

**Article 40:** Firefighting equipment installed in all areas shall be maintained by designated personnel.

**Article 41:** All employees may use firefighting equipment in the event of a fire, except for automatic fire extinguishing systems designated for IT rooms, which are restricted to IT personnel.

## Chapter 9: Preparation, Maintenance, and Use of Protective Equipment

**Article 42:** In the event of an incident affecting safety and health, the reporting and notification procedures are as follows:

1. **Reporting General Incidents:** General safety and health incidents must be reported to the immediate supervisor and the safety and health supervisor.
2. **Reporting Occupational Disasters:** If any of the following occupational disasters occur at the **workplace**, the employer must be notified immediately to take necessary first aid and rescue measures, and a report must be filed with the labor inspection authority within 8 hours:
  - Disasters resulting in fatalities.
  - Disasters involving three or more injured persons.
  - Disasters involving at least one injured person requiring hospitalization.
  - Other disasters designated and announced by central competent authorities.

For occupational disasters described in item 2 above, the scene must not be disturbed or damaged except for necessary first aid and rescue efforts.

**Article 43:** Monthly occupational disaster statistics must be compiled in accordance with regulations and submitted to the labor inspection authority for record-keeping.

**Article 44:** The responsible unit must conduct on-site verification and cause analysis to prevent the recurrence of disasters.

**Article 45:** In addition to taking necessary first aid and rescue measures, investigations, analyses, and records must be carried out.

## Chapter 10: Accident Notification and Reporting

**Article 46:** Employees are required to:

1. Workers are obligated to undergo physical examinations and health checks.
2. Workers are obligated to participate in safety and health education and training.
3. Workers must strictly adhere to the safety and health work rules.
4. Female employees, from the date of becoming aware of their pregnancy until one year after childbirth, must comply with the Bank's maternity health protection implementation guidelines.

**Article 47:** If any employee of the Bank violates these guidelines, the Bank may, depending on the severity of the violation, report the matter to the local competent authority. In

accordance with Article 46 of the Occupational Safety and Health Act, a fine of up to NT\$3,000 may be imposed.

### **Chapter 11: Other Safety and Health Matters**

**Article 48:** These guidelines shall be implemented upon approval by the Labor-Management Committee and filing with labor inspection authorities. Amendments shall follow the same process.