Employee Support Programs of CHB

We have established a wide range of employee support programs covering health promotion, flexible work arrangements, and family-friendly benefits, enabling employees to maintain physical and mental well-being while balancing work and family responsibilities.

I. Employee Well-being and Support Programs

(I) Health Checkups and Medical Services

- **Regular Health Checkups**: Periodic checkups are provided every two years, exceeding regulatory requirements. In 2025, 135 unit supervisors and 44 employees participated.
- **On-site Medical Consultation Services**: In 2025, 54 on-site sessions were conducted by physicians, physical therapists, nutritionists, and nurses, providing personalized consultation and referral services for employees with chronic conditions. A total of 751 employees benefited, including 346 who received chronic disease health education.

(II) Health Promotion and Education

- Published several health-related features in *Chang Hwa Bank Journal*, such as "Ten-Year Risk of Cardiovascular Disease", "Strategies for Mitigating Free Radical Damage", "Guidelines for a Healthy and Balanced Diet".
- In line with the Ministry of Health and Welfare's cancer screening policy, organized breast, cervical, and colorectal cancer screening at the Taipei building, open to both employees and suppliers.
- To help employees understand how to obtain essential nutrients through diet to build healthy blood, dietitians were invited to host the "Eat Nutritiously, Care for Your Health" health seminar and record a digital course. A total of 104 employees participated in the seminar, and 56 completed the digital course
- To strengthen employees' epidemic prevention awareness, an "Influenza Prevention" health seminar was held and a digital course was recorded to promote the importance of vaccination. A total of 61 employees participated in the seminar, and 110 completed the digital course.

(III) Mental Health and Stress Management

- **Psychological Counseling Services**: To support workplace stress management and mental health, the Bank partners with counseling centers in northern, central, and southern Taiwan. Each employee is entitled to up to six hours of counseling annually at the Bank's expense. Between 2024/12/01–2025/12/31, 39 employees received counseling services totaling 118 consultation hours.
- **Stress Management Courses**: Conducted training sessions on workplace misconduct prevention and mental health. In 2025, courses such as "Workplace Bullying and Sexual Harassment", "Creating a Friendly Workplace through Understanding and Prevention," "Understanding Gender Diversity" were conducted.

(IV) Sports and Wellness Activities

- **Sports Clubs**: Basketball, table tennis, badminton, tennis, volleyball, hiking, golf, and tai chi clubs encourage regular exercise and social engagement.
- **Recreational and Cultural Activities**: Organized hiking trips and cultural visits to promote employee wellness.

- **Health Education and Promotion:** Published "Detecting Sarcopenia and Applying Improvement Strategies," "Causes and Relief Methods for Flatulence," "An Introduction to Lower Back Pain," "The Impact of the Work Environment on Health: Preventing Summer Heat Hazards," "Moving Towards a New Stage in Life: Self-Adjustment Strategies for Menopause," and "An Introduction to Cervical Spondylosis" in "CHB Magazine."
- **Daily Exercise Routine**: Employees across the Bank perform stretching and fitness exercises designed by professional trainers at the start and end of each workday.

(V) Occupational and Reproductive Health Protection

- **Pregnancy and Postpartum Support**:
  - ✧ Work adjustments and breastfeeding support are provided to female employees during pregnancy and postpartum to reduce workplace risks and safeguard maternal health.
  - ✧ Maternity leave exceeds statuary requirement, parental leave without pay, and reinstatement protection are guaranteed.
  - ✧ Pregnancy Care Leave is offered: female employees who require rest during pregnancy, as certified by a physician, may take this leave, which is counted as part of sick leave with full pay.
  - ✧ In 2025, the Bank conducted 197 interviews with employees during pregnancy or within one year postpartum, achieving a 100% follow-up rate.

(VI) Special Leave for Cultural and Social Support

- **Indigenous Festival Leave**: Three days of fully paid leave are granted during indigenous ceremonial festivals, respecting employees' cultural traditions.
- **Bone Marrow or Organ Donation Leave**: Fully paid leave is granted as needed for employees donating bone marrow or organs, supporting their engagement in public welfare and social responsibility.

II. Flexible Work Arrangements and Work Conditions

(I) Flexible Work Arrangements and Working Hours Adjustments

Through flexible hours, hybrid/remote working options, and reduced working hours, the Bank helps employees manage different life stages and family responsibilities, achieving the same purpose as part-time arrangements while promoting work-life balance and flexible workforce management.

- **Flexible Working Hours and Adjusted Start/End Times**: Employees with caregiving needs may adjust start and end times within a one-hour range, and flexible schedules may be adopted depending on job requirements.
- **Remote/Hybrid Work and Split Teams**: Based on business needs, employees may adopt hybrid work arrangements or team-based rotational remote work, ensuring both work efficiency and employee health.
- **Reduced Working Hours for Childcare**: Employees raising children under the age of three may reduce their daily working hours by one hour or adjust their schedules to support caregiving responsibilities.

III.Family Care & Parenting Support

(I) Maternal Health Protection Program

- Pregnant and postpartum employees are included in the Bank’ s maternal health protection program, which provides professional medical guidance and care. Follow-up on health conditions continues during pregnancy and for one year postpartum.
- Protective measures are applied for employees exposed to potential maternal health risks, including hazard assessment and control, medical guidance (including phone consultations), job suitability arrangements, and other necessary actions.

(II) Parenting and Family Support Measures

- **Childcare and Parenting Support**: Childcare services and preferential childcare programs are offered to ease employees’ economic or time burdens.
- **Breastfeeding Support and Facilities**: Two breastfeeding breaks of 30 minutes each are provided daily, counted as working hours. Dedicated breastfeeding rooms are also available.
- **Paid Family Care Leave**: Seven paid days of family care leave are granted annually to support caregiving needs.
- **Prenatal Check-ups, Maternity Leave, and Paternity Leave** (all exceeding statutory requirements under the latest regulations):
  - ✧ Prenatal Check-up Leave: 8 days
  - ✧ Maternity Leave: 58 days
  - ✧ Paternity Checkup and Paternity Leave Combined: 8 days
- **Supporting Male Employees’ Family Roles during Pregnancy and Childbirth**:
  - ✧ Telephone outreach to remind expectant fathers of the importance of participating in pregnancy and prenatal checkups.
  - ✧ Awareness-raising for unit supervisors on the importance of supporting fathers-to-be in applying for paternity checkup and paternity leave.
  - ✧ Compiled information on relevant benefits for pregnant employees and expectant fathers, published on the Bank’ s intranet for employee reference.
- **Childbirth Allowance**: Effective from October 11, 2024, the allowance has been increased to NT$100,000 for the first child, NT$120,000 for the second, and NT$250,000 for the third and subsequent children. For third or subsequent children born before December 31, 2025, the previous rate of NT$360,000 still applies. In 2025, 113 employees received allowances, with total subsidies exceeding NT$14 million.

Fully Paid Leave for Employees (as of July 29, 2025)

- ✧ In compliance with, or going beyond, legal requirements, the Bank provides a diverse and flexible leave policy. All of the following types of leave are fully paid, aiming to balance employee health, family responsibilities, cultural heritage, and social contribution.
- ✧ Both primary and non-primary caregiver may apply for parental leave (limited to a maximum period of 2 years) before each child reaches the age of 3 and may also apply to the Department of Labor for parental leave allowances and salary subsidies (up to 6 months).
- ✧ For the primary caregiver, employees are entitled to 38.7 weeks of paid leave, which includes 6 months of parental leave, 30 days of paid sick leave (including pregnancy care leave), 8 days of prenatal check-up leave, 58 days of maternity leave, 7 days of family care leave.
- ✧ For the non-primary caregiver, employees are entitled to 26.1 week of paid leave, which includes 6 months of parental leave, 8 days of accompanying prenatal check-up and paternity leave, 7 days of family care leave.

Health and Reproductive-Related			
Type of leave	Applicable employees	Number of days	Superior to legal requirements
Paid sick leave (including Pregnancy care leave and menstrual leave)	All employees	30 days	V
Menstrual leave	Female employees	1 day / each month	V
Prenatal check-up leave	Female employees	8 days	V
Maternity leave	Female employees	58 days	V
Accompanying Prenatal check-up and paternity leave	Employees accompanying spouses for prenatal check-ups and childbirth	8 days	V
Miscarriage leave	Female employees	• Employees experiencing miscarriage within the first two months of pregnancy: 7 days • Employees experiencing miscarriage between two and three months of pregnancy: 10 days	V
Parental leave	All employees	Both primary and non-primary caregiver may apply for parental leave (limited to a maximum period of 2 years) before each child reaches the age of 3 and may also apply to the Department of Labor for parental leave allowances and salary subsidies (up to 6 months)	-

Family Care and Personal			
Type of leave	Applicable employees	Number of days	Superior to legal requirements
Paid personal leave (including 7 days of family care leave)	All employees	14 days	V
Family care leave	All employees	7 days	V
Marriage leave	All employees	14 days	V
Funeral leave	All employees	• Employees whose parents, foster parents, step-parents, or spouses have passed away: 21 days • Employees whose children, parent of spouse, foster-parent or step-parent of spouse have passed away:14 days • Employees whose great-grandparents, grandparents, or grand-parent of spouse have passed away: 7 days	V

Cultural and Traditional			
Type of leave	Applicable employees	Number of days	Superior to legal requirements
Indigenous Festival Leave	Indigenous employees	3 days	Aligned with legal requirements

Public Welfare and Social Responsibility			
Type of leave	Applicable employees	Number of days	Superior to legal requirements
Bone Marrow or Organ Donation Leave	All employees	As needed	V