

Human Right Policies, Chang Hwa Commercial Bank, Ltd.

Enacted on 12 November 2019

Amended on 22 February 2022

Article 1 : (Purpose for adoption)

Chang Hwa Commercial Bank, Ltd.(the Bank) supports and respects international conventions of human rights, including “Universal Declaration of Human Rights”, “United Nation Global Compact”, “International Labor Organization’s Declaration on Fundamental Principles and Rights at Work” and “UN Guiding Principles on Business and Human Right” that disclose basic principle of spirits of human right protection and stop any violations of human rights, and abide by labor-related regulations where subsidiaries are located around the world.

In order to implement the above declarations and fully reflect responsibility to respect and protect human rights and build an honest, fair, respectful and open working environment of the Bank, this policy is formulated specifically.

Article 2 : (Scope of application)

The Policy applies to the Bank and its subsidiaries.

The Bank establishes “The Supplier Code of Corporate Social Responsibility” to expect and require transaction partners including suppliers with the same standard and contribute to improve awareness of human rights-related issues and value related risk management.

Article 3 : (Commitment of the Bank)

1. The Bank adheres to the concept of respect and protection of human rights to strengthen the foundation of business sustainability.
2. The Bank includes human rights considerations at all links of the operational value chain.
3. The Bank creates a corporate culture with compliance, value employees’ health and working environment and improves and enhances continuously.
4. As a corporate citizen, the Bank will actively assist disadvantaged minority groups and support emergency aid.
5. The Bank is committed to providing stakeholders (including but not limited to employees, investors, customers, suppliers and communities) unblocked channels and platforms to communicate, and respond to human rights issues appropriately which stakeholders concern.

Article 4 : (Management Principles)

The Bank is people-oriented and pays attention to the following human right issues continuously according to characteristics of financial industry and strategies for development, and review the implementation of all issues on the policies and management aspects of the Bank regularly to integrate the core value of the Bank :

1. Human rights protection in workplace

- (1) To ensure equal opportunities for recruitment, selection, remuneration compensation, education and training, evaluation, promotion and retirement plan regardless of race, class, language, thoughts, religion, partisan, birth place, gender, sexual orientation, age, marriage, appearance, facial feature, disability, military service, family status or identity of union member.
- (2) Regulate reasonable working hour, prohibit violations of human rights such as forced labor, child labor and sexual harassment. Provide a workplace with dignity, equality and freedom from harassment to implement the right to work equally and protect the basic human rights of all employees.
- (3) Provide multiple and safe channels for grievance to protect employees' legal rights from being infringed.

2. Healthy and safe workplace

- (1) Comply with relevant laws for occupational safety and health, Handle safety and health for work, education and training, and health check for employees, and continuously improve the working environment and maintain safe and hygienic conditions.
- (2) Reduce the risk of occupational disasters and provide a safe, healthy and hygienic workplace for employees.
- (3) Encourage the development and introduction of technology that is friendly to workplace.

3. Freedom of association

- (1) Respect the rights for employees to organize and join unions and various associations.
- (2) Hold the election of representatives in labor conference regularly and employer-employee meeting to provide multiple communication mechanisms and platforms and promote harmonious and win-win labor relations.

4. Protect privacy

- (1) Respect privacy and establish complete personal data protection management system on the aspect of information security and personal data protection.
- (2) Through international information security management certification, implement the protection of personal data, privacy and data security.

5. Anti-corruption, prohibition of bribery/taking bribe and other dishonesties

- (1) Emphasize guardian against dishonesty like corruption, bribery/taking bribe, etc. and formulate regulations like “Ethical Corporate Management Best Practice Principles”, “Employee Code of Conduct” and “Code of Ethical Conduct”.
- (2) Formulate “Rules of Internal Whistle-blowing” and external impeachment mechanism to improve culture, determination and commitment in business integrity of the Bank.

6. Promotion of human right policy

- (1) Take reasonable guardian against any forms of slavery and human trafficking related to business, supply chain, product, service and any activities of the Bank.
- (2) Actively practice business integrity and human rights protection policies, promote ideology of respect for human right to suppliers and ask them to sign “Supplier Social Responsibility Commitment” to call for compliance with related laws such as several regulations such as occupational safety and health to make efforts to practice sustainable development together.
- (3) For the impact on human right from maternity protection, non-labor related rights and climate change, the Bank will continuously pay attention and take actions properly.

Article 5 : (Management procedures and implementation)

The Bank should establish corresponding management procedures to evaluate the impact of operations and internal management on human rights and matters concerning violations on human rights.

Article 4 of the Policy about the review the implementation regularly and former management procedures should authorize manager department to determine and implement and report to the Board of Directors.

Article 6 : (Amendment of the Policy)

The Policy shall be approved through the resolution of the Board of Directors before implementation. The same requirements shall be applied to amendments thereof.