

## 5.3 Healthy and Safe Friendly Workplace

GRI: 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8

E.SUN endeavors to continuously optimizing employee health care and workplace safety measures, The company has established the "E.SUN FHC Occupational Safety and Health Policy," which emphasizes workplace safety and implements hazard identification and risk assessment to reduce potential hazardous incidents and concerns. Meanwhile, we provide diverse health promotion activities, and maintain the health of employees, unite the cohesion of employees and their families, and become the backbone of colleagues' careers.

### Occupational health and safety management system

E.SUN Bank obtains ISO 45001 certification, which applied to all employees and contractors. The bank conducts annual third-party audits to ensure the continuous effective operation of the system within the validity period of the certification in 2018,. The system recertification process has been completed for 2024. Hazards identification and risk assessment are discussed and implemented jointly by occupational safety and health affair managers and the representative of each department every year. When we experiences a non-traffic occupational accident, the occupational safety and health affair managers gathers relevant personnel to conduct an investigation and propose improvement and prevention measures. By introducing systems and implementing the PDCA method, workplace safety is continuously optimized. Over the past two years, there have been no fatalities, and the number of occupational accidents during working hours in 2024 has significantly decreased. This clearly shows that improvement measures have a positive effect on employee safety.

Occupational Injury Processing Flow



Note: The Medical Disability Advisor: Workplace Guidelines for Disability Duration (MDA).

	2023	2024
Total work hours (hour)	18,084,160	18,362,968
Number of deaths from occupational accidents (people)	0	0
Number of people suffering from serious occupational accidents (people)	0	0
Total employees with disabling injuries (people)	32	22
Total lost work days due to disabling injury (day)	48.8	88.3
Disabling Frequency Rate	1.05	0.81
Disabling Severity Rate	2	4

Note: 1.The values of Disabling Frequency Rate and Disabling Severity Rate are calculated according to the method announced by the Occupational Safety and Health Administration.  
2.In 2024, the majority of work-related injuries were commuting accidents occurring during the commute to and from work, which do not fall under the occupational accidents defined by the Occupational Safety and Health Act; therefore, they are not included in the calculations.  
3.The types of non-commuting occupational injuries in 2024 included slips and falls, improper movements, and collision injuries, all of which were classified as minor injuries for the employees involved.  
4.In 2024, there were no occupational accidents involving "non-employees whose work and/or work locations are under the control of the organization."

## ■ Occupational Safety and Health Committee / Consultive Organization Meeting

In accordance with the "Occupational Safety and Health Act", "Regulations Governing Occupational Safety and Health", and other relevant regulations, E.SUN Bank has set up a dedicated occupational safety unit responsible for formulating and planning safety and health matters. The president of E.SUN is the chairman of the Occupational Safety and Health Committee, and the committee is composed of 10 members. The committee holds one meeting every quarter to communicate and coordinate the various safety and health issues, and to review the progress and effectiveness of occupational safety actions. Major issues should be reported to the Board of Directors. The Board of Directors should supervise the overall effectiveness of the promotion of occupational health and safety. In 2024, an enhanced training program for new employees was implemented, requiring them to complete a 2-hour video course on the competent authority's website before their onboarding. On the onboarding day, the unit supervisor conducts a 1-hour training session for the new employees, encouraging independent learning before their start date to increase safety awareness. An annual Occupational Safety and Health Management Plan is established, and occupational safety targets are embedded in performance appraisal of managers. e.g. health check rate. The E.SUN unit responsible for a project irregularly convenes a consultive organization meeting with contractors and informs them of E.SUN's occupational safety and health regulations as well as the potential hazards hidden in the contracted work; contractors may also submit suggestions respecting safety and health at the meeting. The contracts with cooperating catering vendors also specify the occupational safety and health standards required by the company.

## ■ Occupational Safety and Health Training

To familiarize every E.SUN employee with our safety and health management mechanism and occupational safety laws and regulations, we held the 1-hour long occupational safety and health education and training through the e-Learning+ platform this year. All operating bases of E.SUN have at least one licensed occupational safety and health affair manager, one licensed emergency medical technician, and one licensed fire fighting management personnel, overseeing personnel certifications through a systematic control process. These personnel regularly participate in retraining courses to continuously improve their occupational safety knowledge and perception, and strengthen each unit's awareness of and attention to occupational safety. In 2024, E.SUN Bank conducted 27 CPR + AED training sessions, with a total participation of 2,464 individuals and a satisfaction rate of 97.4%. Currently, all of our owned office buildings have received the "AED Safe Location Certification" from the Ministry of Health and Welfare.

License name	Number of holder of valid license
Occupational safety and health affair managers	259
Fire fighting management personnel	300
First-aid personnel	330
Total	889

## ■ Creating a Healthy Workplace

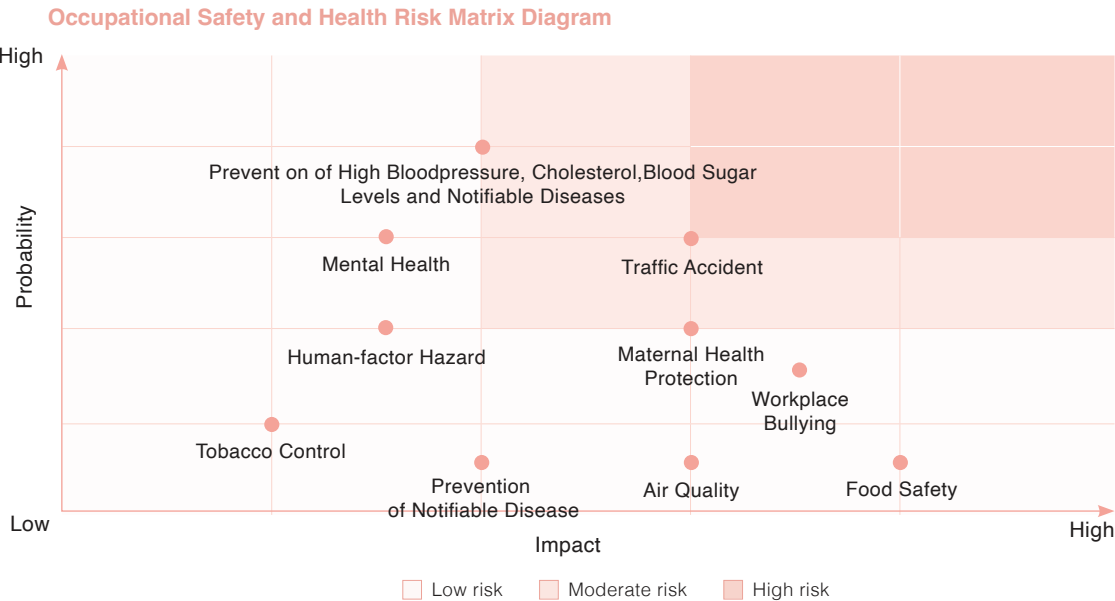
Each year, based on the analysis of employee health check abnormalities, health management effectiveness and epidemiology and questionnaire feedback, and we formulate annual health management plan and plan various health promotion activities. After performing the health examination, for colleagues with abnormal health examination reports or potential risks, we will conduct hierarchical management and tracking of abnormal health examination results, including providing re-examination leave, follow-up care by nurses, and on-site service consultation with doctors, etc. After conducting health lectures and health promotion activities, analyze and collect statistics on their effectiveness and satisfaction, and conduct review and improvement. The PDCA circular management structure is used to continuously improve health management plan and employee health care measures, and create a healthy and friendly workplace.

E.SUN care about the health of our employees, and also attaches great importance to mental health and stress management. We cooperate with the Taiwan Institute of Psychotherapy to provide Employee Assistance Program (EAP) psychological counseling services. In 2024, a total of 38 individuals accessed psychological counseling services, and various mental health activities were organized, including oil-slicked vase hand-making and fragrance brick hand-making courses. A total of 61 people participated in two sessions, providing a positive stress relief channel and understanding how to deal with stress.



■ Occupational Safety and Health Risk Assessment Map

To effectively identify occupational risks, improve workplace safety, and promote health, E.SUN adopts questionnaires, self-inspection methods, and multidimensional communication channels in compliance with occupational safety laws and PDCA management practices to analyze the health risk matrix based on key indicators, including the results of four major protection plans, job type analysis, operating environment on-site visits, and health impacts. This map is aligned with the timelines of various activities and control measures and is integrated with quantitative objectives. For events categorized as medium risk or higher, with significant impacts and high probabilities of occurrence, corresponding control measures and quantified action goals are established. The control measures for health issues classified as medium to high risk are outlined below, while low-risk items are incorporated into daily management for continuous monitoring. When risk levels change, adjustments are made in a timely manner to continually optimize workplace safety and health.



Note 1: Degree of Impact: High: Unable to work or even death; Moderate: Illness causing partial work burden; Low: Can return to normal work after recovery.

Note 2: Probability Categories: High Risk: Most situations will occur within a year; Moderate Risk: Some situations may occur within a year; Low Risk: Only a few situations will occur within a year.

■ Measure for Workplace Safety and Health Risk Issue

Impact	Risk issues	control measures	Implementation results in 2024
High risk	Traffic Accident	<div>1. E.SUN provides traffic safety courses for all employees</div> <div>2. E.SUN reduces non-essential field activities and offers full transportation fare subsidies.</div> <div>3. Establish an internal reporting mechanism and collaborate with the Occupational Medicine Department of National Taiwan University Hospital to implement the "Medical Disability Advisor: Guidelines for Disability Duration" to evaluate the optimal rest days policy, as well as conduct return-to-work assessments based on individual cases and provide regular follow-ups.</div>	<div>1. Traffic safety education and training are provided as compulsory courses, with 7,367 people completing them.</div> <div>2. The amount of transportation subsidies provided is NT\$176,117,831.</div> <div>3. The telephone care rate for traffic injury cases was 100%, and 12 colleagues were assisted to complete return-to-work assessments. The health status of the cases was regularly tracked, and return visits and rehabilitation dates were recorded.</div>

Impact	Risk issues	Control measures	Implementation results in 2024
Medium risk	Prevention of high blood pressure, high cholesterol, and high blood sugar, and abnormal workload	<ol style="list-style-type: none"> <li>Better than legal health inspection system</li> <li>Classified management of health examination results</li> <li>Providing paid leave for follow-up medical appointments</li> <li>On-site consultation services provided by National Taiwan University Hospital physicians</li> <li>Hosting various health promotion lectures and activities</li> <li>Host health-related events</li> <li>Various sports clubs</li> <li>Implement a disease prevention program triggered by abnormal work load.</li> </ol>	<ol style="list-style-type: none"> <li>E.SUN offers better health check allowances and leave than legally required, with 2,615 health check completions in 2024, and a total subsidy amount of TWD18,859,880.</li> <li>Health check-ups that show high-risk abnormalities will require a follow-up examination as assessed by National Taiwan University physician, with public leave provided for this purpose. Nurses will continuously track the follow-up examination status.</li> <li>National Taiwan University physician on-site consultation services for 3 hours per session. In 2024, a total of 96 on-site physician services will be provided, with a total of 837 participants. Consultations will be offered through multiple formats, including "telephone interviews," "video calls," and "in-person" consultations.</li> <li>A total of 15 multi-themed health lectures were held, including courses on healthy eating, office exercises, cardiovascular preventive care, and more.</li> <li>Healthy Weight Loss Program were held 3 times, with a total of 100 supervisors participating. Nutritionists and sports coaches were invited to plan healthy eating and exercise courses every week. The six-week course helped colleagues establish correct eating concepts and good exercise habits, resulting in an average weight loss of 2.09 kilograms and a decrease of 1.06% in body fat for each person.</li> <li>An employee walking activity was organized, with a total of 570 supervisors participating. Over ten weeks, they took a total of 50,816,220 steps, resulting in a reduction of 7.22 tons of carbon emissions, which is equivalent to the carbon absorption of 602 trees in one year.</li> <li>Continuously organize the Yushan Climbing Activity and the Cycling Around the Island Activity.</li> <li>Subsidize multiple sports clubs, such as table tennis clubs, badminton clubs, tennis clubs, basketball clubs, yoga clubs, and rhythm clubs.</li> <li>For colleagues identified as high risk due to shift work, night work, long working hours, and health abnormalities, a disease prevention questionnaire related to abnormal work load was distributed. In 2024, a total of 185 questionnaires were distributed, with 18 individuals interviewed and management enhanced for 1 person.</li> </ol>
		<ol style="list-style-type: none"> <li>Implementing the "Maternal Health Protection Plan", and provide on-site consultation services by National Taiwan University physician.</li> <li>Holding maternal health lectures.</li> <li>Providing maternity clothes.</li> <li>Better than legal maternity leave, prenatal leave, paternity leave, paternity check-up and paternity leave.</li> <li>Providing a breastfeeding-friendly environment and equipment.</li> <li>Providing re-employment assistance measures.</li> </ol>	<ol style="list-style-type: none"> <li>Distribute maternal health protection questionnaires to pregnant employees, those who have been pregnant for less than one year, and those who continue breastfeeding for more than one year. In 2024, 231 questionnaires were distributed, with content analyzed by National Taiwan University physicians. One employee received a job adjustment, and the rest were determined to have no relevant risks.</li> <li>Invite internationally certified lactation consultants to conduct a seminar on "Prenatal Care and Developing a Breastfeeding Plan During Pregnancy."</li> <li>In 2024, there were 306 maternity leave applications, 293 prenatal leave applications, and 155 paternity check-up and paternity leave applicants.</li> <li>Five self-owned office buildings in the north have passed the "Excellent Breastfeeding Room Level Certification - Outstanding" of the Department of Health, Taipei City Government. Breastfeeding rooms are equipped with bottle sterilizers, breast milk refrigerators, bottle cleansers, access control systems, and dedicated maintenance personnel for increased safety.</li> <li>The return rate after childcare leave in 2024 is 89.43%.</li> </ol>