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Chairman

蔡若園

## Message from the Chairman GRI 2-22

In 2024, the global political and economic landscape faces unprecedented disruption. Intensifying geopolitical tensions, regional conflicts, persistent inflation, and uncertain interest rate paths have deepened economic imbalances and market volatility. Meanwhile, environmental issues such as climate change and biodiversity loss, along with social challenges including aging populations, declining birthrates, and rising financial crimes and fraud, have placed increasing pressure on Taiwan's sustainable development.

Amid these overlapping systemic risks—from evolving global dynamics to tighter financial regulations and ESG-related operational challenges—Cathay sees transformation as opportunity. Through our core engines of insurance, banking, and asset management, we are aligning with global sustainability frameworks and advancing a forward-looking strategy focused on climate, health, and empowerment.

Cathay has been recognized for its leadership in sustainability: selected as a DJSI World Index constituent for seven consecutive years and a DJSI Emerging Markets Index constituent for ten years. Our MSCI ESG rating was upgraded to AAA, and we continue to perform strongly in Taiwan's Sustainable Finance Evaluation, with Cathay Life, Cathay United Bank, Cathay Century Insurance, and Cathay Securities ranking in the top 25% of the industry. Guided by the vision of becoming the leading financial institution in Asia-Pacific, Cathay remains committed to resilience and sustainability under the ethos "Sustainable Cathay, Always with You", creating long-term value in partnership with our stakeholders.

**As the global sustainability landscape evolves, Cathay remains steadfast in its commitment to inclusive and sustainable progress. We sincerely invite all stakeholders to join us in being BETTER TOGETHER—co-creating a better future.**

### Climate

Cathay recognizes the long-term impact of climate change on industries and the economy, and the critical role finance plays in enabling a low-carbon transition. We continue to develop innovative sustainable financial products and actively participate in global climate initiatives—bringing international best practices to Taiwan and amplifying Taiwan's experience on the world stage. In 2024, Cathay hosted its Sustainable Finance and Climate Change Summit for the eighth consecutive year, engaging companies representing 82% of Taiwan's stock market capitalization. We returned to the London Stock Exchange to highlight finance's role in accelerating the energy transition and addressed key topics like biodiversity and water resources at Climate Week NYC—our third appearance. Cathay also remains the only Taiwanese financial institution to sign the Valuing Water Finance Initiative and has participated in the UN Climate Change Conference of the Parties (COP) for four consecutive years. At COP29, we were the only Taiwanese financial institution to host a forum in the Blue Zone, sharing Asia's perspective. As a climate finance leader, Cathay was Taiwan's first RE100 member and Asia's sixth SBTi-approved financial group. In 2024, Cathay and four subsidiaries achieved PAS 2060 carbon neutrality at headquarters and 23 sites—advancing our net-zero transition.

### Health

The rise of super-aged societies, the advancement of AI, and emerging technologies are rapidly transforming industries and daily life. Individuals are now compelled to re-evaluate their approach to health, retirement, financial planning, and fraud awareness. In response, Cathay is strengthening its efforts in both health promotion and financial health. Cathay Life published the industry's first Annual Report on Policyholders' Health and launched the health initiative Empower Your Health, integrating innovative insurance products, digital health tools, and preventive care. Resources from the FitBack app were consolidated and enhanced, and the Wellness Lab was established to help policyholders reduce health risks and lead healthier lives.

As fraud threats grow more complex, Cathay has upgraded its anti-fraud initiative with Cathay Shield 2.0, a group-wide, systemized response combining human expertise, technology, and public-private collaboration across life, P&C, and banking arms. In financial health, Cathay advances AI governance through its proprietary GAIA framework, integrating AI, data, and talent to expand smart financial services. These efforts also promote financial inclusion and help build long-term financial resilience across society.

### Empowerment

Cathay is committed to nurturing future talent by empowering diverse groups—including employees, youth, women, and underprivileged communities—to broaden their horizons and develop the courage to break boundaries. We offer structured and inclusive development resources, fostering a workplace where all employees can thrive amid evolving social and economic challenges. In recognition of these efforts, Cathay was named one of Forbes' 2024 World's Best Employers—the only Taiwanese company to rank in the global top 100, marking our best performance to date. To build a resilient and diverse talent pipeline, Cathay supports a range of empowerment initiatives: Financial Literacy Mini Courses for High School Students, Impact Investment Campus Roadshow and critical thinking, and the Cathay Climate Change Youth Forum, now in its fifth year. We also champion female entrepreneurship through active participation in the Academy for Women Entrepreneurs and support underprivileged children through our Cathay Dream Come True Program, helping them overcome barriers and pursue brighter futures.