

## Communication Channels and Response Method of Issues of Concern for Stakeholders

Stakeholder	Issues	Frequency	Permanent mechanisms/Communication channels and response methods	Communication achievements in 2019
Investors	<ul style="list-style-type: none"> <li>• Business Performance</li> <li>• Corporate Governance</li> <li>• Compliance</li> <li>• Risk Management</li> <li>• Responsible Investment and Lending</li> </ul>	Quarterly	Actively organize investor conferences	<ul style="list-style-type: none"> <li>• Cathay FHC organized 4 investor conferences and 4 online investor conferences.</li> <li>• Cathay FHC held one shareholders' meeting.</li> <li>• Cathay FHC published Corporate Sustainability (CS) Report 2018 in Chinese and English, and regularly updates information the official website.</li> <li>• Respond to international investor ESG questionnaires (e.g., DJSI and CDP) on an annual basis.</li> <li>• Published Cathay FHC 2018 Responsible Investment Progress Report.</li> </ul>
		Annually	Hold shareholders' meetings	
		Irregularly	Set up an "Investors" section in both Chinese and English on Cathay's website	
		Irregularly	Establish dedicated contact personnel and emails Investor Relations Dept.: <a href="mailto:ir@cathayholdings.com.tw">ir@cathayholdings.com.tw</a>	
		Irregularly	Organize investor seminars	
		Annually	Publish Corporate Sustainability (CS) Report	
		Annually	Respond to ESG questionnaires from international investors	
		Annually	Publish Cathay FHC Responsible Investment Progress Report	
Government and regulatory authorities	<ul style="list-style-type: none"> <li>• Business Performance</li> <li>• Corporate Governance</li> <li>• Compliance</li> <li>• Risk Management</li> <li>• Green Finance</li> </ul>	Irregularly	Comply with laws and regulations	<ul style="list-style-type: none"> <li>• Cathay FHC was selected as a top 10 member in terms of market value in FTSE4Good TIP Taiwan ESG Index announced by Taiwan Stock Exchange.</li> <li>• Cathay FHC published Corporate Sustainability (CS) Report 2018 in Chinese and English.</li> <li>• Cathay FHC participated in relevant corporate governance evaluations and ranked in the top 5% of the 5th Corporate Governance Evaluation conducted by Taiwan Stock Exchange.</li> <li>• Fully adopted the Taiwan Stewardship</li> </ul>
		Irregularly	Disclose Cathay's information on Market Observation Post System and Cathay's official website	
		Irregularly	Actively participate in government evaluations	
		Annually	Publish Corporate Sustainability (CS) Report	
		Irregularly	Cooperate with audits conducted by competent authorities and continue to interact with competent authorities Auditing Div.: <a href="mailto:02C00@cathayholdings.com.tw">02C00@cathayholdings.com.tw</a>	

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				<p>Principles for Institutional Investors (Cathay Life, Cathay Century, Cathay SITE, CUB, and Cathay Securities). In 2018, Cathay Life disclosed the first stewardship report among financial institutions in Taiwan. Furthermore, it shared its practical experience in the industry and investment, assisted the government in establishing a responsible investment framework, and participated in relevant forums to urge other service providers in the finance industry to implement Principles for Responsible Investment. In 2019, Cathay Life disclosed 2018 stewardship report.</p> <ul style="list-style-type: none"> <li>• Five subsidiaries (Cathay Life, Cathay Century, CUB, Cathay SITE and Cathay Securities) are signatories to the Taiwan Stewardship Principles for Institutional Investors. In particular, Cathay Life has published the first stewardship report among Taiwanese financial institutions. Furthermore, Cathay also shared its practical experience in industry and investment, assisted the government in establishing a responsible investment framework, and participated in relevant forums to urge other service providers in the finance industry to implement Principles for Responsible Investment.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Compliance</li> <li>• Employee</li> </ul>	Annually	Conduct Employee Satisfaction Survey	The 2019 employee satisfaction survey was administered at Cathay FHC and all of its

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	Attraction and Retention <ul style="list-style-type: none"> <li>• Employee Learning and Development</li> <li>• Employee Diversity/Inclusion</li> <li>• Occupational Health and Safety</li> <li>• Community Involvement</li> </ul>			subsidiaries (100% coverage), and the Group's overall response rate was 78% with overall employee satisfaction reaching 4.14 points.
		Semiannually	Conduct employee performance evaluation and communication	Cathay FHC established the <i>Employee Performance Management and Development Guidelines</i> and <i>Employee Performance Improvement Guidance Plan</i> to provide employees with a fair and reasonable performance management, development, and improvement system. Employees and supervisors communicate performance goals through semi-annual performance evaluations, so as to reach an agreement with employees regarding their work goals, personal career development, and performance evaluation.
		Irregularly	Set the internal communication network, Cathay Welfare Site on TreeMall, bulletin board, employee communication mail and so on 1. Report situations that may involve crimes, frauds or violation of laws via Cathay's whistleblower email at: <a href="mailto:group@cathayholdings.com.tw">group@cathayholdings.com.tw</a> 2. Report complaints regarding sexual harassments and gender equality violation incidents via: <a href="mailto:81755@cathayholdings.com.tw">81755@cathayholdings.com.tw</a> 3. For matters not mentioned above, employees may send mails/emails to the HR departments of the company to which they are affiliated.	In 2019, the whistleblowing system received 7 reports from internal whistleblowers and 1 report from an external whistleblower. Investigation reports were completed for all cases and all cases were closed without any finding evidence of violations of the law. Moreover, the group received 4 cases of sexual harassment or violations of gender equality and 2 labor-management disputes. All cases were disposed properly according to relevant regulations and policies.
		Quarterly	Convene employer-employee meetings	Cathay FHC and its subsidiaries implement employee-employer communication in accordance with the <i>Guidelines for Implementing</i>

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				<i>Employee-Employer Communication.</i> A total of 28 employee-employer meetings were held in 2019.
		Irregularly	Organize training and regulatory compliance courses as well as New Heights lectures	In 2019, the passing rate of the following courses was 100%: education and training related to the Code of Conduct for Employees, general education courses on risk management, and information security courses.
		Irregularly	Provide health examinations, health promotion activities and consultation for employees	Cathay FHC implements health checkups for current employees every three years, and promotes health programs on an annual basis. Every year, we offer an average of nearly 50 courses, including aquatic aerobics, boxing aerobics, jazz aerobics, spinning courses, and courses on diet; we also organize 2 mountain hiking activities.
		Irregularly	Provide family care leave, maternity (paternity) leave, menstrual leave, gifts for pregnant mothers-to-be, super dad bags, and parent-child interactive classrooms, express our care, and keep track of new parents via questionnaires	In 2019, Cathay's employees applied for about 800 Gifts for Mothers, 600 Gifts for Babies and 200 Gifts for Fathers. Cathay organized 38 parent-child-related events that attracted over 2,000 family, 90% of whom expressed satisfaction with the events.
		Monthly	Publish Cathay Financial Monthly	Cathay FHC publishes a monthly finance e-journal, which is available on the employee communication website.
		Quarterly	Hold Cathay FHC town hall meetings and Cathay Corporate Sustainability (CS) Committee meetings	In 2019, Cathay FHC held 4 town hall meetings and 4 CS Committee meetings.
		Annually	Provide special leave for volunteers and hold Cathay Volunteer Recognition Ceremonies	Cathay FHC holds Cathay Volunteer Recognition Ceremonies every year in order to show its gratitude towards exceptional Cathay volunteers. Furthermore, Cathay FHC and its subsidiaries have

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				implemented the <i>Cathay Good Star Project – Special Leave for Volunteers</i> starting in 2018, providing employees with one day of paid special leave each year to serve as volunteers. The cumulative number of volunteer hours reached 96,284 in 2019, up 61% compared with 2018.
		Irregularly	Employee Assistance Program (EAP)	With Employee Assistance Program (EAP), Cathay provides employees with a comprehensive support system by offering professional consultation services that address a variety of needs around the clock. Employees' stress can be effectively alleviated as they seek advice on marriage, family, parent-child relationships, and finance. In 2019, the scope of the EAP covered Cathay FHC, Cathay Life, and CUB. The number of employee consultations was nearly 200, and more than 90% of employees said they were very satisfied with the EAP.
Customer	<ul style="list-style-type: none"> <li>• Compliance</li> <li>• Responsible Investment and Lending</li> <li>• Green Finance</li> <li>• Financial Inclusion</li> <li>• Information Security</li> <li>• Customer Relationship Management</li> <li>• Community</li> </ul>	Annually	Conduct satisfaction surveys and NPS surveys among all customers	Below is Cathay FHC's subsidiaries' 2019 performance on customer satisfaction. <ul style="list-style-type: none"> <li>• Cathay Life: 94.3%</li> <li>• CUB: 91.5%</li> <li>• Cathay Century: 96.8%</li> <li>• Cathay Securities: 98.3%</li> <li>• Cathay SITE: 89.1%</li> </ul>
		Irregularly	Cathay FHC's subsidiaries have a number of sound channels and a dedicated unit for handling customer complaints. 1. Contact Us: Website: <a href="https://www.cathayholdings.com/">https://www.cathayholdings.com/</a> Tel: (02) 2708-7698	The accumulated number of users of Chatbot "Alpha" has reached 3 million. The daily number of users even achieved a breakthrough growth of 20 thousand customers. Customers enthusiastically rated Alpha with 4.7 stars (out of a total of 5 stars). Chatbot "Alpha" received "2019

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	Involvement		<p>Fax: (02) 2325-2488  Email: <a href="mailto:service@cathayholdings.com.tw">service@cathayholdings.com.tw</a></p> <p>2. 24-hour customer service hotline</p> <ul style="list-style-type: none"> <li>- Cathay Life: 0800-036-599. The Customer Relations Department is responsible for handling customer complaints.</li> <li>- CUB: 0800-818-001</li> <li>- Cathay Century: 0800-036-599 ext. 2. The Policy Holder Service Center is responsible for handling consumer disputes.</li> <li>- Cathay Securities: 02-7732-6888. Customer Service Center is responsible for handling customer complaints.</li> <li>- Cathay SITE: 02-7713-3000. The Customer Services Department is responsible for handling customer complaints.</li> </ul> <p>3. 24-hour online service platform</p> <ul style="list-style-type: none"> <li>- Official websites of Cathay Life and CUB or the Chatbot “Alpha” on Cathay’s Line Account provide customers with the most verisimilar smart customer service experience and real-time communication.</li> <li>- Cathay Life’s My MobiLife enables customers to process insurance policy businesses anytime and anywhere, and offers services including fund investment allocation.</li> <li>- CUB's My MobiBank offers customers a financing tool of highly personalized design.</li> </ul>	<p>Future Commerce Awards, The Best Innovative Experience- Bronze Award” awarded by Business Next and “Global Private Banking Innovation Awards, Best Private Bank- Digital Client Communication” awarded by The Digital Banker.</p>

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			<ul style="list-style-type: none"> <li>- Cathay Century’s My MobiCare integrates the Line service platform to offer policy holders real-time inquiry and claims services</li> <li>- Cathay Securities’ Online Account Opening App and Stock Selection App offers customers more convenient account opening and stock operation services.</li> <li>- Cathay SITE’s My MobiFund is the first mobile app provided in the securities investment trust industry to feature fingerprint recognition and online password unlocking functions.</li> </ul>	
		Quarterly	Cathay FHC established a Service Quality Committee in charge of reviewing and analyzing complaint cases to provide a reference for improving customer services; and places emphasis on familiarizing employees with common or major violations.	Cathay FHC convened a total of 4 Service Quality Committee meetings in 2019.
		Irregularly	Cathay FHC’s subsidiaries have established relevant organizations in charge of promoting “treating customers fairly.” These organizations establish specific strategies and measures, and periodically provide related personnel with education and training on treating customers fairly. We resolve customer complaints through cross-departmental collaboration so that we can comprehensively protect customer rights.	<p>Cathay Life and CUB won the first place of the first “Treating Customers Fairly Evaluation” in 2019, which make Cathay FHC the only holdings company with 2 subsidiaries winning such honor.</p> <p>Cathay Life formulated the <i>Treating Customers Fairly Committee Charter</i> in 2018, and established the Treating Customers Fairly Committee, which is led by President Shang Chi, Liu and composed of 57 departments and offices. The Committee devoted to improve customer service problems</p>

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				<p>from their roots to reach the goal of not making the same mistake. Cathay Life also preceded its peer industry in the performance of low customer complaint rate.</p> <p>In 2019, the completion rate of training for treating customers fairly at subsidiaries was 100%.</p>
		Irregularly	Organize events, forums, and lectures	Cathay Life developed the platform <i>Cathay Walker</i> to help policy holders acquire the habit of walking 7,500 steps every day within two years by providing incentives for reaching weekly and monthly goals. The platform appeals to the general public as a health promotion activity through which everyone can improve their physical well-being, and the number of participants exceeded 220,000 since its launch till the end of 2019. Participants walked total of over 17.54 billion steps, which is enough to walk to the moon and back 142.6 times.
		Irregularly	Cyber threat/information security incident reporting and handling flowchart: <a href="https://www.cathayholdings.com/holdings/csr/intro/sg/service#first-tab-03">https://www.cathayholdings.com/holdings/csr/intro/sg/service#first-tab-03</a>	Cathay FHC and its subsidiaries did not have any information security incidents, violate any regulations on customer information protection due to information security, and were not fined for violations of information security between 2017 and 2019.
Key investees and borrowers	<ul style="list-style-type: none"> <li>Business Performance</li> <li>Corporate Governance</li> <li>Responsible Investment</li> </ul>	Annually	Fully adopt the Taiwan Stewardship Principles for Institutional Investors	<ul style="list-style-type: none"> <li>Five subsidiaries (Cathay Life, Cathay Century, CUB, Cathay SITE and Cathay Securities) became signatories to the Taiwan Stewardship Principles for Institutional Investors as of 2018, and annually disclose their situation in terms of voting.</li> </ul>



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	and Lending			<ul style="list-style-type: none"> <li>In the end of 2019, TWSE announced better practices and compliances for Taiwan Stewardship Principles for Institutional Investors. 3 of 5 recognized domestic institutional investors were Cathay's subsidiaries.</li> <li>Cathay Life has published the 2018 stewardship report.</li> <li>Cathay SITE has published the 2019 stewardship report.</li> </ul>
		Annually	Participate in international engagement campaigns	<ul style="list-style-type: none"> <li>We have been participating in the CDP's <i>Non-Disclosure Campaign</i> for three consecutive years since 2017, and we are the only financial institution in Taiwan to participate in the campaign. We have successfully engaged 16 companies in Taiwan.</li> <li>At the end of 2017, Cathay FHC participated in <i>Climate Action 100+</i> initiative, which was initiated by the Asia Investor Group on Climate Change (AIGCC), the Global Investor Coalition on Climate Change (GIC) and PRI. More than 320 global institutional investors, including Cathay, have joined the initiative to engage with the world's largest corporate greenhouse gas emitters and jointly promote inclusion of climate change risks among corporate management strategies.</li> </ul>
		Annually	Organize the <i>Climate Change Forum</i>	Cathay FHC organized the <i>Climate Change Forum</i> for three consecutive years since 2017. In 2019, Cathay FHC co-organized the Climate Change Forum with Taiwan Stock Exchange (TWSE)

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				<p>and Asia Investor Group on Climate Change (AIGCC), inviting all listed companies to participate and the Director of AIGCC came to Taiwan to share latest development of TCFD in the world. We invite experts from Government, Industry and Academic to share best practice and discuss TCFD and Carbon Reduction. Moreover, we organized an renewable energy and circular economy exhibition in the forum to show projects that benefit both business and environment.</p>
		Irregularly	<p>Adopt Equator Principles (EPs), and disclose its implementation on Cathay's website:  <a href="https://www.cathaybk.com.tw/cathaybk/about/about/principle/#first-tab-03">https://www.cathaybk.com.tw/cathaybk/about/about/principle/#first-tab-03</a></p>	<p>499 cases out of all corporate loan applications in 2019 were screened by the EPs system's preliminary screening mechanism. 2 Applications met the scope of EPs requirements and proceeded to EP assessments. A total of 2 applications reached financial close (1 project was classed as Category A and 1 projects as Category C), and were disclosed accordingly.</p>
		Irregularly	<p>For non-EPs loans for which credit limits reach a considerable scale and the purposes of whose funds meet the definition of sensitive industries, CUB lending approval review process must include evaluation of the E&amp;S impact of credit application cases, proposals of post-loan management solutions, and examination and management of follow-up E&amp;S performance through regular E&amp;S reviews.</p>	<p>There were 9,043 corporate loan applications reviewed and closed in 2019. A total of 3,148 current credit reviews underwent ESG assessment, of which 65 cases exhibiting ESG-related concerns (such as pollution issues and management integrity) were documented with detailed reasons for maintaining business relationships and post-loan management.</p>

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Suppliers	<ul style="list-style-type: none"> <li>Human Rights</li> <li>Community Involvement</li> </ul>	Irregularly	Cathay FHC implemented the ISO 20400: 2017 Sustainable Procurement Guidelines, and established the <i>Cathay FHC Sustainable Procurement Policy</i> .	Established <i>Cathay FHC Sustainable Procurement Policy</i> as the basis for realizing sustainable procurement.
		Annually	Incorporate CSR clauses into supplier contracts and sign Cathay FHC's Statement of Sustainability Value	Our Sustainability Value Declaration was signed by 100% of suppliers in 2018.
		Annually	Establish supplier pre-qualification and management procedures, which include the consistency between organizational sustainability policies and procurement targets, and the use of Cathay FHC Procurement Platform as a support for regulations, systems, standards, and organization. Complete supplier sustainability education through Cathay FHC Procurement Platform.	In 2019, Cathay progressively promoted sustainable procurement; also, through self-assessment forms, evaluation forms and supplier education, Cathay progressively completed training for all suppliers, thereby improving the suppliers' knowledge about sustainability.
		Irregularly		In 2019, Cathay's green procurements amounted to NT\$521 million with the goal of giving environmentally certified products procurement priority, which reached 8.6% of total procurement.
		Annually	Organize supplier conferences in which communication and training are conducted focusing on issues related to corporate sustainability such as human rights and the environment	<ul style="list-style-type: none"> <li>Organized two supplier conferences in 2019. Invited external speakers to share opinions on sustainable procurement as well as Cathay's measures for implementing supplier sustainable procurement.</li> <li>In the supplier conference that took place in October 2019, Cathay invited 162 major suppliers to conduct stakeholder engagement. As much as 91% of the suppliers improved their understanding of sustainable procurement.</li> </ul>

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		Irregularly	The email address for reporting complaints is available on Cathay's website, so that suppliers are able to bring their questions, complaints and/or suggestions to Cathay's attention, and seek remedies. Email address: <a href="mailto:group@cathayholdings.com.tw">group@cathayholdings.com.tw</a>	As of the end of 2019, no suppliers have raised questions via this email.
CSR Experts	<ul style="list-style-type: none"> <li>Corporate Governance</li> <li>Green Finance</li> <li>Financial Inclusion</li> <li>Customer Relationship Management</li> <li>Employee Attraction and Retention</li> <li>Occupational Health and Safety</li> <li>Green Operations</li> <li>Community Involvement</li> </ul>	Annually	Respond to stakeholder questionnaires	<ul style="list-style-type: none"> <li>Cathay FHC published Cathay FHC CS Report 2018 in Chinese and English</li> <li>Cathay published 2018 Cathay Charity Group Annual Report</li> <li>Participated in relevant CSR ratings, including the Asia Responsible Entrepreneurship Awards (AREA), Global Views Corporate Social Responsibility &amp; Social Enterprise Awards, Commonwealth Magazine's 2018 Excellence in Corporate Social Responsibility Awards, and Taiwan Corporate Sustainability Awards (TCSA).</li> <li>In 2019, Cathay invited 4 external experts to give lectures on the general meeting of Cathay's CS Committee. The topics included women's empowerment, emerging risks and policies, and response and adaptation to climate change; we also organized many ESG training sessions.</li> </ul>
		Annually	Publish Corporate Sustainability (CS) Report	
		Annually	Published Cathay Charity Group Annual Report	
		Irregularly	Actively participate in relevant CSR ratings	
		Quarterly	Invite CSR experts to Corporate Sustainability (CS) Committee meetings to deliver a speech or hold ESG training sessions	
		Irregularly	Hold ESG-related activities	
Irregularly	Establish a dedicated unit, email and contact information: PR: <a href="mailto:hpr@cathayholdings.com.tw">hpr@cathayholdings.com.tw</a> Tel: 02-27087698			
Communities/N POs/NGOs	Community Involvement	Irregularly	Disclose information of charity donations on Cathay's website: <a href="https://www.cathayholdings.com/holdings/corp/intro/informationdisclosure/governance">https://www.cathayholdings.com/holdings/corp/intro/informationdisclosure/governance</a>	In 2019, the information of donations was published in the file detailing "donations made to political parties, stakeholders, and charitable institutions". There are 7 cases in 2019.
		Irregularly	Organize care projects, events and press conferences with themes, including charity, arts	<ul style="list-style-type: none"> <li>Cathay's 6th Dream Come True Program collected nearly 100 proposals, among which</li> </ul>

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			and culture, sports, and environmental protection, which fall into the scope of the four focus areas of Cathay's public welfare policy.	<p>21 schools were selected; total subsidies reached NT\$ 3 million.</p> <ul style="list-style-type: none"> <li>The charity painter project under the <i>Elevated Tree Program</i> of Cathay United Bank Foundation invited customers to donate paintings for public welfare.</li> <li><i>Cathay x Jeremy Lin - Jeremy Lin Basketball Training Camp</i> was held in Taipei Heping Basketball Gymnasium and was attended by 60 students between the ages of 9 and 12 selected from around Taiwan.</li> </ul>
		Irregularly	Establish a volunteer special leave mechanism	<ul style="list-style-type: none"> <li>Held a number of volunteer service activities which focusing on the topics of the mentally handicapped, vulnerable families, the elders, environmental protection etc.</li> </ul>
		Irregularly	Every year, many families in Taiwan suffer from natural disasters, major illnesses or emergencies that result in sudden life and economic difficulties. Cathay Charity Foundation has long been committed to helping them overcome such difficulties by virtue of volunteer visits. The Foundation dispatches nearby volunteers to visit the homes of families with such conditions, helping them solve urgent life difficulties and offering them warmth and emotional support.	<ul style="list-style-type: none"> <li>In 2019, the Foundation collaboratively visited and provided support for 209 cases suffering from poverty with total subsidy amount of approx. NT\$2.05 million.</li> </ul>
		Annually	Publish Cathay Charity Group Annual Report (co-edited by Cathay Charity Foundation, Cathay United Bank Foundation, Cathay Cultural Foundation, and Cathay General Hospital)	<ul style="list-style-type: none"> <li>We published the 2018 Cathay Charity Group Annual Report; download link: <a href="http://www.cathaycharity.org.tw/charity/about_info.aspx">http://www.cathaycharity.org.tw/charity/about_info.aspx</a></li> </ul>
		Irregularly	Establish ShoJio Charity Platform and organize internal events including charity bazaars to	<ul style="list-style-type: none"> <li>Cathay organized 1 ShoJio social enterprise events (on New Year's respectively); total</li> </ul>

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			<p>which employees and customers are invited to support innovative social enterprises by making purchases.            (Contact Shojio Charity Platform via: Corporate Sustainability Office, Cathay FHC <a href="mailto:cscathay@cathayholdings.com.tw">cscathay@cathayholdings.com.tw</a>)</p>	<p>sales amounted to over NT\$240,000.</p> <ul style="list-style-type: none"> <li>• Cathay won the second place and special prize in the Buying Power Awards held by the Small and Medium Enterprise Administration, MOEA (procurement amount reached NT\$2.6 million).</li> </ul>
		Irregularly	<p>Join external associations (e.g., Foundation for Yunus Social Business and Center for Media and Social Impact, National Central University) and societies (e.g., CSR Society for Social Innovation and Startups of the Small and Medium Enterprise Administration, MOEA)</p>	<ul style="list-style-type: none"> <li>• Join the Social Entrepreneurship Mentor Program, as the mentor for 2 Social Entrepreneurships which hold by Small and Medium Enterprise Administration, MOEA.</li> <li>• Participated in the 2019 Social Innovation and Cross-Industry Collaboration Conference, sharing innovative methods of collaboration between business enterprises and social enterprises.</li> </ul>
		Irregularly	<p>Actively accept external lecture invitations to share practical experience of social welfare</p>	<ul style="list-style-type: none"> <li>• Lectured on the topic “Social Enterprises/Cultural &amp; Creative Industry and Sustainable Development” to several Cultural &amp; Creative firms.</li> </ul>