

Contents

Message from the Chairman

Cathay Sustainability Story

About Cathay FHC

Sustainability Awards &
Recognition

01 Sustainability Strategies &
Governance

02 Climate

03 Health

04 Empowerment

05 Sustainable Finance

06 Sustainable Governance

07 Appendix




Health Expert – Guardians of Health

Under the Health Expert initiative, Cathay leverages exclusive resources within the group to transform sales teams into champions for healthier lifestyles. Cathay Healthcare Management and Cathay General Hospital co-launched a “Cathay Health Expert certificate” to educate sales peers on four fields – “Health Data, Precision Medicine, Fat Loss & Sugar Management, and Geriatric Care.” To date, thousands of sales agents have undergone training and become “Health Experts.” Moving forward, Cathay aims to train at least a thousand Health Experts each year to further popularize and apply health information, demonstrating Cathay’s industry-leading belief in offering differentiated services.

Promote Risk Education on Campuses

• Anti-Drug Campaigns – “From Awareness to Saying No!” Stay Away from Drugs!

To ensure “drug-free campuses,” the Ministry of Education has commissioned Cathay Life to provide student group insurances across the nation for eight consecutive years, collaborating across the public and private sectors to promote school sustainability projects. In 2024, Cathay and the K-12 Education Administration co-hosted a board game workshop spotlighting “Path of Destiny.” The board game features real-life stories of drug abuse, assists teachers in educating students on the dangers of drug addiction, and helps students understand the impacts of different figures (e.g., peers and parents) in their lives.

Action	Project	Efforts	Achievements
 Anti-Drug Gaming	Air Force – PaGamO Online Anti-Drug Mission	Invited professors from National Taiwan Normal University and National Chung Cheng University to design 440 questions and explanations, which were reviewed and approved by the K-12 Education Administration of the Ministry of Education. The game aims to increase learning motivation and drug awareness in students by inviting them to tackle anti-drug games.	Cathay has organized 60 anti-drug campaigns since 2019 for a cumulative total of 2.362 million participants.
	Army—Volunteers Organize On-Campus Anti-Drug E-Sports Events	Almost 6,000 Cathay volunteers visited schools across Taiwan and organized anti-drug gaming competitions for individual classrooms.	Since 2019, Cathay has reached 1,428 schools with over 4,000 small anti-drug gaming competitions for individual classrooms, engaging over 220,000 participants.
 Anti-Drug Board Games	Situational Board Game – Path of Destiny Workshop	Cathay collaborated with the social enterprise Play School and hosted ten “Path of Destiny” workshops across Taiwan. For the workshops, Cathay assisted with training workshop instructors on the rules and tips of the game and how to effectively leverage the board game to educate students on the risks of drugs and develop sound decision-making.	<ul style="list-style-type: none">• 98% of participants believed that the board game stimulates thinking in children• 99% agreed that it helps in promoting drug awareness in schools and social welfare institutions• 100% were willing to use the board game as a teaching tool in educational activities and home visit cases 



Health Expert Highlights

- Cultivated **1,023** Health Expert associates
- **344** seminars to share new health info

Contents

- Message from the Chairman
- Cathay Sustainability Story
- About Cathay FHC
- Sustainability Awards & Recognition
- 01 Sustainability Strategies & Governance
- 02 Climate
- 03 Health
- 04 Empowerment
- 05 Sustainable Finance
- 06 Sustainable Governance
- 07 Appendix

• Traffic Safety Project

Cathay Century provides online and offline resources (articles, videos, and interactive games) to raise safety awareness for two main goals – “Zero Traffic Accidents” and “Enhancing Risk Prevention & Awareness.” To such ends, Cathay Century has worked on campuses to help schools identify high-risk areas for traffic safety, develop risk maps, host workshops, and simulate dangerous traffic scenarios to strengthen students’ risk awareness and build a robust traffic safety net on campus.

Traffic Safety Initiatives	Efforts	2024 Achievements
Campus Traffic Risk Map	<p>In 2024, Cathay Century continued to collaborate with National Chung Cheng University and Nanhua University on the “Back Home to Chiayi Safely” Campus Traffic Risks Map. The initiative uses WebVR technology, integrates resources from the industry, academia, and government, and hosts short video competitions on campus traffic risks maps.</p>	<p>12 teams (26 participants) competed in the short video competition.</p> 
Accident-Free Riders Project – Promoting Traffic Safety on Campuses	<ul style="list-style-type: none">Under the project, Cathay Century trains lecturers for different branches and continues to collaborate with Cathay Life’s campus network to raise traffic safety awareness in students by offering traffic safety seminars to colleges, universities, high schools, and vocational schools across Taiwan.In 2024, Cathay Century and the Ministry of Education co-organized an exhibition to advocate against drugs and frauds as well as to promote traffic safety. Cathay was the only corporation invited to participate as a champion for traffic safety and exhibited with the theme “Zero-Accident Academy.”	<ul style="list-style-type: none">Organized 17 campus traffic safety seminars, engaging over 1,550 participants.A total of 255 events were held between 2015 and 2024, reaching over 25,000 students. When asked about how much they identified with the traffic safety information, students gave a score of over 91.During the exhibition, 3,800 visitors engaged with Cathay’s interactive experience and 96% believed the pavilion raised awareness in traffic awareness. 
Accident-Free Bicycles Project	<ul style="list-style-type: none">Junior high school and primary school students were the target audience for this project. Cathay Century utilized Cathay Life’s school network service to expand the project’s reach and used augmented reality (AR) technology to teach essential concepts about cycling safety.	<ul style="list-style-type: none">Organized 26 campus traffic safety seminars, engaging over 790 participants.A total of 198 traffic safety seminars were held between 2020 and 2024, reaching over 6,100 students and teachers, with a satisfaction score of 97. 
Zero-Accident Academy	<ul style="list-style-type: none">In 2024, the Zero-Accident Academy and Cathay’s “Alpha” chatbot co-hosted a “Follow Me: Zero Accidents” raffle event for participants that answered related questions correctly to raise awareness for residential safety.In 2024, Cathay Century filmed five short videos on various electrical fires – the leading causes of fire disasters in Taiwan – to educate viewers on loss control.	<ul style="list-style-type: none">The Zero-Accident website has accumulated over 2.8 million views between 2014 and 2024.25,000 persons participated in the “Follow Me: Zero Accidents” trivia contest.Over 11,000 viewers watched Cathay’s five short videos titled “Residential Fires.”