

Mega Financial Holding Co., Ltd.'s anti-discrimination and anti-harassment guidelines

Article 1 (purpose)

These Guidelines have been drafted to be with reference to International Labour Organization(ILO) Convention, in order to guide compliance, create a friendly and harmonious working environment to the greatest extent, eliminate discrimination and harassment in any form, and ensure that employees receive due respectful, reasonable, and equal treatment.

Article 2 (responsible unit)

The responsible unit for these Guidelines is the Administration Department.

Article 3 (applicable scope)

These Guidelines are applicable to this Company and its subsidiaries, and it is expected that vendors and cooperating business partners will comply with these Guidelines.

Article 4 (definitions of terms)

The terms used in these Guidelines are defined as follows:

1. **Discrimination:** Refers to discriminatory or unequal treatment due to personal characteristics, including but not limited to nationality, race, age, gender, sexual orientation, gender identity, religious belief, political leaning, language, hometown, place of birth, features, skin color, appearance, disability, disease history, and pregnancy.
2. **Harassment:** Refers to taking unwelcome actions toward others, and thereby making others feel disturbed, afraid, or offended, or even creating a harmful working environment.

The types of harassment included in the second subparagraph of the foregoing paragraph include but are not limited to the following:

1. **Sexual harassment:** Refers to sexual or gender-related actions, apart from the crime of sexual assault, in violation of another person's wishes, and when any one of the following situations applies:
 - (1) Whether the other submits to or refuses such actions is a condition determining whether they obtain, lose, or suffer impairment of rights and interests connected with work, education, training, services, projects, or activities.
 - (2) Attempts to harm another person's personal dignity via the display or transmission of text, images, sounds, video, or other objects, or via discriminatory or insulting words or actions, or via other methods, or causing circumstances that cause people to feel fear, hostility, or take offense, or improperly affecting others' work, education, training, service,

plans, activities, or normal lives.

2. Stalking: Refers to the use of personnel, vehicles, tools, equipment, electronic communications, the Internet, or other methods in the workplace or using opportunities provided by work to repeatedly or continuously violate another specific individual's wishes and take sexual or gender-related actions causing that person to feel afraid to a degree sufficient to affect their everyday life or social activities.
3. Non-sexual harassment: Such as harassment of another person via physical means, violence, or psychological or verbal methods.

Article 5 (prohibition of discrimination and harassment)

This Company and its subsidiaries have prohibited discrimination and harassment in any form, uphold all relevant laws, and have adopted a zero tolerance policy in an effort to ensure that all employees receive due respectful, fair, and reasonable treatment in the working environment, and do not suffer discrimination or harassment.

Article 6 (awareness and education & training)

This Company and its subsidiaries shall rely on internal conferences, e-mail, and electronic bulletin boards to transmit relevant information, and shall transmit or publicize these Guidelines to employees at appropriate times, or hold relevant training and education sessions; the content of this awareness includes the concepts of discriminatory and harassing behavior, channels for complaints, preventive measures, response measures, and an explanation of notification and handling mechanisms.

Article 7 (case reporting and handling)

If any employees of this Company and its subsidiaries discover or encounter discrimination or harassment in the workplace, they may use any of the channels for complaints listed in the attached table to submit written or verbal reports; the content of written reports shall include a specific account of the incident, and other relevant information or supporting documents, etc.; when a verbal report is made, the accepting personnel shall make a written record, and shall confirm the content with the person submitting the report.

After a report has been accepted at this Company or its subsidiaries, representatives of the employer and employees shall form a discrimination or harassment complaint handling task force or committee, which shall perform a fair and objective investigation using undisclosed methods; the concerned parties shall be notified of the results of this investigation.

The investigation in the foregoing paragraph shall be concluded within two months after accepting a report; when necessary, the length of the investigation may be extended by one month.

Article 8 (disciplinary action)

When cases of discrimination or harassment are verified, apart from adopting

appropriate measures to correct the circumstances of the violation, This Company and its subsidiaries may take disciplinary action against the perpetrator in accordance with the severity of the violation and work rules and other relevant regulations; if it is verified that the accusations were false, this Company and its subsidiaries may take disciplinary action against the reporting person in accordance with the severity of the case.

Article 9 (confidentiality duties)

Persons handling discrimination or harassment incidents at this Company and its subsidiaries, and those third parties engaged to conduct investigations, shall maintain the privacy and confidentiality of the personal information of persons reporting incidents and personnel assisting with investigation, as well as the incidents' content, shall adopt appropriate protective measures in accordance with the law, and shall strictly prohibit any retaliation.

Article 10 (other matters)

Matters not specified in these Guidelines shall be governed by the competent authority's laws and regulations and each company's relevant regulations.

Article 11 (level of approval authority)

These Guidelines shall take effect after being approved by the Board of Directors. The same applies when these Guidelines are revised or revoked. However, the general manager is authorized to grant approval when only the attachments to these Guidelines are revised.

Article 12 (revision history)

These Guidelines were formulated on March 15, 2022. The first amendment was made on January 31, 2023.

Anti-discrimination and anti-harassment complaint channels

Last updated : 111.04.14

Company Name	Complaint Channel
Mega Financial Holding Co., Ltd.	Complaint tel.: (02)2357-8888 Complaint email: HR@megaholdings.com.tw
Mega International Commercial Bank Co., Ltd.	1. Illegal violations in the workplace: Notification (complaint) hotline: (02)2563-3156#6481 2. Sexual harassment complaint channels: Complaint tel.: (02)2563-3156#7160 Complaint email: b910t1@megabank.com.tw
Mega Securities Co., Ltd.	Complaint tel.: (02)2327-8988#7885 Complaint email: HR7885@megasec.com.tw
Mega Bills Finance Co., Ltd.	1. Recommendation or complaint channels: Fax: (02)2382-2878 E-mail: mb01@megabills.com.tw, mailing address: 5F, 91 Hengyang Rd., Taipei 2. Sexual harassment complaint channels: (1) Administration Department supervisor Complaint tel.: (02)2316-8875, complaint fax: (02)2382-2878 Complaint email: mb01@megabills.com.tw, (2) Complaint handling committee members (3) Trusted management personnel at all levels in this Company
Chung Kuo Insurance Co., Ltd.	Complaint tel.: (02)2381-3467 Complaint email: personnel885@mail.cki.com.tw
Mega International Investment Trust Co., Ltd.	Complaint tel.: (02)2175-8317 Complaint email: appeal@megafunds.com.tw
Mega Asset Management Co., Ltd.	Complaint tel.: (02)6632-6789#319 Complaint email: mamc@megaamc.com.tw