6

Friendly Workplace



6. Friendly Workplace

6.1 Human Resources GRI：2-7、401-1、405-1

The sustainable development and cultivation of human resources serve as the primary driving force behind the Bureau's continuous performance improvement. In today's human capital-driven era, the Bureau has consistently implemented systems for compensation, performance evaluation, reward and discipline, and promotion, in accordance with relevant laws, regulations, and merit system principles. The Bureau also upholds gender equality policies, ensuring equal treatment regardless of gender or sexual orientation. Concurrently, it actively fosters a friendly workplace to promote work-life balance and organizes comprehensive training programs to enhance employee competencies and build organizational capacity.

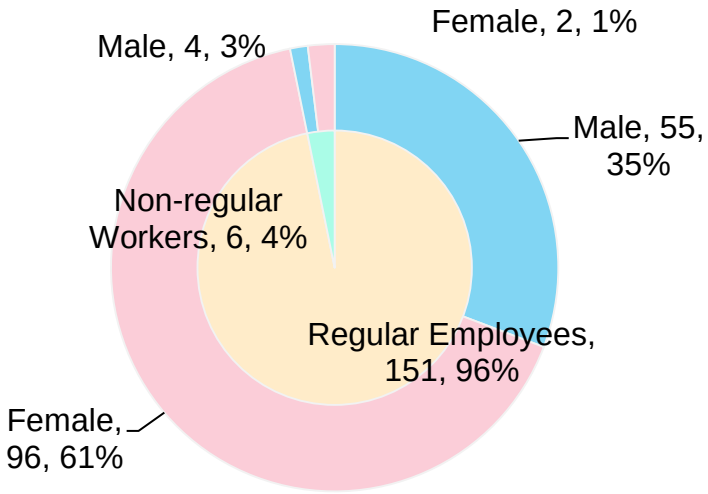
Claudia Goldin, Professor of Economics at Harvard University and recipient of the 2023 Nobel Memorial Prize in Economic Sciences, analyzed over 200 years of historical data from the United States to demonstrate how gender gaps in earnings and employment rates have changed over time. Her research highlighted that factors such as family and marriage influence female labor force participation rates, urging stakeholders to recognize the challenges female workers face in balancing work and family and to

raise the perceived value of family caregiving. Professor Goldin's findings closely align with the Bureau's talent management goals, which aim to enable individuals of all genders to share professional and household responsibilities, pursue fulfilling careers, and maintain a harmonious family life.

6.1.1 Employee Types and Gender Ratio GRI：2-23、405-2

As of December 31, 2025, the Bureau employed 151 regular staff members (including technicians and maintenance workers) and six diverse workforce personnel (providing general administrative support unrelated to the exercise of public authority).

Among the 151 regular staff members (including technicians and maintenance workers), 96 were female and 55 were male; among the six diverse workforce members, four were female and two were male, representing 4% of the Bureau’ s total workforce. Among managerial personnel at the



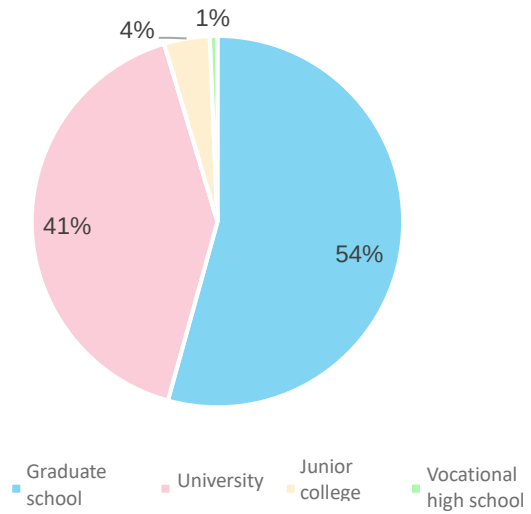
section chief level and above, there were 33 individuals in total, comprising 20 females and 13 males.

The Bureau strictly adheres to relevant laws and regulations in personnel recruitment, examination, appointment, assignment, allocation, performance evaluation, and promotion, thereby safeguarding equal employment rights and ensuring no discrimination based on gender or sexual orientation.

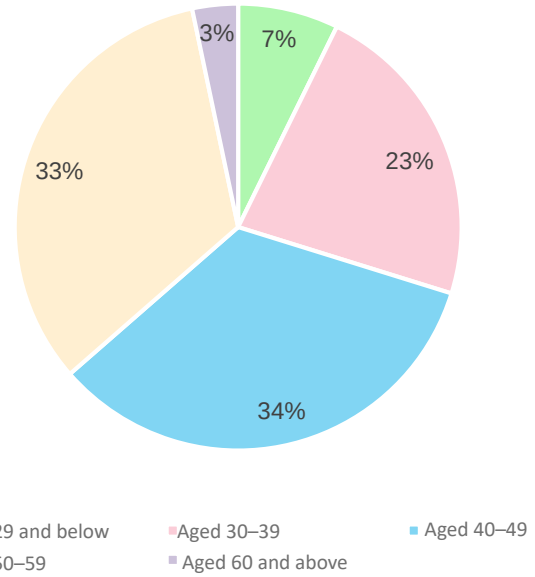
6.1.2 Education Level and Age Distribution

Regarding the education levels of regular staff members (including technicians and maintenance workers), 82 held graduate degrees, 62 held university degrees, six held junior college degrees, and one held a vocational high school diploma. Regarding age distribution, 11 were aged 29 and under, 34 were aged 30–39, 51 were aged 40–49, 50 were aged 50–59, and five were aged 60 and above.

Education Level Distribution of Employees, Bureau of Labor Funds, Ministry of Labor



Age Distribution of Employees, Bureau of Labor Funds, Ministry of Labor



6.2 Performance Evaluation and Reward and Discipline System GRI：404-3

6.2.1 Remuneration Policy GRI：2-19、2-20、2-21、405-2

The Bureau's employee remuneration and welfare measures strictly comply with relevant laws and regulations, ensuring zero discrimination based on gender or sexual orientation. Civil servant salaries are administered in accordance with the Public Functionaries Remuneration Act and the Regulations Governing Additional Pay for Civil Servants. Basic salary, professional allowance, and managerial allowance are paid based on the rank qualification reviewed and determined by the Ministry of Civil Service, as well as the level of professional expertise and responsibility of each position. In addition, performance bonuses are distributed based on In-House investment earnings. Salaries for technicians and maintenance workers are disbursed in accordance with the Directions for Management of Workers, based on individual job categories and years of service.

6.2.2 Performance Evaluation System GRI：2-19、2-20、2-21

In accordance with Article 2 of the Public Functionaries Merit Evaluation Act, annual performance evaluations for staff members are conducted based on the principles of comprehensive factual

assessment and the strict enforcement of rewards and punishments, referencing routine evaluation results to ensure accurate and objective assessments. Furthermore, pursuant to the "Directions for the Evaluation of Civil Servants of the Executive Yuan and its Subordinate Agencies," routine performance evaluations for employees across all units are conducted in late April and late August each year for the periods of January–April and May–August, respectively. Performance ratings are determined based on the evaluation levels of each item in the routine evaluation record form and serve as a reference for annual performance evaluations, promotions, and transfers. For technicians and maintenance workers, annual evaluations are conducted in accordance with the Directions for Management of Workers, with two routine evaluations held annually to record regular work performance and rewards/disciplinary actions, serving as the basis for their annual evaluations.

6.2.3 Reward and Discipline System

Guided by principles of timely recognition and strict verification, the Bureau utilizes incentive mechanisms for specific merits to recognize outstanding contributors and boost employee morale.

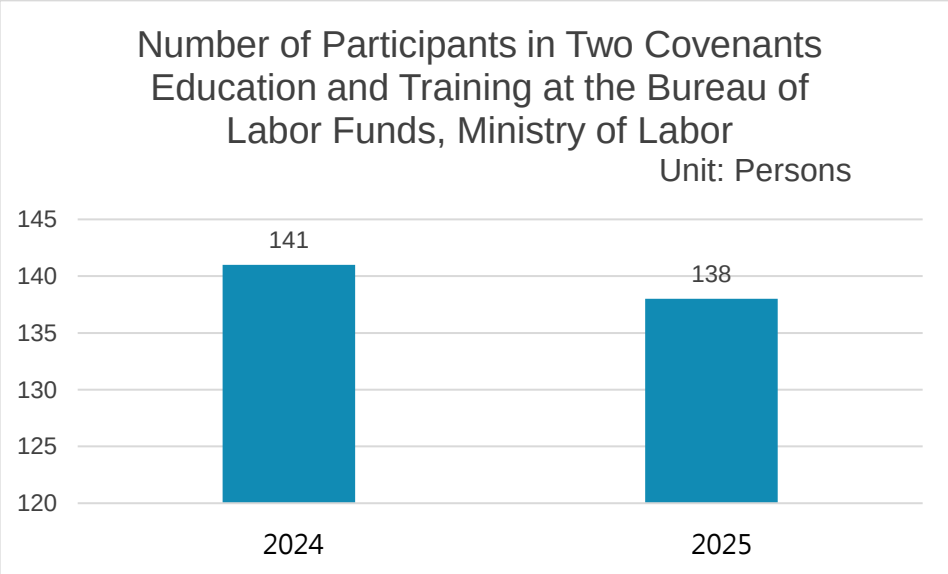
6.2.4 Promotion System

Staff promotions are evaluated in accordance with the Civil Service Promotion Act, its Enforcement Rules, the Bureau's Promotion Sequence List, and the Civil Service Promotion Scoring Table. Among the personnel transferred from the Bureau of Labor Insurance to the Bureau, some were recruited directly by the Bureau of Labor Insurance and do not possess civil service appointment qualifications (referred to as retained personnel). In consideration of their career development and morale, and in alignment with the principle of equity, the Bureau established the "Supplementary Regulations for the Promotion and Performance Evaluation of Retained Personnel" to maintain a sound and equitable promotion system. To address generational succession and strengthen the breadth and depth of its talent pool, the Bureau, in response to operational needs, carried out 41 internal promotions and 12 external recruitments between 2024 and 2025, thereby motivating colleagues and creating smoother pathways for promotion.

6.3 Protecting Human Rights and Eliminating Discrimination GRI : 2-23

6.3.1 Education and Training on the Two Covenants GRI : 404-2

The "International Covenant on Civil and Political Rights" and the International Covenant on Economic, Social and Cultural Rights (hereinafter collectively referred to as the "Two Covenants") are key international human rights instruments. In accordance with the Ministry of Justice's "Implementation Plan for Human Rights Education and Training and Performance Evaluation on the Two Covenants," the Bureau actively conducts human rights education and training programs to enhance personnel understanding of the provisions and general comments of the Two Covenants, clarify their relevance to assigned duties, and facilitate their practical application in daily operations. In 2024 and 2025, training



courses conducted included "International Convention on the Elimination of All Forms of Racial Discrimination (ICERD) Education and Training," "2024 Human Rights Education Training, Discussion on the Latest Regulations and News on the Convention on the Rights of Persons with Disabilities (CRPD) and Disability Experience Activities," "CEDAW Practice and Case Sharing, Discussion on Amendments to the Gender Equality in Employment Act," "Online Course on Two Covenants and Child and Youth Protection, Exploring the Two Covenants, Human Rights, and the Convention on the Rights of the Child (CRC) Through the Film 'The Boy Who Cried Wolf'," "Reflections on Human Rights on the Margins of Society: Dialogue Between *Abang Adik*, the Two Covenants, and the CRPD," "Seminar on Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) Practice and Cases, Film Screening of When Mom is Away," "Article-by-Article Interpretation of Articles 1 to 7 of the ICERD (Part 1)," and "Examining Elementary and Junior High School Education Through the CRC." A total of 141 and 138 participants attended human rights policy-related training in 2024 and 2025, representing 94% and 93.9% of all employees, respectively, with average annual human rights training hours reaching 3.6 and 5.8 hours per employee, respectively.

6.3.2 Employee Communication and Grievance Mechanism

From 2024 to 2025, the Bureau continued to promote diverse employee care and communication mechanisms. Through initiatives such as Director-General-hosted breakfast sessions, afternoon tea gatherings, birthday celebrations, and Winter Solstice care events, the Bureau provided opportunities for staff to engage face-to-face with the Director-General, Deputy Director-General, and Chief Secretary. These initiatives proactively addressed employees' work and personal well-being, reinforced internal two-way communication and mutual trust, and fostered an open and supportive workplace culture.

To strengthen the grievance mechanism and protect employee rights, the Bureau actively implemented preventive measures against sexual harassment and workplace bullying. It developed promotional posters and materials, reinforcing awareness through diverse channels such as email and workplace postings. The grievance procedures and contact points were disclosed to enhance employees' awareness of and willingness to use the grievance mechanism, thereby establishing a friendly and safe workplace environment.

6.3.3 Sexual Harassment Prevention Measures

To enhance employees' awareness and empathy while ensuring unobstructed vertical and horizontal communication channels, the Bureau conducted three sexual harassment prevention training sessions in 2024 and four sessions on sexual harassment and workplace bullying prevention in 2025. Mandatory attendance was required for all employees to foster a respectful and friendly workplace.

6.3.4 Employment of Persons with Disabilities and Indigenous Peoples

The Bureau complies with the People with Disabilities Rights Protection Act by meeting the required employment quota for persons with disabilities. Job vacancy announcements also encourage persons with disabilities and Indigenous peoples to apply and participate in the selection process, supporting equal employment opportunities and protecting the employment rights of people from diverse backgrounds.

6.4 Employee Care GRI : 401-2

Employee remuneration is administered in full accordance with the Public Functionaries Remuneration Act, its Enforcement Rules, the Directions for Remuneration of Military Personnel, Public Functionaries and Teachers, and relevant Executive Yuan regulations, ensuring equal pay without gender discrimination. In addition to providing statutory compensation on schedule, the Bureau offers various employee benefits to foster a healthy workplace environment.

6.4.1 Healthcare

6.4.1.1 Public Servant Insurance and Labor Insurance

As of December 2024, 135 individuals were enrolled in Civil Servant and Teacher Insurance and 20 in Labor Insurance. Benefit claims included three for old-age benefits, five for funeral allowances for dependents, one for maternity benefits, and four for parental leave allowances. As of December 2025, 135 individuals were enrolled in Civil Servant and Teacher Insurance and 19 in Labor Insurance, with benefit claims comprising five for old-age benefits, three for funeral allowances for dependents, one for maternity benefits, and two for parental leave allowances. In addition, four retired maintenance workers received annual Three Festivals holiday benefits.

6.4.1.2 Health Checkup

In accordance with regulatory requirements, employees are granted official leave and expense subsidies to undergo health checkups. In 2024 and 2025, 32 and 19 employees applied for health checkup subsidies, respectively.

6.4.1.3 Sports Seminars and Lunchtime Sports Clubs

On February 12, 2025, the Bureau organized a song-guessing contest. On May 23 and 30, it arranged employee attendance to view the 2025 Summer World Masters Games (basketball and baseball events). On June 18, it held the 2025 BLF Cup Stair-Climbing Competition. To enhance employees' physical and mental well-being, the Bureau also procured table tennis equipment and organized regular yoga and table tennis activities during weekday lunch breaks

6.4.2 Care and Assistance GRI：401-3、404-2

6.4.2.1 Employee Assistance Program

Since 2010, the Bureau has participated in the Employee Assistance Program (EAP) coordinated by the Ministry of Labor. The program covers permanent civil servants, contract staff, maintenance workers (technicians and drivers), contract-based personnel, and outsourced personnel. Operating

through an outsourced model managed by Newmind EAP Consultation Co., Ltd., the program provides professional psychological counseling, group counseling sessions, and on-site consultations, with strict confidentiality maintained throughout all services.

6.4.2.2 Work-Life Balance

Under the "Regulations on Leave Without Pay for Civil Servants," both female and male employees may apply for unpaid parental leave and return to work afterward, with priority given to reinstatement in their original units and positions. In 2024 and 2025, a total of five female employees applied for parental leave without pay. Upon reinstatement, all returned to their original units and positions, fully safeguarding their interests.

6.4.2.3 Employee Care

1. **Lactation Rooms:** To create a welcoming and comfortable lactation space, encourage employee use, and maintain privacy and safety, the Bureau provides fully equipped facilities, including a sink, vanity mirror, paper towels, bottle sterilizer, refrigerator, air purifier, and nursing chair, with daily cleaning and maintenance.

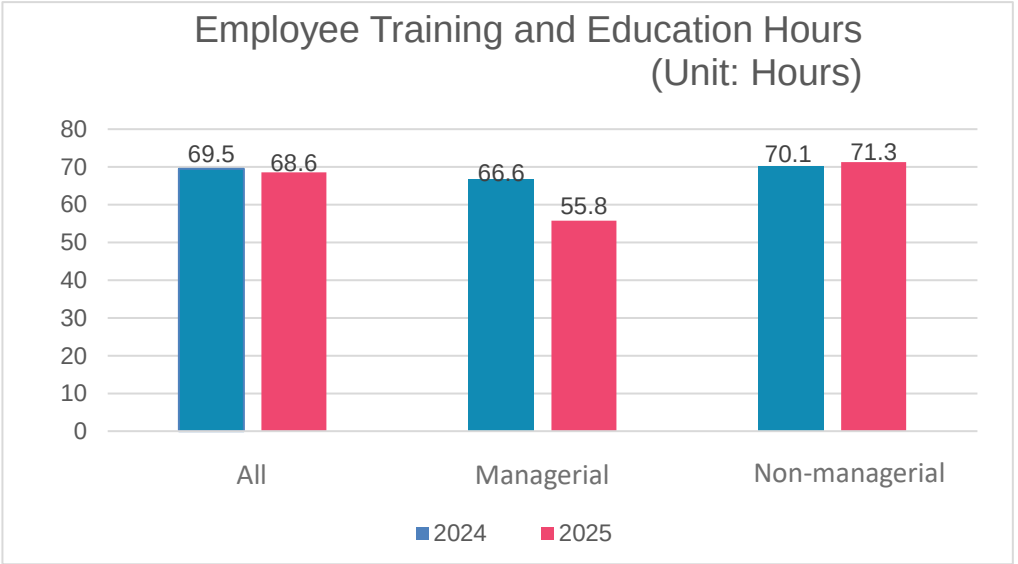
2. **Child Education Subsidies:** Subsidies are provided for employees' children enrolled in domestic public or private schools from elementary school up to college/university level. In 2024, 68 subsidy applications were granted, totaling NT$545,600; in 2025, 69 subsidy applications were granted, totaling NT$602,800.
3. **Family Care Leave:** In 2024, 21 employees took family care leave for a total of 63.1 days, averaging three days per applicant. In 2025, 25 employees took family care leave for a total of 67.2 days, averaging 2.7 days per applicant. The primary reasons for leave applications were child or parent care.
4. **Wellness Station for Female Employees:** Since March 2023, the Bureau has maintained a dedicated wellness station supplied with sanitary pads, heat packs, ginger tea bags, and chocolates, available to female employees at any time.
5. **Care Officer System:** Care officers proactively identify employees with special needs, helping to strengthen team cohesion through in-person and telephone check-ins that provide initial stress relief. When appropriate, they refer employees to EAP counseling services.
6. **Diverse Employee Engagement Activities:** To relieve workplace stress and foster an inclusive, supportive environment for all employees regardless of gender, the Bureau organizes a wide range

of activities. These include onboarding seminars to help new employees integrate smoothly, massage sessions provided by visually impaired professionals, EAP moss ball-making workshops for stress relief, Pet Family Day, Labor Day celebrations, and initiatives to support employees who work overtime.

6.5 Talent Empowerment GRI：404-1、404-2

6.5.1 Training and Continuing Education

To enhance personnel capabilities for business execution and support the promotion of key policies, the Bureau formulates an annual training and development plan using a rolling planning approach, aimed at strengthening staff competencies and cultivating lifelong learning habits. Training categories include professional training, general management training, new employee training, and other related programs, delivered through both in-person and digital formats to broaden employees'



knowledge and skills. Details of the training courses are provided in the table below. In 2024 and 2025, average training hours for all employees were approximately 69.5 hours and 68.6 hours, respectively. In particular, average training hours for managerial staff were approximately 66.6 hours in 2024 and 55.8 hours in 2025, while those for non-managerial staff averaged 70.1 hours and 71.3 hours, respectively.

Overview of Education and Training Course Categories	
Training Category	**Description and Objectives**
Professional Training	Enhance employees' professional skills and expertise to improve operational performance.
General Administrative and Management Competency Training	Courses planned in accordance with the annual policy-oriented training framework formulated by the Directorate-General of Personnel Administration, Executive Yuan
New Employee Onboarding Training	Courses designed to help new recruits quickly familiarize themselves with the Bureau's organizational structure, division/office functions, and official document drafting
Other Operational Need-Based Training	Divisions and offices plan and organize specialized training courses according to their respective operational needs, such as EAP courses organized by the Personnel Office and professional investment courses offered by relevant divisions and offices.

6.5.2 Job Rotation

In accordance with the Bureau's Job Transfer Guidelines, personnel who have served in the same position at the same level within the same unit for three consecutive years may apply for voluntary transfer. Additionally, personnel at the same level who have served in the same unit for four consecutive years may be subject to mandatory job transfer. This policy implements the civil service personnel mandate on job rotation, aiming to effectively cultivate talent and develop a future-ready workforce. From 2024 to 2025, a total of 45 personnel transfers were completed.

6.6 Disaster Protection

6.6.1 Disaster Prevention and Response Mechanism

In response to the frequent occurrence of fires and earthquakes in Taiwan and to minimize associated hazards, the Bureau strictly conducts public safety inspections in accordance with the Fire Services Act and its Enforcement Rules. In addition to complying with the "Regulations for Inspection and Declaration of Fire Safety Equipment," which are verified through on-site inspections by the Taipei City Fire Department, the Bureau equips all office areas with comprehensive evacuation route

maps, exit signage, and emergency lighting. Dedicated personnel conduct regular inspections to ensure all evacuation routes remain clear and unobstructed.

To improve immediate mobilization and emergency response capabilities during disasters, the Bureau conducts disaster prevention briefings and emergency response team training semi-annually. Through practical drills and scenario simulations, these sessions enhance emergency preparedness across all personnel, ensuring that emergency response procedures are initiated promptly at the onset of an incident to minimize casualties and property loss while fostering a safe and resilient workplace.



Initial Fire Suppression



Direct Personnel Evacuation

6.6.2 Safety Protection

To mitigate potential risks to the physical safety and well-being of staff in the performance of their duties, the Bureau established the "Civil Service Safety and Health Protection Committee" in accordance with the 2025 "Directions for the Establishment and Operation of the Civil Service Safety and Health Protection Committee," regularly reviewing the Bureau's occupational safety and health performance.

The Bureau provides health management and safety education and training for its employees and implements necessary health protection measures to prevent physical and mental harm arising from hazardous workplace environments. Additionally, the Bureau has established dedicated protective protocols, oversees workplace facility maintenance, reinforces access control, and provides safety training and protective equipment to safeguard occupational safety and health across all workplace environments.