

Bringing Talent Together

President Chain Store Corporation is committed to creating a healthy and safe workplace that is competitive on the market, as well as encouraging the employees to develop in a variety of ways with salary higher than statutory standards to stabilize the workplace. In terms of occupational safety and health, we identify and evaluate high-risk hazards to fully ensure that all employees have a safe and hygienic working environment, as well as guaranteeing equal labor rights.

Sustainable Goal Management Process

Sustainable Development Goals & Management Policies



SDG 3 Good Health and Well-being

- ▶ Passed the annual follow-up of Occupational Safety and Health Management System with “zero defect”
- ▶ The frequency-severity indicator was **0.16**, lower than the retail industry's average rate of 0.37 in the past three years (2023-2025) according to the Occupational Safety and Health Administration, Ministry of Labor



SDG 8 Decent Work and Economic Growth

- ▶ Female managers in revenue-generating functions (including store managers, district consultants, district managers and heads of business operation departments) account for **56.40%**

▶ Corresponding Material Topics

- Labor Rights
- Talent Attraction and Retention
- Employee Diversity and Equality
- Occupational Health and Safety

▶ Policies and Commitment

- President Chain Store Corporation salary policy is based on the principle of equal pay for equal work
- [Occupational Safety and Health Policy](#)
- Four Major Occupational Safety Plans
- [Human Rights Policy](#)

▶ Management Actions

- President Chain Store Corporation promotes programs such as redesigning work responsibilities for middle-aged and elderly employees to create a friendly workplace in the context of declining birthrate and aging population. The Company employs 2,996 people over the age of 45, accounting for 30.8% of all employees.
- This year, the Company successfully completed the annual reassessment, or surveillance audit, for the ISO 45001 Occupational Health and Safety Management System, passing the audit with zero defects and continuing to maintain the effective operation of the management system. In terms of supply chain management, as of the end of the year, all 40 private-label food OEMs previously selected based on the criteria of “transaction amount reaching NT\$30 million and number of employees exceeding 100” had obtained ISO 45001 Occupational Health and Safety Management System certification, achieving a 100% certification rate and demonstrating the Company's emphasis on occupational health and safety management.

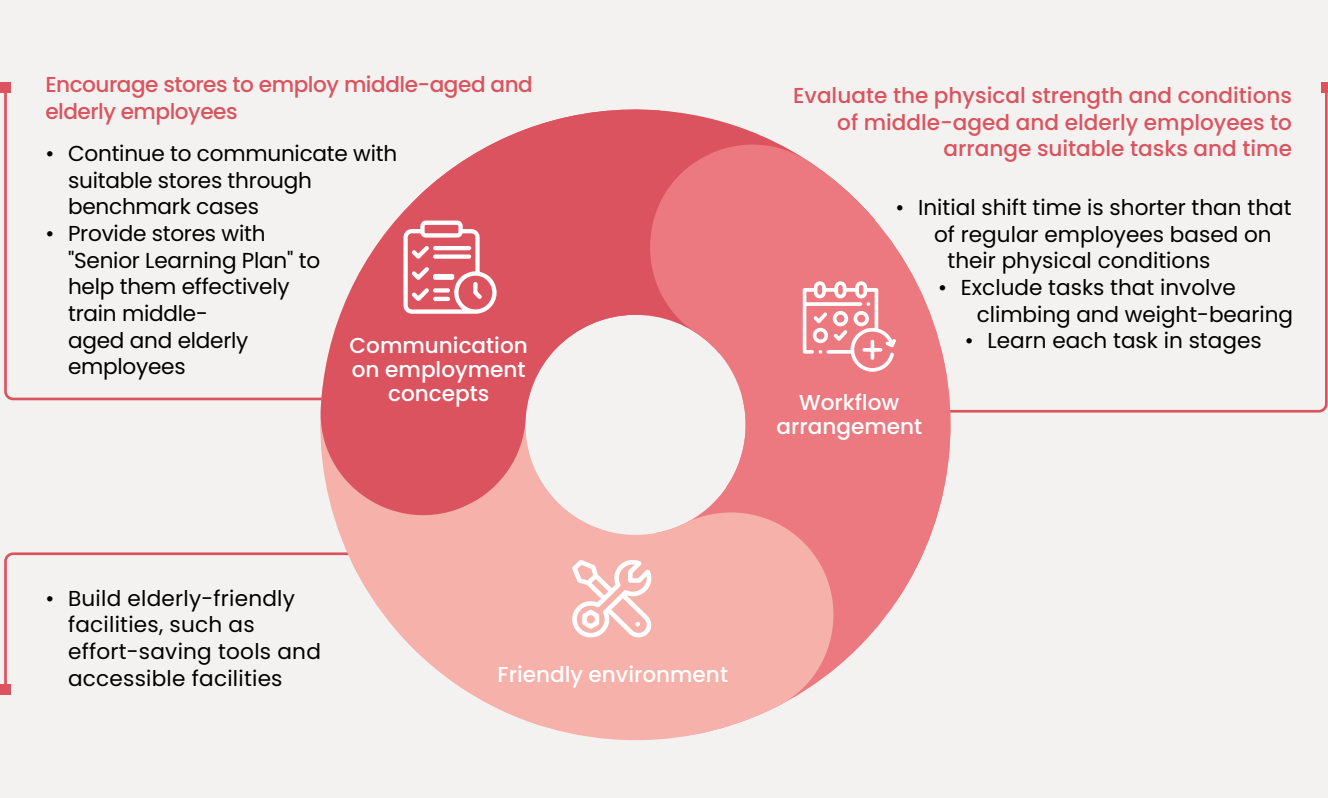
Material Topic	Management Metrics	Medium- and long-term Targets	2026 Targets	2025 Targets & Performance	
 Talent Attraction and Retention	Average training hours per employee	15	14	14 21.45	↑
 Labor Rights	(1) Number of shutdowns (2) Number of days idle due to shutdowns	(1) 0 times (2) 0 days	(1) 0 times (2) 0 days	(1) 0 times (2) 0 days (1) 0 times (2) 0 days	✓
 Occupational Health and Safety	Frequency severity indicator (FSI)	Lower than the retail industry's average rate over the past three years according to the Ministry of Labor	Lower than the retail industry's average rate over the past three years according to the Ministry of Labor	Lower than the retail industry's average rate of 0.37 in the past three years according to the Ministry of Labor 0.16	↑
	Lost Time Injury Frequency Rate (LTIFR) (Disabling Injury Frequency Rate, FR) — Employees — Outsourcing companies (employees of contractors, franchisees, and manufacturers)	Lower than the average FR in the retail industry over the past three years according to the Ministry of Labor	Lower than the average FR in the retail industry over the past three years according to the Ministry of Labor	Lower than the average FR in the retail industry over the past three years according to the Ministry of Labor: 3.26 1.18 for employees 0.12 for outsourcing companies	↑
	Disabling Injury Severity Rate (SR) — Employees — Outsourcing companies (employees of contractors, franchisees, and manufacturers)	Lower than the average SR in the retail industry over the past three years according to the Ministry of Labor	Lower than the average SR in the retail industry over the past three years according to the Ministry of Labor	Lower than the average SR in the retail industry over the past three years according to the Ministry of Labor: 44 23 for employees 1.34 for outsourcing companies	↑
 Employee Diversity and Equality	The proportion of middle-aged and senior employees (45 years and older) in the entire company	35%	32%	32% 30.8 ^(Note)	—
	The proportion of women in senior management (E-level)	17%	16%	16% 18.33%	↑

Note: The number of middle-aged and senior employees is still increasing, but due to the large increase in the total number of employees, the target has not been met. A program dedicated to reaching out to middle-aged and senior people has been formulated.

↑ Exceeded ✓ Achieved — Not Achieved

· Employee Diversity and Equality ·

In view of the impact of aging and declining birth rates on the labor force, President Chain Store Corporation set up the Age-friendly Program in 2018 by integrating different departments. To cope with the decline in physical strength and vision of middle-aged and elderly employees, work processes have been redesigned in line with three major directions of "effort saving," "age friendliness" and "workstation". Effort-saving tools have been incorporated as well as coming up with the "Senior Learning Plan" for middle-aged and elderly partners with the help of the Workforce Development Agency. A workstation model is actively promoted to assist middle-aged and elderly employees quickly adapting to work through appropriate routine division of labor. The three core measures are shown in the figure below. As of the end of December 2025, the Company has 2,232 employees aged 45-54, 788 employees aged 55 and above, and a total of 3,020 employees aged 45 and above, accounting for approximately 30.8% of the Company's total employees, exceeding the original target of 30%, showing that President Chain Store Corporation continues to make great efforts to promote middle-aged and elderly employment.



Work experience and feedback from middle-aged and elderly partners:



Two years after my retirement, I no longer wanted to stay idle. I knew that the store had a manpower shortage and the Company provided comprehensive and suitable work arrangements for the elderly returning to the workplace, so I decided to return to the store and serve customers with my partners. I believe my enthusiasm has not diminished, and I always serve customers with dedication and a smile. My tasks usually involve working at the counter for checkout/beverage making. With my friendly greetings, I have attracted a group of loyal customers who often get their coffee from the store.

Concrete examples of age-friendly arrangements include halving the weight of the incoming goods in the dairy baskets, providing pressure relief pads, effort-saving equipment and magnifying glasses in the counter, as well as choosing a bigger font on the screen of the coffee machine. In addition to being age-friendly, President Chain Store Corporation invested in setting up and optimizing the intelligent operations platform to reduce the obstacles caused by language differences, so that foreign partners can integrate into the workplace with more confidence. Besides finding a suitable work model for partners with different needs, this allows all partners to complete their work with ease in a friendly environment.

Note: [Click here](#) to watch the video.

6.3 Occupational Safety and Health

Occupational Safety and Health Committee

To ensure that all employees have a safe and healthy work environment, we established a level 1 Occupational Safety Office and an Occupational Safety and Health Committee in accordance with the Occupational Safety and Health Act. The committee has a total of 29 members, in which 10 are labor representatives elected by employees, accounting for 34.48% of all members. The Occupational Safety Office has 4 full-time staff members (1 occupational safety and health manager, 1 safety manager, 1 health manager, and 1 safety and health administrator). The committee convenes on a quarterly basis, with the employer representative serving as the chairperson and the Occupational Safety Office and nurses giving quarterly reports during the meeting. All units give presentations on target programs, with supervisors of the highest level of each unit and labor representatives to discuss the Company's safety and health matters. The meeting also establishes occupational safety targets, discusses the progress, with a management review meeting each year reviewing, coordinating and making recommendations on safety and health matters, ensuring the suitability and effectiveness of occupational safety and health. In addition to the aforementioned meetings, stakeholders can express their opinions on occupational safety and health through the Integrated Services Center, dedicated email, stakeholder section and internal communication platform. In case of an occupational safety and health incident, the Occupational Safety and Health Committee will convene supervisors of relevant units and labor representatives to coordinate, suggest and review occupational safety and health matters. Actions are taken in accordance with the PDCA (Plan-Do-Check-Act) management system process to ensure reliability, as well as improving occupational safety and health.

· Occupational Safety and Health Committee ·

