

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.

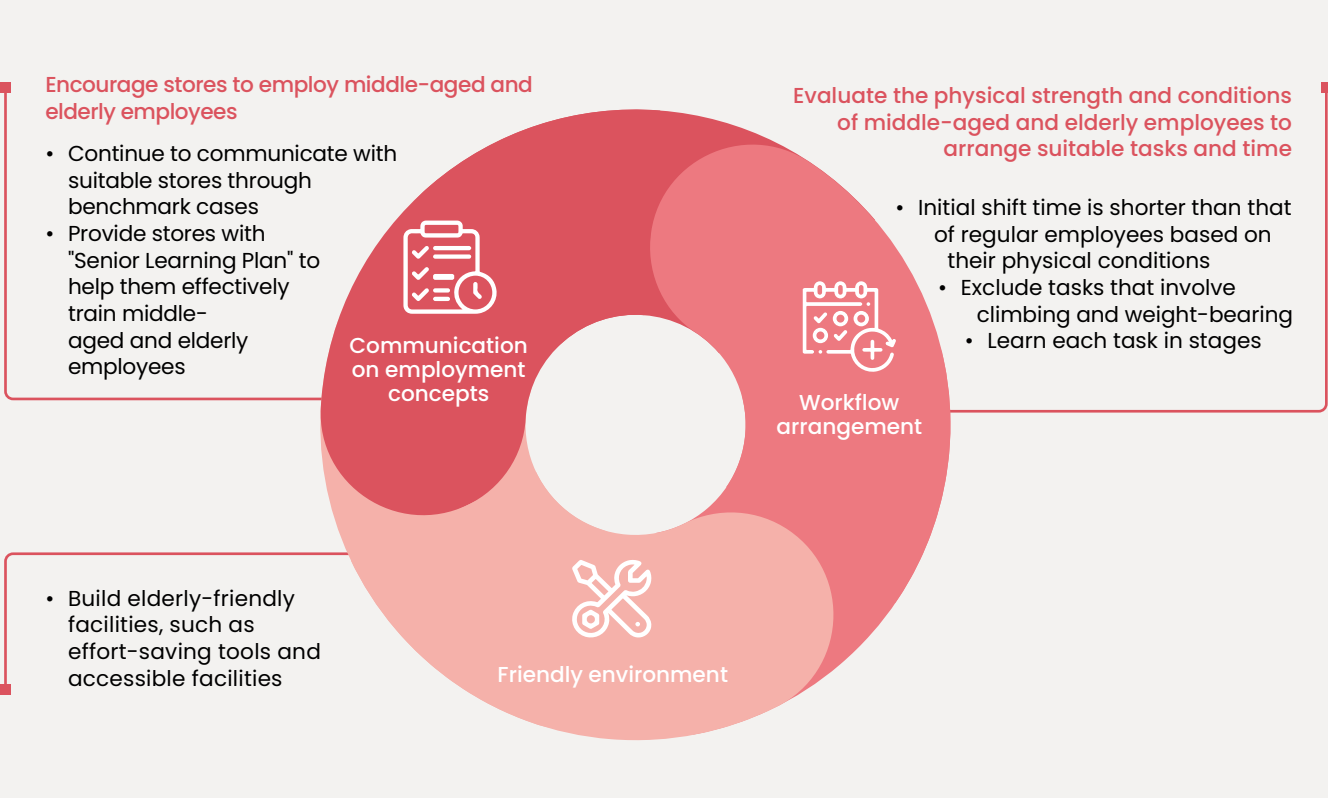
Material Topic	Management Metrics	Medium- and long-term Targets	2026 Targets	2025 Targets & Performance	
 Talent Attraction and Retention	Average training hours per employee	15	14	14 21.45	↑
 Labor Rights	(1) Number of shutdowns (2) Number of days idle due to shutdowns	(1) 0 times (2) 0 days	(1) 0 times (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.

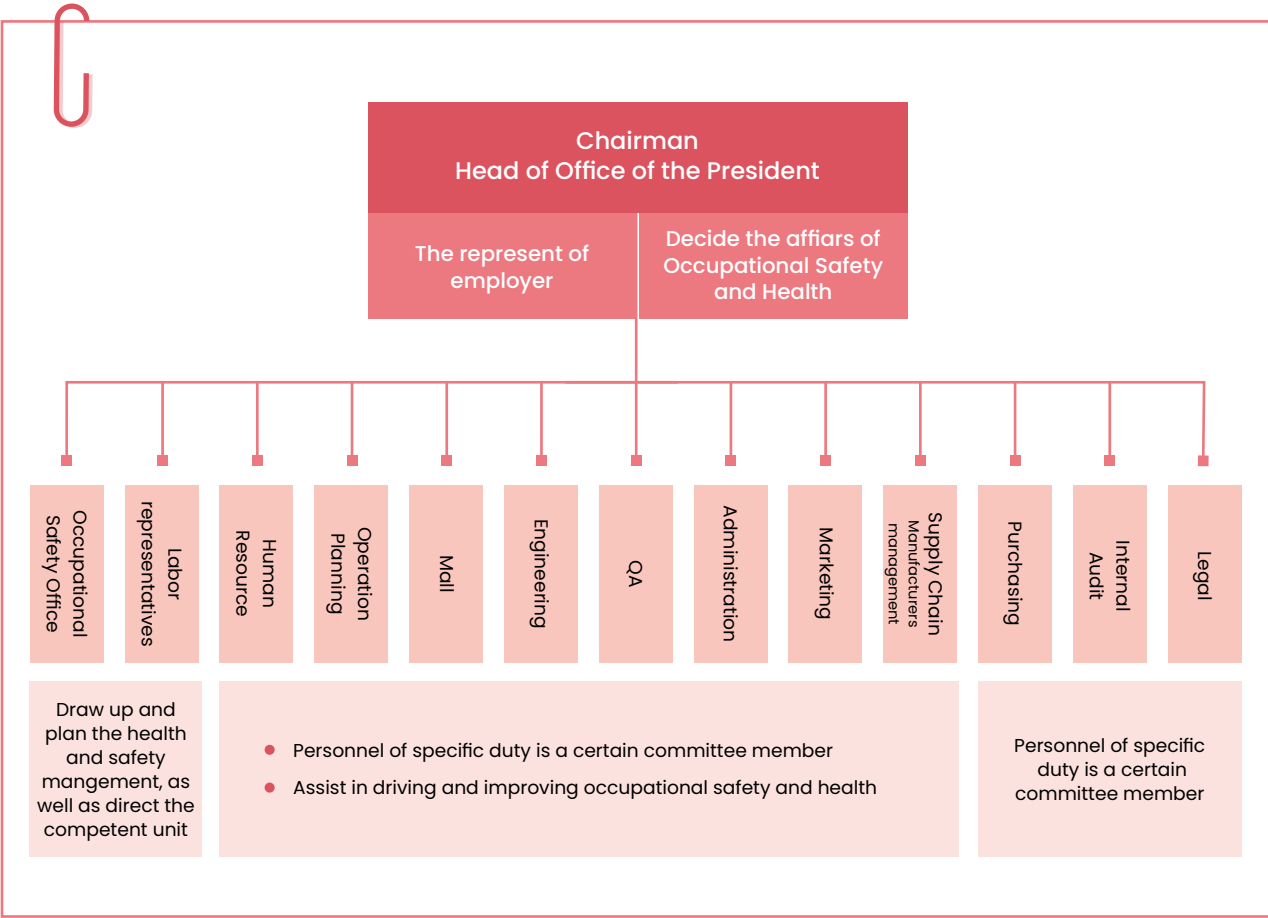
Note: [Click here](#) to watch the video.

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 ·

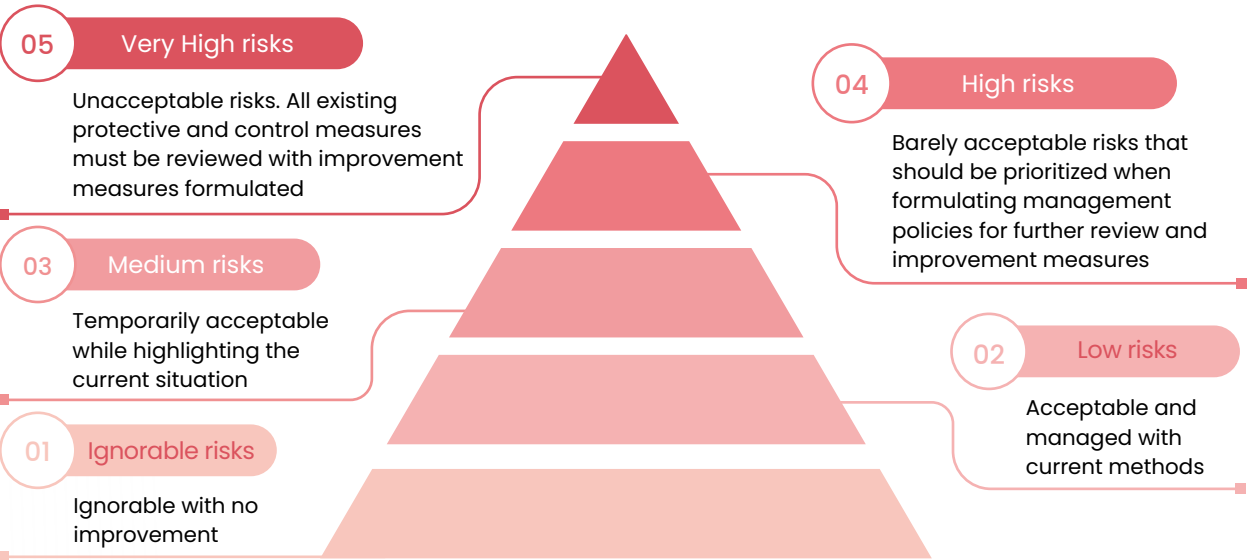


Occupational Safety and Health Policy

The Board of Directors approved the Occupational Safety and Health Policy in 2024 with five guidelines for implementing risk prevention and management. Our goals in 2025 were for the frequency severity indicator to be lower than the retail industry's average in the past three years according to the Occupational Safety and Health Administration, Ministry of Labor, and for there to be 0 cases of serious occupational safety incidents. We took the following actions to achieve this goal: safety and health education and training, hazard identification and risk assessments, as well as safety audits. Furthermore, we continued to implement the Overload Prevention Plan, Human Factor Hazard Prevention Plan, Illegal Violence Prevention Plan, and Maternity Health Protection Plan to protect employees' health and safety through prevention measures and risk identification.

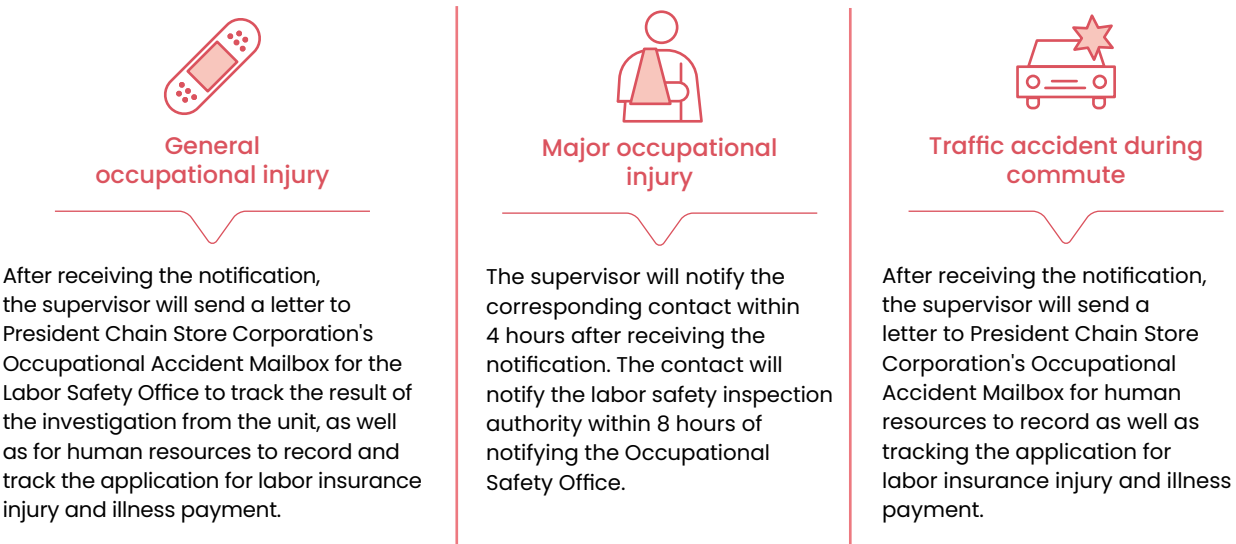
President Chain Store Corporation conducts a risk assessment every year, and all risk assessment personnel and internal auditors received 6 hours of education and training in 2025 to ensure the quality of the process and the ability of personnel to identify relevant hazards and consequences according to different operations. In the meantime, existing protective measures are confirmed to assess and classify risks based on the severity of the occurrence, as well as determining whether the risk can be reduced through control measures. The residual risk after improvement measures will also be continuously monitored and measured. If the dedicated unit adds new equipment, operating procedures or changes operating procedures, occupational incidents and non-conformities that affect risk performance are not included in the scope of routine assessment. In 2025, a total of 123 operations were evaluated in 6 different venues, including the stores, shopping centers, construction sites, laboratories, private-label OEMs and offices. The result of identification shows 27 risks in the first level, 68 risks in the second level, and 28 in the third level. Overall, there were no high risks of the fourth and fifth levels. In other words, only acceptable risks were identified and current management measures remain valid.

· Risk Level Criteria ·



In order to reduce the probability of occupational accidents for employees, the occupational safety reporting mechanism has been optimized to stay updated with occupational accident events, conduct incident investigations and identify risks by exploring the cause of the incident, inspect and analyze the opportunities for improvement, as well as evaluating the safety equipment. For occupational incidents with a higher probability of occurrence, we strengthen the safety awareness training of employees through short videos and other means, implement improvement action plans to eliminate and reduce risks to eliminate and lower the risks to prevent similar incidents, safeguard work safety and create a friendly workplace.

· Flow of Incident Occurrence ·



· Four Major Occupational Safety Plans ·

President Chain Store Corporation promotes workplace protection plans in accordance with the law to identify risk factors, select improvement methods and implementation through identifying and evaluating high-risk groups and risks. Doctor's health consultation appointments are arranged with working hours adjusted or shortened, or tasks changed. President Chain Store Corporation conducts health checks, management and promotion to develop a code of conduct for employees, organize relevant education and training, as well as evaluating and improving the effectiveness of implementation to protect employee health.

Overload prevention plan	In 2025, 93 employees were identified as high-risk for overwork and required interviews. Interviews were completed for all 93 employees, out of which 10 required work restrictions.
Human factor hazard prevention plan	In 2025, a total of 548 employees reported soreness or pain scores of 3 points or above, indicating severe pain in the questionnaire. After interviews, the discomfort reported by employees was found to be caused by personal factors. Health guidance and medical consultation recommendations were provided.
Illegal violence prevention plan	In 2025, 46 workplace unlawful infringement cases were filed. All cases have been accepted with case care and assistance completed as well as continuing. Among these, 44 cases were internal cases and 2 cases were external cases. Based on the individual circumstances of each complainant, the Company c conducted investigations or established an investigation team, including external experts, to carry out investigations. In the meantime, employees were provided with support such as medical assistance, job adjustments, and counseling.
Maternity health protection plan	In 2025, there were 143 maternity health protection cases with physician interviews completed for all. Among these cases, 0 employees required adjustments to working hours, while 7 employees required adjustments to work duties.

· Emergency Response Mechanism ·

President Chain Store Corporation has formulated the "Support Service Group Administrative Service Notice No. 019 Emergency Response Measures for the Head Office" with emergency escape drills in the first and second half of 2025 to strengthen the awareness of employees. In addition, the relevant management mechanism operation planning notices for the stores include "Operation Group Crisis Management and Emergency Response Specifications" and "Store Personnel Accident Handling and Response Procedures", etc. Specific response measures, response action drills, reviews and revisions are implemented in line with the aforementioned methods, as well as strengthening the emergency response capabilities of personnel through education and training.

If employees need to personally take care of their families or assist in disaster reconstruction due to a major disaster or accident, supervisors are authorized to approve and grant paid up to 3 days of "special care leave" to provide employees with flexibility in responding to disasters and taking care of their families.

• Implementation of Occupational Health and Safety •

In addition to the scope of occupational safety and health, education and training fire safety drills have been included in education and training so as to improve the resilience when accidents occur. A total of 37 Tier-1 suppliers for private-label food products were invited to the "Private-Label OEM Occupational Safety and Fire Safety Exchange Session" this year to enhance the ability to identify safety hazards in equipment operations, and to help suppliers understand the system management and operational framework so that they can review the safety conditions of the plants. In 2025, 100% of Tier-1 suppliers of private-label food products with an annual transaction value of NT\$30 million have obtained ISO 45001 occupational safety management system certification.

Safety and Health Training	
Description	2025 Performance
Certification training (Class C occupational safety and health/first aid): Outsourced for a training unit to provide training on safety and health certification needed for work to enhance knowledge and skills on safety and health.	2,333 people certified in total
"Building Escape Drill" course: Impromptu escape drills were organized to improve the vigilance and speed of escape of the employees for enhanced safety.	1,287 people completed training
Course on "Occupational Safety and Health Education and Training for Newcomers": To prevent occupational accidents, newcomers should understand the risks in the workplace while strengthening concepts on safety and health.	176 people completed training
On-the-job Occupational Safety Training: Providing employees with courses related to workplace safety and health, enhance safety and health knowledge and reduce the risk of accidents.	4,502 people completed training

Environmental Monitoring (Head Office)	
Description	2025 Performance
The quality of drinking water receives inspection each quarter. The concentration of carbon dioxide and lighting are checked every six months.	The results exceeded standards.
Disinfection was carried out 5 times in 2025, on average once every 2.5 months.	

Contractor Management	
Description	2025 Performance
Supplier security agreement organization meeting: The meeting was hosted in June 2025 for contractors (Interior decoration, plumbing and electrical work, signage, general repair service providers, structural reinforcement contractors, fire protection, warehouse panel suppliers, surveillance systems).	97 suppliers attended the meeting.
In 2025, the risk assessment of the construction site (Note) exposed unsafe behavior and environment	The order of the top five risk factors included failure to wear a safety helmet, failure to complete the necessary forms, falling, cutting, electric shock/hot work/tobacco and alcohol.
Agreement organization meeting for new contractors: In 2025, agreement organization meetings were held for new contractors to obtain information on safety and health operation.	2 meetings were convened for 2 contractors

Note: Construction site refers to the construction site where the store is renovated.

President Chain Store Corporation standardizes contractors' compliance with occupational safety and health-related laws and codes of conduct for third-party suppliers in procurement contracts, so as to ensure contractors' safety and health concepts and protect their labor rights. President Chain Store Corporation formulates operating standards for high-risk machinery and equipment, roofing methods, and notification of hazards when repairing existing stores. A contractor safety agreement organization meeting is organized prior to commencement to reduce construction risks. Unannounced site audits are conducted each year, and penalties are given to contractors with flaws. In addition, the former Deputy Director from the Kaohsiung City Labor Standards Inspection Office was invited to serve as lecturers during the agreement organization meeting for contractors to explain relevant safety and health regulations in order to strengthen the safety concept of contractors and reduce the probability of accidents.

Occupational Safety and Health Management System and Health Certification

President Chain Store Corporation continued to pass regular inspections for ISO 45001 Occupational Safety and Health Management System with zero major deficiencies in 2025, with the internal audits and external certifications covering the scope of the 842 employees working in the head office in line with the management system, accounting for 8.66% of all employees, while internal occupational safety and health audits were conducted on 99.63% of the stores. As the head office implements the drafting, planning, supervision, promotion and overall management of occupational safety and health management matters, the internal management guidelines of the Company have been formulated in accordance with the transition to the ISO 45001 occupational safety and health management system to extend to all employees (for directly-operated and franchise stores). To show our determination in building a safety culture in line with international standards, we will engage all employees to create and maintain a friendly and safe workplace. We will also continue to include contractors in these efforts. In order to make sure the suppliers comply with occupational safety and health regulations and supplier code of conduct, the Occupational Safety Office and the Procurement Department promote the "Five-Year Plan of Occupational Safety Certification," which runs from 2019 to 2024. Pre-communication preparations were carried out in 2019, and comprehensive counseling was carried out from 2020 to 2022 to strengthen the concept of occupational safety and health in the factories through self-inspection, on-site counseling and education and training. Suppliers for private-label products continue to be encouraged to obtain ISO 45001 third-party certification, primarily targeting food OEMs with a transaction volume of NT\$30 million and more than 100 employees. After review, 40 suppliers were found to meet this standard. Certification will be used as a threshold for introducing private-label food OEMs. The ultimate goal is for all private label suppliers to obtain ISO 45001 third-party certification.

Occupational Health and Safety Audits

The Occupational Safety Office conducted occupational safety and health risk assessment and unannounced audits for different working environments, with the items and number of audit sessions reviewed each year. Our target in 2025 was 215 sessions with a total of 243 inspections conducted, of which 39 had zero defects, with 385 defects improved at an improvement rate of 100%. The number of inspections increased by 1.09% compared to the year before.

< Directly Operated Stores >

Audit Action	Audit Frequency	2025 Results	Mitigation Measures
Store self-inspection and district advisor reviews for occupational safety and health	Each June to September	The store performed self-inspections and reviews	Mitigation measures are tracked by store managers

Note: No penalty was received for violating occupational safety and health regulations in 2025.

< Franchises >

Audit Action	Audit Frequency	2025 Results	Mitigation Measures
Store self-inspection and district advisor reviews for occupational safety and health	One self-inspection a year (prior to the universal inspection done by a third-party)	The stores performed self-inspections and reviews	Follow-up guidance and tracking was arranged by store supervisors for stores with abnormalities

< Contractors >

Audit Action	Audit Frequency	2025 Results	Mitigation Measures
Unannounced occupational safety and health inspection at construction sites	Each month	A total of 121 construction site inspections were conducted, of which 17 had zero defects. Defects discovered from the other 104 inspections have all been addressed. The number of inspections decreased by 7.6% compared to the year before.	An agreement organization meeting was organized for suppliers (interior decoration, plumbing and electrical work, signage, general repair service providers, structural reinforcement contractors, fire protection, warehouse panel suppliers, surveillance systems) in June 2025 with a former labor inspector serving as the lecturer, explaining relevant safety and health regulations in order to strengthen the safety concept of contractors and reduce the probability of accidents.

Statistics on Occupational Injuries

President Chain Store Corporation is committed to reducing work-related injuries. Through various safety and health management programs, the Company has achieved zero fatalities from major occupational accidents for seven consecutive years. In 2025, the employee recordable occupational injury rate was 1.18, and the employee total injury index was 0.16, lower than the average benchmark value of 0.37 for the general retail industry over the past three years, 2023–2025, as published by the Occupational Safety and Health Administration, Ministry of Labor. In addition, President Chain Store Corporation did not receive any occupational disease claims in 2025.

In 2025, the employee recordable occupational injury rate of 1.18 decreased compared with the previous year. Tripping and falling was the main type of injury. The Company has confirmed the circumstances of the incidents, investigated the causes, and identified the key issues. Improvement measures have been adopted across environmental equipment, management, including education, training, and communication, and personal protective equipment to prevent similar accidents from occurring again. The occupational injury statistics in this report cover employees at headquarters, directly operated stores, and franchise stores. For statistics on disabling injuries related to employees, franchise stores, and contractors in 2025, please refer to the Appendix.

Number and Type of Injuries by Group (Employees, Franchises, Contractors, and OEMs) in 2025 (excluding traffic incidents)

Type of Injury	Employees	Franchises	Contractors	OEMs
Tripping	13 ^(Note 1)	5	0	0
Exposure to high/low temperatures	5	1	0	1
Cuts, lacerations, scrapes	3	2	0	1
Falling, tumbling	3	0	0	0
Improper maneuver	1	2	0	0
Objects collapsing	1	0	0	0
Collision	1	1	0	0
Others	4	2	0	3
Total	31	13	0	5

Note 1: One serious occupational injury occurred this year ^(Note 2). The incident involved an employee who accidentally fell and was injured while working at height to replace a poster. For poster replacement tasks that require work at height, the Company has optimized tools to reduce the need for employees to work at height and lower accident risk. Safety education and training on ladder use were conducted through internal meetings, and an occupational accident awareness video was produced and shared with all store colleagues. Through an actual occupational accident case, colleagues were able to understand how such accidents occur, while improvement measures were provided to further strengthen safety awareness and prevent similar incidents from recurring.

Note 2: Disclosure of the causes of serious occupational injuries does not include franchise stores, contractors, or OEMs.

Health Promotion Activities

Employees are a vital asset of the Company, and keeping employees healthy is one of President Chain Store Corporation's goals for creating a happy enterprise. The Happy Cooperative Society was established in 2010 to help the employees cope with stress from life and work, as well as building a healthy body, mind and interpersonal relationships. Professional trainers were hired to train employees with passion as volunteers. Volunteers would approach employees or referred them to professional help to provide them with effective assistance in a timely manner. As of 2025, volunteers spent 3,127 hours caring for 4,113 people. Health promotion activities, and a friendly environment for pregnant women and mothers, etc. were also adopted so that employees can maintain their health and maintain a sense of happiness.

< Resources and Services >

Item	2025 Performance
Health Check and Follow-up	Health check subsidies start from NT\$16,000 every two years. In 2025, a total of 2,290 employees were eligible to apply for health check subsidies.
Individual Healthcare Services	1. We provide 10 on-site doctor services each month superior to legal requirements. A total of 767 employees received health consultations from doctors, and another 195 received health consultations from nurses. 2. Regular disease prevention communications are conducted weekly to enhance employees' understanding of personal protection and health, in response to various epidemic infectious diseases. 3. Registered nurses are employed to provide health consultations, injury and illness care, clinic referral, and first aid services during working hours.
Health Promotion App	1. Health and fitness: In 2025, the Company promoted six fitness activities, each lasting one month. Activities included Lucky Cookie, Happy Waves, Happy Dice Zoo, Happy Aquarium, Low-Carbon Commuting, and Weight Control. In addition, President Chain Store Corporation worked with the Millennium Health Foundation in 2025 to organize the "Half a Plate of Fruits and Vegetables" campaign. A total of 9,477 participants took part in these activities. Annual cumulative walking steps reached 93.37 million steps, equivalent to approximately 650,000 kilometers. 2. Mental health: To help employees effectively manage stress related to work, life, and health, and to maintain physical and mental well-being as well as positive interpersonal relationships, the Company organizes employee relations activities each year. For example, the online Something Nice Every Day activity allows participants to share small moments of happiness from their daily lives. Through a lucky draw, participants can also randomly receive small moments of happiness shared by other colleagues, helping them lift their mood at any time and ease the difficult feelings brought by daily stress. In addition to helping relieve employees' physical and mental stress, the Company also organized the President Chain Store Corporation Praise Squad campaign, encouraging employees to express gratitude or praise to colleagues through handwritten cards. The organizer also prepared small gifts to make these gestures feel warmer and more meaningful. By providing opportunities for positive expression and mutual recognition, the activity encourages positive interaction among colleagues and further strengthens organizational cohesion and employee relations.
Vaccination	A total of 4 vaccination sessions were held at the vaccination station in 2025, with a total of 377 people receiving vaccinations.
Gifts for Mothers-to-Be	In addition to implementing a maternal health protection program in accordance with the law, a gift was offered to all employees that announced their pregnancies was introduced in 2024. We hope to make work arrangements through voluntary reporting in order to minimize work-related health hazards. A total of 58 gifts were offered in 2025.
Happy Cooperative Society	To facilitate work-life balance and help employees deal with issues from physical and mental health as well as family, the Company coached volunteers for offering psychological care. The volunteers cover a variety of topics, including interpersonal relationships in the workplace, work adaptation, family, gender relations and health. The cases are graded for management. A total of 4,113 people have been cared for so far.
External professional consultation services	Providing employees with 3 hours of professional services each year. A total of 14 people took advantage of the program in 2025.