

Digital Literacy Promotion Program

We are actively committed to promoting AI literacy, covering not only management within the organization but also all employees. We further expanded our selection courses in 2024 through comprehensive planning on trends, thinking and tools, attracting a total of 3,386 active participants. We hope that in the wave of digital transformation, every member can master AI literacy and embrace future challenges.

Effort-Saving Operations – AI Ordering System Training

To ensure a variety of products, reduce the risk of products being out-of-stock and improve store operational efficiency, President Chain Store Corporation organized the “Effort-saving operations” event to provide education and training on the AI ordering system for employees of directly-operated stores. Demonstrations and formula explanations were given during the event for employees to simulate the functions of the ordering system, improving their ability to use and interpret data. In 2024, a total of 3,379 employees received training, including 3,128 full-time employees and 251 part-time employees. Employees were able to place precise orders that are more in line with actual sales and demand, which increased the net gross profit by 10.41% compared with the same quarter last year.

Quality Management Training

The training for new logistics personnel also includes Good Hygiene Practices standards. For personnel in the relevant departments of product quality management, training of different quality management themes was provided, such as quality assurance inspection and review of new products, quality assurance standards for different items, etc., to ensure that internal personnel understand their responsibilities in the overall quality assurance management system of President Chain Store Corporation, to help maintain product quality and consumer health and safety.

+ Franchisee Education and Training +

President Chain Store Corporation invests tens of millions of dollars in lectures every year, organizing training courses for franchise owners and encouraging them to grow through the selection of outstanding store managers.

Franchisee training can be divided into two categories, namely basic training for franchisees and training for store managers. The basic training for franchisees refers to a total of 172 hours of intensive training lasting for 4 consecutive weeks, during which the knowledge and skills required to serve as a store manager, such as management ability, account management, quality assurance and expiration date management, as well as knowledge about business laws and regulations are taught. Qualifications for franchisees can only be obtained upon completing the training and passing the test. In 2024, training was completed for a total of 214 franchisees. Store manager training revolves around the annual business theme and the on-site operations. It targets all store managers to boost their management abilities. In 2024 a total of 6,019 people completed the store manager training with the theme of “Case Study of AI Ordering System.”

+ Performance Management +

In the implementation of performance management, besides establishing goals that the Company and employees agree on for driving growth, employees can check the progress of each work goal at any time, and make adjustments or seek the advice of their supervisor to assist with their own development.

Performance Management Cycle

President Chain Store Corporation employees receive one performance evaluation a year regardless of gender, as long as the annual performance cycle falls within the days specified for evaluation. The annual performance review index includes two parts. Supervisors and their subordinates have to set a specific percentage of the Company’s major metrics, and the remaining percentage is dedicated to individual performance goals while reviewing the performance of the team and individuals. We use a promotion system for employees who continue to show good performance, which means having a higher base salary, benefits, and bonuses for encouraging employees to continue to make progress and contributions. For employees whose performance falls behind, their direct supervisors are required to regularly review and follow up on their performance, in order to assist them in boosting their performance and strengthening their weaknesses.

Performance Management System

Full-time Employees

Performance goal setting	Performance goals are set for which supervisors and employees discuss and set the annual goals. Supervisors may provide guidance based on the progress of tasks during the evaluation period.
Final performance evaluation	The evaluation is carried for those who have worked for over 273 days during the year, with 100% of the employees passing.

Part-time Employees

A bonus distribution evaluation is carried out each month to incentivize part-time employees to maintain the store image, service quality and quality assurance.

In addition, President Chain Store Corporation adopts a 360-degree evaluation method to evaluate employees at a specific salary level. The results will be used as a reference for future promotion decisions. Although not all employees have yet been included, we will continue to make the mechanism more objective with the method, which will create a positive impact on the performance of the Company.

5.2 Human Rights Management

Human Rights Policy

In order to protect human rights, President Chain Store Corporation has formulated a “[Human Rights Policy](#)” with reference to international human rights policies and local labor regulations. The policy covers stakeholders including all employees, affiliated companies, suppliers, contractors and joint ventures. In addition to the commitment to provide a friendly and safe working environment and protect employees’ right to collective bargaining, we also prohibit any illegal discrimination, sexual harassment, workplace harassment and violence in the workplace and intimidation. To this end, we have formulated the “Sexual Harassment Prevention, Complaints and Handling Measures” to actively address such cases, as well as prohibiting forced labor, human trafficking and child labor.

Human Rights and Labor Audits

To protect employees’ labor rights, lower the operating risks of affiliated enterprises, and ensure compliance with labor laws and regulations, President Chain Store Corporation provided training regarding the Labor Standards Act to 261 people in 2024. In addition, President Chain Store Corporation regularly conducts human rights and labor audits on its headquarters, regional offices, directly operated stores, tier-I suppliers, and joint ventures within its scope of operations. In addition, in the case of outsourcing of labor services such as dispatched workers or labor contractors, the Company proactively conducts annual labor condition audits on the labor conditions of dispatched workers to ensure compliance with relevant laws and regulations. During the period when dispatched personnel provide services, the Company also stays updated with how well they adapt to the workplace and provides assistance. For the results of the audits, related risk mitigation measures, and other human rights risk assessments and mitigation measures, please refer to “[President Chain Store Corporation Human Rights Management](#)” and “[President Chain Store Corporation Human Rights Due Diligence Procedure](#)”.

Workplace Violence Prevention

In recent years, violent attacks in the workplace have occurred from time to time in convenience stores. To this end, the Ministry of Labor has formulated the “Guidelines on Safety and Health Guidelines for the Prevention of Unlawful Infringements in the Workplace of Convenience Stores,” as well as including them in labor inspection guidelines. In response to the effort to prevent illegal infringement in the workplace by the competent authorities, the Company has reviewed various implementation actions one-by-one through cross-division cooperation to set short, medium and long-term goals, as well as reviewing, reinforcing and strengthening everything from measures to facilities to create a friendly workplace with safety protective mechanisms. The relevant measures are as follows:

Hazard prevention with education and training as top priority	Course content is designed for newcomers, current employees and management. The Company provides a variety of online learning courses through the digital learning platform to enhance hazard risk identification and response capabilities of all employees.
Records and results	Cross-division cooperation is carried out in line with internal and external guidelines and standards, so as to guide the stores to complete all tasks in compliance with the laws and regulations.
Provide a safe workplace	The 110 video reporting app is installed on the company phone in stores, reminding employees to prioritize their own safety in case of safety hazards, informing employees to exercise their right to refuse to work in case of hazards (moving to a safe area, such as the restroom or warehouse with locked doors), installing flash siren facilities in the stores, etc. All the mechanisms help employees in situations where help is needed, both in terms of deterring external violence and increasing the chance of seeking rescue.

Prevention and Handling of Discrimination

President Chain Store Corporation attaches great importance to equality and inclusiveness in the workplace. In addition to its commitment to prohibit any illegal discrimination, sexual harassment, illegal physical and mental abuse, as well as intimidation in the workplace in its Human Rights Policy, it has also formulated “Sexual Harassment Prevention, Complaints and Handling Measures” to properly address relevant violations. In 2024, a total of 3 sexual harassment complaints were received, of which one was an internal sexual harassment incident between employees, and 2 were incidents involving employees harassing customers/business partners. For cases that were confirmed, violators were penalized depending on the severity of the circumstances, including changing their job functions or taken to the police to pursue criminal responsibilities. Announcements were made in a manner that appropriately concealed identifiable personal information for increased awareness. In order to prevent illegal violations, President Chain Store Corporation has made and put up posters all over the stores in Taiwan to raise awareness of sexual harassment. The “Prevention of Workplace Violence, Discrimination and Sexual Harassment” is also made a mandatory online training course with a test to be passed at the end. In 2024, a new training course named “Prevention and Control of Sexual Harassment in the Workplace (Manager Edition)” was launched to raise awareness of sexual harassment prevention for supervisors, in order to assist the Company in taking measures to prevent and deter sexual harassment.

Sexual Harassment Incident Handling Procedure	
Complaint channels	Investigation Process
Applicants can lodge complaints through channels such as stakeholder mailboxes, audit offices, and employee relations mailboxes.	After accepting the case, a special person is assigned to conduct the case investigation. During the investigation process, the information of both parties will be kept confidential. After the investigation is completed, a sexual harassment complaint handling committee will be convened to review the case. If the case is established as sexual harassment, the content of the case will be sent to the Rewards and Punishment Committee to determine the level of punishment. All appeal cases will be handled within 2 months after acceptance.
Dedicated unit	Human Resources Department

5.3 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 manager). 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.

