

Achieving Sustainable Governance

President Chain Store Corporation abides by the principle of ethical corporate management from its internal operations to external value chain to ensure long-lasting and stable operations. In the meantime, President Chain Store Corporation identifies and stays updated with the trends in regulatory revisions, as well as ensuring all operations of the Company's organizations comply with government laws and regulations to uphold the rights and interests of consumers and the Company. Risk management is the key to sustainable operations. To this end, we have set up a dedicated unit for cross-departmental communications to avoid negative impact and increase the value of the Company. In addition, we attach importance to the management and protection of customer privacy, as well as providing better services based on the big data generated from consumption.



Management Policies

Policies and Commitments

- Personal Data Protection Management System and Policy
- President Chain Store Corporation Personal Profile Data Security Maintenance Plan ([Personal Data Protection Handbook](#))
- [President Chain Store Corporation Risk Management Policy](#)
- [Articles of Incorporation](#)

Management Actions

- President Chain Store Corporation has set up a Personal Data Protection Task Force to ensure the safety of consumer data through internal audits and external verification of personal data (Taiwan Personal Data Protection and Administration System, TPIPAS), crisis prevention and education and training.
- President Chain Store Corporation set up a Risk Management Committee to classify various risks and formulate management policies. The Committee monitors and gives feedback on risk identification on a monthly basis, as well as compiling the information of each department every six months a year. Since 2024, regular reporting to the Risk and Information Security Committee has been done twice a year. Each dedicated unit offers feedback on risk response measures through a form to realize risk identification, measurement and reporting.
- In November 2023, President Chain Store Corporation's Board of Directors resolved to set up the "Risk and Information Security Management Committee." The "Cybersecurity Committee" and "Risk Management Committee" originally under the "Sustainable Development Committee" were moved under the "Risk and Information Security Management Committee" to strengthen information security management with more comprehensive control over relevant risks.
- President Chain Store Corporation is committed to pursuing steady financial growth, continuously optimizing store operating efficiency, expanding a diversified business plan, creating excellent financial performance, building a sound corporate governance system, and creating a brand that is reassuring and trustworthy for employees, store partners, franchise owners and the general public.

Sustainable Goal Management Process

Material Topic	Management Metrics	Medium- and long-term Targets	2025 Targets	2024 Targets& Performance
Risk Management	Percentage of employees receiving risk management training courses	20% by 2028	10%	New target <div><div></div></div> 0.65%
Business Performance	Number of total stores	7,950 stores by 2028	7,350 stores	New target <div><div></div></div> 7,077 stores
Information Security	1. Number of information leakages 2. Proportion of information leakages containing identifiable personal information 3. Number of customers affected by information leakages 4. Number of violations that infringe on customer privacy and total fines paid due to information security incidents	2028 (1) ≤ 1 (2) ≤ 30% (3) ≤ 600 (4) ≤ NT\$700,000	(1) ≤ 3 (2) ≤ 45% (3) ≤ 850 (4) ≤ NT\$ 850,000	<div><div></div></div> (1) ≤ 3 (2) ≤ 50% (3) ≤ 900 (4) ≤ NT\$900,000 <div><div></div></div> N/A

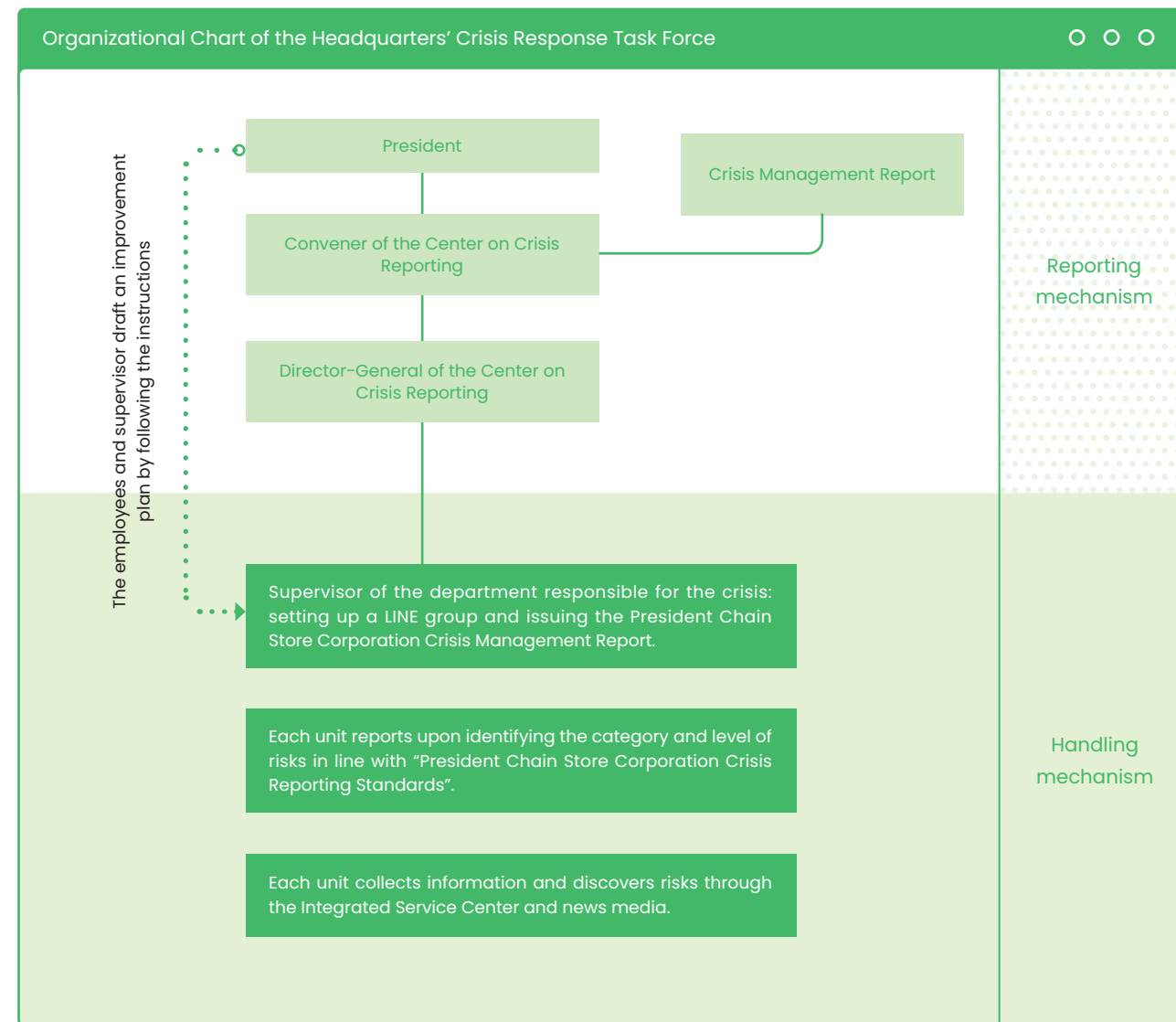


The consolidated revenue hit record high at **NT\$337,932,397** thousand, with **NT\$13,741,439** thousand in net profits that exceed the record of the previous year

President Chain Store Corporation was once again ranked in the top **5%** in the 10th Taiwan Corporate Governance Evaluation System as the only listed company in the retail industry to do so for the tenth year running

Crisis Management

In addition to managing risks, President Chain Store Corporation has also set up a comprehensive dedicated risk management unit and SOP for dealing with crises to minimize potential losses. The Company drafted the “President Chain Store Corporation Crisis Management Mechanism” to minimize losses caused by crisis. The mechanism means that each unit receives and collects public opinions against President Chain Store Corporation through the Integrated Service center, franchisee feedback app, news and other channels, as well as reporting based on the “President Chain Store Corporation Crisis Reporting Standards.” The crisis report is headed by the President, who has the Crisis Reporting Center answering to him, and the executive manager of the Supportive Service Group serves as the convener of the Crisis Reporting Center. The type and level of crisis is determined by employees of the department in charge and reported to the supervisor, who will then escalate through a crisis reporting sheet. All departments involved will set up a review team (LINE group) for the crisis for prompt response and discussion. Subsequently, all departments involved will make improvements and provide responses to the crisis to avoid recurrence. We review the crisis management process with strict mechanisms to consolidate the operations of President Chain Store Corporation from occurrence, handling to external response to crisis events.



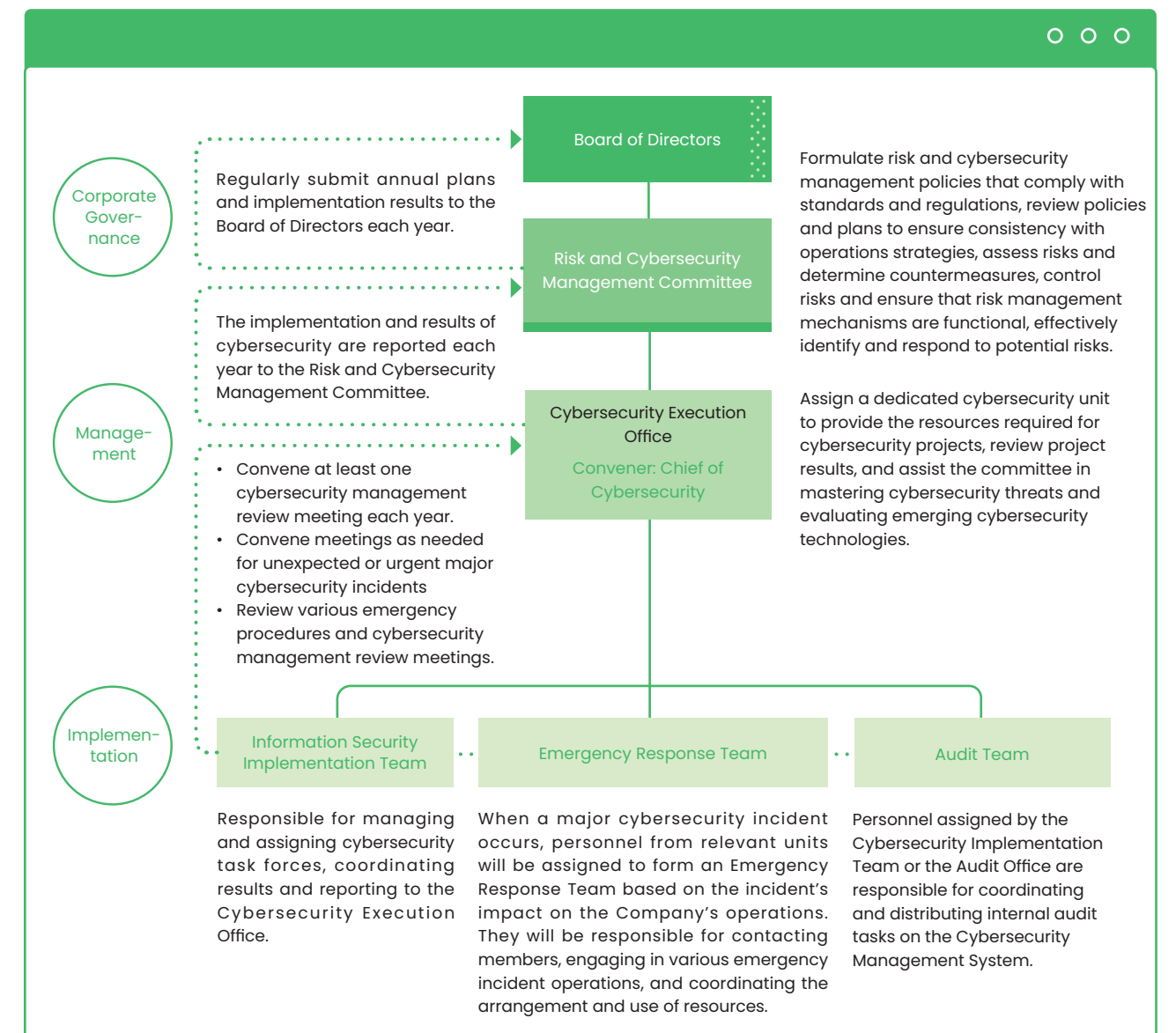
2.3 Information Security and Privacy Protection

President Chain Store Corporation takes advantage of the power of digital technology to make consumers' lives more convenient. To this end, it provides customers with cash flow, logistics and information flow services with digital tools such as the 7-ELEVEN online shopping site, ibon, OPEN Wallet, icash Pay, icash 2.0, OPENPOINT app (including iGroup-buying® and iPre-order) and MyShip. This allows consumers to make the most of President Chain Store Corporation as the base and service center for everything in life.

+ Cybersecurity Execution Office +

The “Cybersecurity Execution Office” is the highest decision-making unit for President Chain Store Corporation's information security management. It was originally under the “Sustainable Development Committee,” and moved under the “Risk and Cybersecurity Management Committee” in 2023 with the Chief of Information Security as the convener. Previously known as the Cybersecurity Committee, it was renamed as the Cybersecurity Execution Office in December 2024. The “Information Security Implementation Team,” “Emergency Response Team” and “Inspection Team” under the committee hold at least one review meeting a year, with the convener regularly reporting the implementation and results of information security implementation to the Risk and Cybersecurity Management Committee ^(Note).

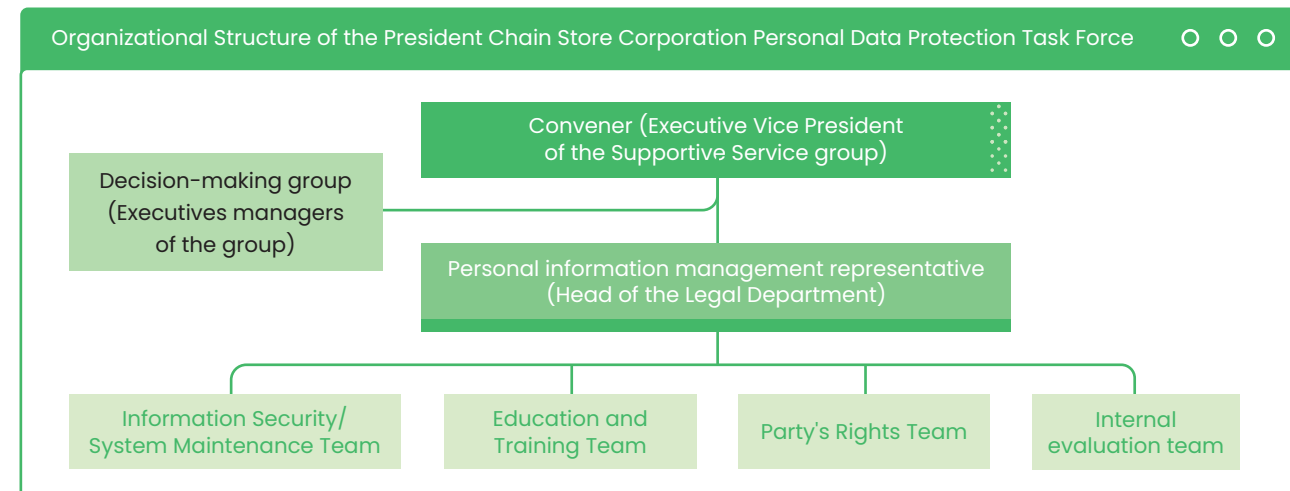
(Note) The policies, specific management plans and resources invested of the Cybersecurity Execution Office can be obtained from [the Company website](#).



+ Personal Data Protection Task Force +

President Chain Store Corporation uses customer data for non-primary collection purposes, which include marketing or communications with customers in compliance with laws and with the consent of customers. We comply with relevant government regulations and information management principles to ensure that the acquisition and use of data must be within the scope of authorized data established by the Company, adopt appropriate technical and organizational security measures, and preserve data strictly in highly secure and stable data storage systems to fulfill the confidentiality obligations of personal data of customers and investors. In 2024, the proportion of customer personal data used by the Company for marketing and communications totaled at 99.5%. Digital technologies involve a lot of customers' personal data. President Chain Store Corporation set up a special task force, reporting mechanism, as well as conducting training and internal audits to ensure the protection of consumers' personal data.

The "Personal Data Protection Task Force" is a cross-departmental task force that regularly performs personal data inventory, risk analysis, internal system review, notification and revision, data destruction, education and training. The task force presents the final results of the previous month in the monthly report. Education and training are systemized with courses and forums for new employees to pass tests and senior employees to finish courses online with a 100% completion rate for internal training. In order to enhance the awareness and expertise of all employees regarding cybersecurity, we regularly publish cybersecurity e-newsletters to share the latest trends in cybersecurity, information on threat and protective measures. In addition to integrating personal data risk management into the overall risk management and audit mechanism of the Company, personal data protection management reports are formulated for each department, as well as adding personal data protection clauses to contracts when working with external suppliers to ensure that all operating units and suppliers comply with the Company's personal data protection policy. President Chain Store Corporation's internal evaluation plan and external verification system can effectively supervise and assist various departments in formulating corrective, preventive or improvement measures for non-conformities discovered during internal evaluations or audits. Records of improvement are equally made and kept. Corresponding penalties are also formulated for employees who violate the Company's personal data management rules. Any violation will be reported to the supervisor and included in the employee's personal performance evaluation and records.



Internal Audit and External Certification

President Chain Store Corporation integrates information security management and control into the overall risk management and auditing mechanism of the enterprise, and further links the annual performance evaluation of employees. Through the internal assessment and external verification system, it can effectively identify risks and supervise various departments to determine non-compliance matters corrective and preventive measures to achieve continuous improvement. For critical information and communication systems, a business continuity plan or regular testing plan (Note) should be conducted at least once a year. In addition to checking the settings of operating systems and network services and evaluating account and password management principles, testing will also cover other related areas to identify vulnerabilities in the information and communication environment. For overall information and communication protection, red team drills are performed to identify the vulnerabilities, as well as immediately implementing

management and technical strengthening measures based on the result to ensure that the security of the information and communication systems meet the requirements of international common standards and best practices.

(Note) Business continuity/regular testing plan include vulnerability scanning and penetration testing, business continuity drills, social engineering drills and red team drills.
(Note) Detailed cybersecurity test results can be accessed on [President Chain Store Corporation's website](#).

Q1	Q2	Q3	Q4
<ul style="list-style-type: none"> Vulnerability scanning Penetration testing 	<ul style="list-style-type: none"> Business continuity Planned drills 	Red team drill	Social engineering drill

In order to further ensure information security, President Chain Store Corporation first obtained TPIPAS certification in 2014 (Taiwan Personal Information Protection and Administration System). In 2023, the Company updated its certification with the validity period for 2 years. Besides the personal information protection certification, President Chain Store Corporation obtained the updated ISO 27001:2013 international certification for information security regarding the in-store POS system to complete the information security management mechanism. The updated version of ISO 27001:2022 was put in place in 2024.

Grievance Mechanism

To provide customers with comprehensive personal data protection, President Chain Store Corporation has also set up personal data issue reporting and contacts that correspond to our various personal data collection channels. In 2024, no complaint was received regarding customer privacy infringement from the competent authority of external parties.

Identity	Personal Data Grievance and Contact
Consumer	Integrated Services Center Tel : 0800-00871 Email : public@mail.7-11.com.tw All President Chain Store Corporation departments have respective contact persons for reporting privacy issues.
Non-consumer	As there are many departments within President Chain Store Corporation, it is impossible to list every point of contact for reporting privacy issues. These points of contact are also responsible for handling and responding to privacy issues. The processed cases will be reported to the Personal Data Task Force for record-keeping.

2.4 Legal Compliance

President Chain Store Corporation has formulated the "President Chain Store Corporation Principles of Legal Control and Breakthrough", stating that the Legal Identification Committee as the guiding body on legal compliance. The legal identification contact is included in each unit to ensure legal compliance in order to stay updated with the trends in legal revision, as well as involving all employees in the identification and countermeasures of risks to ensure the operations of each company organization comply with government regulations.

