

Appendix

PCSC 2015-2018 Social Data

Occupational injury statistic (excluding traffic accidents):

	2015	2016	2017	2018
Injury rate	1.29	1.37	1.82	1.97
Lost workday rate	33.34	16.59	19.68	31.59
Annual occupational hazards per 1000 workers	2.50	2.29	3.55	3.70
Frequency-severity indicator	0.21	0.15	0.19	0.25

Average hours of employee education and training in 2018 (classroom and online courses)

Year	Number of employees	Total hours of training	Average time trained (hours per person)
2015	8,274	195,997	23.69
2016	7,850	231,011	29.43
2017	7,877	238,789	30.31
2018	8,101	259,447	32.03

Number of events and participants of Good Neighbor Funfests Activities

Year	2015	2016	2017	2018
Number of events	2,543	5,456	12,087	16,990
Number of participants	116,004	151,075	272,000	358,437

Event Outcomes of Millennium Health Station

	2015	2016	2017	2018
Number of stores with Millennium Health Stations	677	677	677	664
Number of Participating Medical Professionals	1,350	1,298	1,231	1,178
Number of Event Participants	34,001	38,287	35,019	33,893

Outcomes of Fundraising for Charity from ibon Machine Donations

Year	Total Number of Donations	Total Amount Donated (in NT\$)	Average Donation Amount (in NT\$)
2015	219,302	237,777,468	1,084.25
2016	429,295	572,869,140	1,334.4
2017	148,204	90,511,910	610.73
2018	261,727	239,789,736	916.18
Total	1,551,239	1,487,992,614	959.23



PCSC 2015-2018 Environmental Data

1. Energy consumption ^{Note}

Energy consumption of PCSC's operational sites(10,000 KWh)	2015	2016	2017	2018	2018 Target
Headquarter building	143	125	116	113.4	—
Retail locations	81,093	82,613		83,149.8	—
Lifestyle center	Not included in inventory boundary before 2016		81,583	410.9	—
Local offices and training center	—	97	98	140.1	—
Total energy consumption	81,236	82,835	81,798	83,814.2	83,024.7
Coverage of operational sites (%)	98.92%	99.03%	96.95%	99.48%	—

Note: The energy consumption of retail locations in 2015 and 2016 were estimated by using monthly data provided by Taiwan Power Company and the area data of the retail locations. The inventory boundary was expanded in 2016 to include local offices and the training center. The energy consumption in 2017 and 2018 were the activity data of purchased electricity from the GHG inventory verified by the third party.

2. Cost of Energy

Year	2015	2016	2017	2018
Cost of energy (NT\$ 1,000)	2,452,052	2,173,833	2,135,407	2,112,392

Note: Costs from the headquarter building and retail locations were included and the costs from local offices, training centers and lifestyle centers are not included.

3. Greenhouse Gas Emissions

Year	GHG Emission (metric ton CO ₂ e/ per year)			Inventory Boundary	Coverage of operational sites
	Scope 1	Scope 2	Total		
2015	121,479.960	428,173.526	549,653.486	Retail locations only, not including headquarter, local offices, training center nor lifestyle centers.	98.90%
2016	117,313.660	438,196.536	555,510.196	Including the headquarter, local offices, training center, retail locations, but not included lifestyle centers.	99.03%
2017	119,389.058	432,710.053	552,099.111	Verified by SGS against ISO14064-1, including the headquarter, local offices, training center, retail locations and lifestyle centers. Some locations were excluded due to lack of valid evidence.	96.95%
2018	137,580.015	464,330.667	601,910.682	Verified by SGS against ISO14064-1, including the headquarter, 8 local offices, the training center, 5,466 retail locations(including 97 stores moved or closed in the year) and 22 lifestyle centers.	99.48%
2018 Target	121,179.894	439,200.704	560,380.598		

Note: Historical GHG emissions referred to CSR reports in the past years.

4. Water consumption

Annual Water Consumption of Operational Sites (m ³)						
Year		2015	2016	2017	2018	2018 Target
Actual	Headquarter	5,207	5,461	5,312	5,390	—
	Retail locations	926,852	710,936	1,225,970	1,234,393	—
Estimated Note	Local offices	10,599	11,421	11,186	11,418	—
	Retail locations	1,058,752	584,373	533,455	726,393	—
Total water consumption		2,001,409	1,312,191	1,775,923	1,977,594	2,101,815.203
Retail locations with actual data		2,347	2,803	3,638	3,380	
Estimated scope		7 local offices & 2,681 stores	8 local offices & 2,304 stores	8 local offices & 1,583 store	8 local offices & 1,989 stores	
Coverage of operational sites		99.06%	99.03%	99.07%	99.06%	

Note: The estimate for local offices was based on 2018 total water consumption per person at PCSC headquarter and the number of employees at local offices. For stores, the estimate is based on an average verified store water consumption and the total number of stores. Water consumption at the training center and lifestyle centers does not follow either the headquarter or retail store pattern, so these were not included in the scope of our estimates.

5. Waste disposed

Waste disposed of operational sites (Metric tons)		2016	2017	2018
Actual	Headquarter	—	—	23.93
	Retail locations	—	4,952.83	5,298.73
Estimated Note	Headquarter	22.96	23.63	—
	Local offices	48.03	49.76	50.69
	Retail locations	44,725.97	38,949.95	39,644.23
Total waste disposed		44,796.96	43,976.17	45,017.58
Retail locations with actual data		0	589	633
Estimated scope		Headquarter, 8 local offices & 5,107 retail stores	Headquarter, 8 local offices & 4,632 retail stores	Headquarter, 8 local offices & 4,736 retail stores

Note: The 2016 and 2017 estimate for local offices was based on 2018 waste disposed per person in the headquarter and the number of employees at the headquarter/local offices. For stores, the estimate is based on the average verified store waste disposed and the total number of stores. Waste disposal pattern at the training center and lifestyle centers does not follow either the headquarter or retail store pattern, so these were not included in the scope of our estimates.



6. Waste recycled

Unit : Kilogram		2015	2016	2017	2018
Plastic	Headquarter	2,974	3,308	2,064	1,644
	Retail locations	522,807	590,317	564,233	559,866
Paper	Headquarter	17,612	15,510	10,586	9,456
	Retail locations	5,026,369	5,455,166	8,363,317	8,611,585
Metal	Headquarter	431	577	496	532
	Retail locations	98,037	92,400	50,362	21,723
Dry battery	Retail locations	247,224	478,473	264,202	304,554
CDs	Retail locations	60,782	85,163	57,496	56,190

7. Waste by treatment and disposal method (incl. waste disposed, incinerated and recycled)

Unit : Metric Tons	2015	2016	2017	2018	2018 Target
Waste disposed (excl. incineration)(A)	0	2,003.51	2,262.64	937.29	2,321.33
Waste incinerated (B)	0	42,793.45	41,713.53	44,080.29	—
Waste recycled (C)	5,976.24	6,720.91	9,312.76	9,565.55	—
Total waste incinerated and recycled (B+C)	5,976.24	49,514.37	51,026.28	53,645.83	—
Total waste generated (A+B+C)	5,976.24	51,517.88	53,288.92	54,583.13	—
Coverage of operational sites	98.92%	99.03%	99.07%	99.06%	—
Incineration ratio (%) ^{Note}	—	95.53%	94.85%	97.92%	—

Note: The incineration ratio is the percentage of incineration to total non-recycled waste according to the national data of normal waste disposal (excl. recycled and reused) published by the Environmental Protection Administration (EPA).

2018 ISO 14064-1:2006 Greenhouse Gas Verification Statement



Statement TW19/00088GG

Greenhouse Gas Verification Statement

The inventory of Greenhouse Gas emissions in year 2018 of
President Chain Store Corporation

2F, No.65, Tung Hsing Rd.,
Taipei City, Taiwan



has been verified in accordance with ISO 14064-1:2006 as
meeting the requirements of

ISO 14064-1:2006

Direct emissions
137,580.0151 tonnes of CO₂e
Energy indirect emissions
464,330.6668 tonnes of CO₂e
Direct emissions and energy indirect emissions
601,910.682 tonnes of CO₂e

Authorized by



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This Statement is not valid without the full verification scope, objectives, criteria and findings available on pages 2 to 166 of this Statement.

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2018 KPI

#	Chapter	2018 KPI	Corresponding SDGs(#)	Corresponding SDGs details
2	About PCSC	Total number of PCSC stores reached 5,369 in 2018.	NA	
2	About PCSC	In 2018, PCSC invested NT\$258,230,000 into development and research.	8	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour intensive sectors. 8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.
2	About PCSC	PCSC achieved consolidated revenue of NT\$154,074,000 and net profits after taxes of NT\$10,230,000 in 2018	8	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour intensive sectors. 8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.
2	About PCSC	In 2018, PCSC was ranked among the top 5% of the Corporate Governance Evaluation for the fourth year in a row and was once again named to the Taiwan Corporate Governance 100 Index. Moreover, PCSC was selected for FTSE4Good Emerging Index and continued to be ranked among the stocks making up the MSCI Global Sustainability Indices.	NA	
3	Sustainable Products and Services	CITY CAFE city cherry blossom season advertisement won a 4A Creativity prize and 8 major awards overseas	NA	
3	Sustainable Products and Services	PCSC invested NT\$141,744,000 in food safety management in 2018.	2	2.1 By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round.
3	Sustainable Products and Services	More than 90% of branches passed checks designed to ensure that they were not selling tobacco and alcohol products to minors 18-years old or younger.	3	3.a Strengthen the implementation of the World Health Organization Framework Convention on Tobacco Control in all countries, as appropriate.
3	Sustainable Products and Services	During 2018, 100% of suppliers that collaborate with PCSC on its self-brand products and foods passed audits.	2	2.1 By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round.
3	Sustainable Products and Services	PCSC uses contracting and continues to increase local procurement to encourage agricultural development in Taiwan and reduce our overall environmental footprint. In 2018, Taiwanese suppliers represented 69% of total procurement.	2	2.3 By 2030, double the agricultural productivity and incomes of small-scale food producers, in particular women, indigenous peoples, family farmers, pastoralists and fishers, including through secure and equal access to land, other productive resources and inputs, knowledge, financial services, markets and opportunities for value addition and non-farm employment.

#	Chapter	2018 KPI	Corresponding SDGs(#)	Corresponding SDGs details
3	Sustainable Products and Services	As of December 2018, 3.2 million people registered to be members with OPENPOINT.	NA	
4.	Employee Care and Franchise Development	PCSC received ISO 45001 Occupational Health and Safety Management Systems certification with zero corrections, a first for a Taiwan retailer and service industry.	8	8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants and those in precarious employment.
4.	Employee Care and Franchise Development	Zero serious occupational disasters.	8	8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.
4.	Employee Care and Franchise Development	Among employees with abnormal health examination results, those with extremely high risk saw 100% intervention and management.	3	3.d. Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.
4.	Employee Care and Franchise Development	Employees received an average of 32.03 hours of training, the highest in the last five years	4	4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.
5	Community Care and Co-prosperity	Organizing around 17,000 Good Neighbor Funfests events attracting over 350,000 participants (Note 1) Note 1: The corresponding performance was the healthy and environmentally-friendly lifestyles theme at Good Neighbor Funfests.	11	11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.
5	Community Care and Co-prosperity	Raising NT\$170,000,000 in spare change and goods donations. (Note 2) Note 2: The corresponding performance was meal delivery services and food banks for disadvantaged seniors.	2	2.1 By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round.
5	Community Care and Co-prosperity	Raising NT\$170,000,000 in spare change and goods donations. (Note 3) Note 3: The corresponding performance was health promotion activities and services.	3	3.4 By 2030, reduce by one-third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.
5	Community Care and Co-prosperity	Cooperating with 38 elementary schools in remote areas in 2018 to promote a Points for Reading program, supporting 33 after-school Reading Companion Projects around Taiwan..	4	4.6 By 2030, ensure that all youth and a substantial proportion of adults, both men and women, achieve literacy and numeracy.
6	Green Trailblazer in the Neighborhood	Procurement of Green Mark and energy saving products reached a total of 10.16% of total procurement.	12	12.2 By 2030, achieve sustainable management and efficient use of natural resources.
6	Green Trailblazer in the Neighborhood	Energy usage intensity (EUI) for PCSC's retail stores fell by 4.61% compared to 2017; EUI for the headquarter building fell by 2.5% over 2017 figures.	7	7.3 By 2030, double the global rate of improvement in energy efficiency.
6	Green Trailblazer in the Neighborhood	2,716 pieces of equipment were refurbished and reused in 2018.	12	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.



2018 KPI Achievement

Area	2018 KPI	2018 Performance	Achievement
Corporate Governance	PCSC was ranked among the top 5% of the Corporate Governance Evaluation.	PCSC was ranked among the top 5% of the Corporate Governance Evaluation for the fourth year in a row.	V
	Ethical corporate management and the Corporate Responsibility Clause were incorporated into 98% of the Department of Procurement's standard procurement contracts and the annual standard product supply contracts for marketing.	Achieved 100%	V
	During the first and second halves of the year, a major communication mechanism is set up in which at least one campaign on ethical corporate management or against insider trading is organized.	On January 30, PCSC held a routine ethical corporate management meeting to disseminate information regarding cases involving such issues as ethical corporate management and how PCSC handles them. In addition, the PCSC Monthly Operations and Management Report (ethical corporate management examples) was used to disseminate information to managers of stores and affiliated companies. Between February and December, the PCSC Monthly Operations and Management Report (with a total of 24 examples of ethical corporate management issues, primarily issues that the government had been focused on at the time) had been shared with managers of stores and affiliated companies. On 25 September, PCSC held a routine meeting during which in addition to stores giving reports on the achievements resulting from their ethical corporate management and their plans for 2019, three logistics BU were invited to share their promotion of ethical corporate management. During the meeting of the Board held on November 1, an ethical corporate management report was given iterating that PCSC had achieved its performance objectives.	V
Products	PCSC invests over NT\$40,000,000 in product safety management yearly.	NT\$141,744,000	V
	100% of PB/PL food product specifications were integrated into MAS prior to 2018.	98.81%	X
	80% of PB material suppliers completed on-site evaluations.	100%	V
	100% of privately owned product OEM factories completed on-site evaluations	100%	V
	100% of domestic contract manufacturers for privately-owned products (not including suppliers of raw materials used in food products, direct raw materials suppliers, or egg suppliers) have obtained international/ domestic food safety certifications, such as ISO22000/FSSC22000.	100%	V
	100% of product systems warning that tobacco and alcohol products are not to be sold to individuals 18-years old or younger	100%	V
	100% of branches passed checks designed to ensure that they were not selling tobacco and alcohol products to individuals 18-years old or younger.	100%	V
Employees	Frequency-Severity Indicator below the retail industry average for the past three years in Taiwan (0.4 average for 2015-2017)	Frequency-Severity Indicator 0.25	V
	Zero serious occupational disasters each year	Zero serious occupational disasters	V
	2018 franchise store human rights audit 100% complete	Completed final report	V
	Held 3 symposiums on traffic and commuting	3 symposiums held	V

Area	2018 KPI	2018 Performance	Achievement
Community	Organized 15,000 Good Neighbor Funfests with over 300,000 participants.	16,990 events were held with 358,437 participants.	V
	Raised NT\$170,000,000 in spare change donations at retail stores.	Raised NT\$177,366,710 in spare change donations at retail stores.	V
Environment	Purchase energy-saving products certified with a Green Mark, accounting for 4.5% of annual purchases.	10.16%	V
	Energy usage intensity (EUI) for retail locations 1% lower than that for 2017 and 8.5% over 2014.	Reduced 4.61%	V
	Decrease EUI 0.5% over the previous year.	Decreased 2.5%	V
	Headquarter building (floors 2-11) Decrease water usage per person 0.5% over the previous year.	Decreased 0.6%	V
	Decrease paper usage per person 0.5% over the previous year.	Decreased 3.8%	V
	Integrate a cumulative total of more than 223 of the newest environmentally friendly vehicles into the PCSC fleet by 2020, including 48 in 2018.	Retired 94 vehicles, and integrated 109 new vehicles	V
Paper receipts made up less than 2% of all receipts made.	0.05% in late December	V	

2019 KPI & Mid-/Long-term Target

Area	KPI
Corporate Governance	PCSC will keep being ranked among the top 5% of the Corporate Governance Evaluation.
	Ethical corporate management and the Corporate Responsibility Clause are incorporated into 98% of the Department of Procurement's standard procurement contracts and the annual standard product supply contracts for marketing.
	During the first and second halves of the year, a major communication mechanism is set up in which at least one campaign on ethical corporate management or against insider trading is organized.



Area	KPI
Products	Invest over NT\$50,000,000 in product safety management yearly.
	100% of PB/PL food product specifications are integrated into MAS (within two weeks after products go on the market).
	1. Percentage of PB joint purchasing + direct trade with stores + farm suppliers that completed auditing:100%. 2. 100% of PB and PL OEM factories completed on-site evaluations.
	100% of domestic contract manufacturers for privately-owned products (not including suppliers of raw materials used in food products, direct raw materials suppliers, or egg suppliers) have obtained international/domestic food safety certifications, such as ISO22000/FSSC22000.
	Total number of triplicate uniform invoices and other paper invoices made up less than 2% of all invoices issued over the year.
	ibon APPs that provide services using cell phone barcodes continued to be increased (e.g., paying fees, rewards points exchanges, e-tickets). 4,244,205 ibon payment slips were saved, because customers showed their used the ibon APP when checking out.
	100% of domestic contract manufacturers for privately-owned products have obtained international/ domestic food safety certifications, such as ISO22000/HACCP/CAS.
	1. Organized OPEN! Balloon Run to promote exercise and interaction and bonding in families. NT\$8 million was invested in the activity and we maintained our target of 10,000 participants. 2. OPEN family held 15 charity performances around Taiwan to encourage disadvantaged groups and families/students and to pass on the positive energy of society. 3. encouraging sports and exercise in Taiwan by supporting the operations of the Uni-President 7-ELEVEN Lions professional baseball team, investing NT\$90 million.
	100% of domestic contract manufacturers for privately-owned products have obtained international/ domestic food safety certifications, such as ISO22000/HACCP/CAS.
	100% of domestic contract manufacturers for privately-owned products (not including suppliers of raw materials used in food products, direct raw materials suppliers, or egg suppliers) have obtained international/domestic food safety certifications, such as ISO22000/FSSC22000.
The percentage of systems on the cloud was increased 5%, reducing energy use.	
By 2021, 100% of our food suppliers will have obtained ISO2200:2018 certification.	
By 2022, new entrants as suppliers of items for in-store use will have a passing grade threshold of 75 points.	
By 2021, 100% of non-tier 1 suppliers will receive code of conduct training and education.	
Employees	Frequency-Severity Indicator below the retail industry average for the past three years in Taiwan. (0.35 average for 2016-2018)
	Zero serious occupational disasters during 2019~2021. In addition, a third-party auditors continue to verify ISO45001 certification standing each year to ensure the effectiveness of systems operations.
	In 2019, there is 0 labour law infractions or fines.
	85% of employees undergo physical examination with a satisfaction score of 4.3 point.
Community	Organizing 16,000 Good Neighbor Funfests with over 320,000 participants, and 18,000 Good Neighbor Funfests with over 340,000 participants as of 2023.
	Raising NT\$170,000,000 in spare change donations at retail stores yearly and we expect to raise NT\$185,000,000 in spare change donations and goods donations in 2023.

Area	KPI
Environment	<p>Energy reduction target: Energy usage intensity (EUI) for retail locations 1.5% lower than that for 2018, and 12% over 2014.</p> <p>Renovating older existing stores: By 2021, 625 older stores will have been renovated and will save up to 14,193,000 kWh of electricity compared to 2018.</p> <p>EUI: EUI for retail locations was 1.5% lower than that for 2018, and 12% over 2014.</p> <p>Maintaining the ratio of annual average water consumption per store to PSD at the 2018 level of 0.5% till 2021.</p> <p>Maintaining the ratio of monthly average weight of disposed waste per store to PSD at the 2018 level of 0.9% till 2021.</p>
	<p>Headquarter building (floors 2-11)</p> <p>Decrease EUI 0.5% over the previous year.</p> <p>Decrease paper usage per person 0.5% over the previous year.</p>
	<p>Greenhouse gasses (GHG) reduction target</p> <p>Reduce GHG intensity (ton CO₂e/ NT\$1 million revenue) by 9.26% over the 2015 intensity before 2021.</p> <p>Purchase Green Mark and energy saving products, accounting for 5.5% of annual purchases.</p> <p>The ratio of cloud-stored e-receipts to receipts overall increased by 1.5% over the previous year.</p> <p>Integrate a cumulative total of more than 242 of the newest environmentally friendly vehicles into the PCSC fleet by 2020, including 56 in 2019.</p>

Comparison Table of the GRI Standards 2016 Index

GRI Standard	Disclosure	Corresponding Section and Notes	Page(s)
General Disclosures			
GRI 102 General Disclosures	102-1 Name of the organization	2.1	P.14
	102-2 Activities, brands, products, and services	2.1 2.2	P.14
	102-3 Location of headquarters	2.1	P.14
	102-4 Location of operations	2.1	P.15
	102-5 Ownership and legal form	2.1	P.14
	102-6 Markets served	2.1	P.15
	102-7 Scale of the organization	2.1	P.14
	102-8 Information on employees and other workers	4.1	P.47-P.48
	102-9 Supply chain	3.3	P.36



GRI Standard	Disclosure	Corresponding Section and Notes	Page(s)
RI 102 General Disclosures	102-10 Significant changes to the organization and its supply chain	No changes during the reporting period.	
	102-11 Precautionary Principle or approach	2.2	P.23-P.24
	102-12 External initiatives	1.1	P.9
		2.1	P.19
	102-13 Membership of associations	2.1	P.19
	102-14 Statement from senior decision-maker	Message from CEO	P.4-P.5
	102-16 Values, principles, standards, and norms of behavior	2.2	P.22-P.23
	102-18 Governance structure	1.1	P.6-P.7
	102-40 List of stakeholder groups	1.3	P.12-P.13
	102-41 Collective bargaining agreements	No trade union, not applicable.	
	102-42 Identifying and selecting stakeholders	1.3	P.12-P.13
	102-43 Approach to stakeholder engagement	1.3	P.12-P.13
	102-44 Key topics and concerns raised	1.3	P.10-P.11
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	102-46 Defining report content and topic Boundaries	1.2	P.10-P.11
	102-47 List of material topics	1.2	P.10-P.11
	102-48 Restatements of information	There is no restatements of information.	
	102-49 Changes in reporting	1.2	P.10-P.11
	102-50 Reporting period	About the report	P.1
	102-51 Date of most recent report	About the report	P.1
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	102-54 Claims of reporting in accordance with the GRI Standards	About the report	P.1
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	102-56 External assurance	About the report Limited Assurance Report issued by the Accountant SGS Assurance Statement	P.1 P.119-P.120 P.121-P.122
	Material topics		
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	1.2	P.10-P.11
Ethical Management			
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	2.2	P.22-P.23
	103-2 The management approach and its components	2.2	P.22-P.23
	103-3 Evaluation of the management approach	2.2	P.22-P.23
GRI205 Anti-corruption	205-3 Confirmed incidents of corruption and actions taken	2.2	P.22-P.23

GRI Standard	Disclosure	Corresponding Section and Notes	Page(s)
Legal Compliance			
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	2.3	P.27
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GRI307 Environmental-compliance	307-1 Non-compliance with environmental laws and regulations	2.3	P.27
GRI419 Socioeconomic Compliance	419-1 Non-compliance with laws and regulations in the social and economic area	2.3	P.27
Energy and GHG			
GRI 103 Management approach	103-1 Explanation of the material topic and its Boundary	6.1	P.87
	103-2 The management approach and its components	6.1	P.87
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GRI 302 Energy	302-1 Energy consumption within the organization	PCSC 2015-2018 Environmental Data	P.101
	302-2 Energy consumption outside of the organization	6.1	P.93
	302-3 Energy intensity	6.1	P.91-P.92
	302-4 Reduction of energy consumption	6.1	P.89-P.91
GRI 305 Emissions	305-1 Direct (Scope 1) GHG emissions	6.1 PCSC 2015-2018 Environmental Data	P.88 P.101
	305-2 Energy indirect (Scope 2) GHG emissions	6.1 PCSC 2015-2018 Environmental Data	P.88 P.101
	305-3 Other indirect (Scope 3) GHG emissions	6.1	P.93
	305-4 GHG emissions intensity	6.1	P.89
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Employment			
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GRI 401 Employment	401-1 New employee hires and employee turnover	4.1	P.49
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	4.4	P.64-P.66
	401-3 Parental leave	4.4	P.65
Labor/Management Relations			
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	4.1	P.47
	103-2 The management approach and its components	4.1	P.47
	103-3 Evaluation of the management approach	4.1	P.47



GRI Standard	Disclosure	Corresponding Section and Notes	Page(s)
GRI 402 Labor/Management Relations	402-1 Minimum notice periods regarding operational changes	4.4	P.67
Occupational Health and Safety			
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	4.2	P.51
	103-2 The management approach and its components	4.2	P.51
	103-3 Evaluation of the management approach	4.2	P.51
GRI 403 Occupational Health and Safety	403-1 Workers representation in formal joint management-worker health and safety committees	4.2	P.51
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	4.2 Reason for omission Information unavailable. The breakdown by gender of injury rate and lost day rate of 2018 were unavailable due to the difficulty of classifying by gender. We start to classify by gender since Jan, 2019.	P.54-P.55
	403-4 Workers with high incidence or high risk of diseases related to their occupation	No trade union, not applicable.	
Training and Education			
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	4.3	P.58-P.59
	103-2 The management approach and its components	4.3	P.58-P.59
	103-3 Evaluation of the management approach	4.3	P.58-P.59
GRI 404 Training and Education	404-1 Average hours of training per year per employee	4.3	P.59
	404-2 Programs for upgrading employee skills and transition assistance programs	4.3	P.60-P.62
	404-3 Percentage of employees receiving regular performance and career development reviews	4.3	P.63
Local Communities			
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	5.1	P.69
	103-2 The management approach and its components	5.1	P.69
	103-3 Evaluation of the management approach	5.1	P.69
GRI 413 Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	5.2	P.70,77
Customer Health and Safety			
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	3.2	P.31-P.35
	103-2 The management approach and its components	3.2	P.31-P.35
	103-3 Evaluation of the management approach	3.2	P.31-P.35
GRI 416 Customer Health and Safety	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	2.3	P.27
Marketing and Labeling			
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	3.4	P.43-P.45
	103-2 The management approach and its components	3.4	P.43-P.45
	103-3 Evaluation of the management approach	3.4	P.43-P.45

GRI Standard	Disclosure	Corresponding Section and Notes	Page(s)
GRI 417: Marketing and Labeling	417-2 Incidents of non-compliance concerning product and service information and labeling	2.3	P.27
	417-3 Incidents of non-compliance concerning marketing communications	2.3	P.27
Brand Management			
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	3.1	P.29–P.31
	103-2 The management approach and its components	3.1	P.29–P.31
	103-3 Evaluation of the management approach	3.1	P.29–P.31
Customer Relations Management			
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	3.4	P.43–P.45
	103-2 The management approach and its components	3.4	P.43–P.45
	103-3 Evaluation of the management approach	3.4	P.43–P.45
GRI418 Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	3.4	P.44–P.46
Other topics			
GRI 200 Economic			
GRI201 Economic Performance	201-1 Direct economic value generated and distributed	2.1	P.16–P.17
GRI 202 Market Presence	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	4.4	P.64
GRI 300 Environment			
GRI 301 Materials	301-3 Reclaimed products and their packaging materials	6.2 PCSC 2015-2018 Environmental Data	P.96–P.97 P.103
GRI 303 Water	Water withdrawal by source	6.2 PCSC 2015-2018 Environmental Data	P.95 P.102
GRI 306 Effluents and Waste	306-2 Waste by type and disposal method	6.2 PCSC 2015-2018 Environmental Data	P.96–P.97 P.103
GRI 308 Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria	3.3	P.37
GRI 400 Social			
GRI 405 Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	4.1	P.21,48,50
	405-2 Ratio of basic salary and remuneration of women to men	4.4	P.64
GRI 407 Freedom of Association and Collective Bargaining	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	4.4	P.67
GRI 409 Forced or Compulsory Labor	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	4.4	P.67
GRI 412 Human Rights Assessment	412-1 Operations that have been subject to human rights reviews or impact assessments	4.4	P.67
GRI 414 Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	3.3	P.37
GRI415 Public Policy	415-1 Political contributions	2.2	P.22



Table of enhanced disclosure items and assurance items according to Article 4, Paragraph 1 of the Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Corporate Social Responsibility Reports by TWSE Listed Companies (hereinafter referred to as "the Rules")

No.	Subject Matter Information	Page no.	Applicable Criteria	regulations
1	The "Product Safety Committee" takes safety and quality as a point of departure, and has established a unified management system that covers 100% of the company's own-brand products. In 2018, the committee held three meetings and discussed topics including compliance with government safety directives, progress on enhanced summertime quality assurance plans, analysis of safety system audit findings, a supervision plan for food safety, and progress on other initiatives.	P.31	2018 Product Safety Committee organization and operations management procedures and the total number of Product Safety Committee meetings in 2018 and the types and percentage of products under its influence. The percentage is calculated according to the Merchandise Safety Committee's scope and results of its operation; if all of the company's products are under its influence, the percentage is 100%.	Subparagraph 1, item 1
2	President gathers and tracks information related to product safety in accordance with our "Product Safety Information Gathering, Review and Tracking Standards". This ensures the management of product safety risk for 100% of President's own brand products. In 2018, the company issued 875 product safety-related memos. Note: A-, B-, and L-level grades are based on the date that the information was announced internally.	P.32	Product safety information collected in 2018 and the types and percentage of products under its influence, according to the definition of information in the Product Safety Information Gathering, Review and Tracking Standards. The percentage is calculated according to the Product Safety Information Collection and Inventory Tracking Standards' scope and results of its operation; if all of the company's products are under its influence, the percentage is 100%.	Subparagraph 1, item 1
3	There was 100% participation in this plan in 2018 including fast foods (rice/noodles/salads), rice, flavored breads, bananas and fresh fruit (with the exception of corn on the cob and bamboo shoots).	P.34	The percentage of the total amount of a given product sold in 2018 that was supplied by a firm with an initial transport and logistics distribution contract signed before the end of 2018, according to the initial transport and logistics distribution management mechanism formulated by the company.	Subparagraph 1, item 1
4	In addition, a management consulting company was used to perform audits of product expiration dates and quality assurance. In 2018, 98.64% of all stores in Taiwan underwent this audit. (Note). Note: A small number of stores closed in early 2018 or opened in late 2018, they were not audited in 2018.	P.35	The percentage of all retail locations in Taiwan that were audited by the management consulting company according to the retail mechanism for managing and examining expired products from shelves.	Subparagraph 1, item 1
5	President has also hired a management consulting company to audit the quality assurance training certification status of stores, with 99.43% of the stores in Taiwan audited in 2018 (see note). Note: A small number of stores closed in early 2018 or were not open in 2018, and so were not audited in 2018.	P.35	The annual percentage of all retail locations in Taiwan that were audited by the management consulting company according to quality assurance training courses and exams formulated referencing the Regulations on Good Hygiene Practice for Food.	Subparagraph 1, item 1

No.	Subject Matter Information	Page no.	Applicable Criteria	regulations
6	Food products sold through PCSC stores must all comply with the Act Governing Food Safety and Sanitation as well as its sub-laws. The sub-laws include "Regulations on Good Hygiene Practice for Food", "Food Sanitation Standards", as well as other relevant laws issued by the Ministry of Health and Welfare. No fines were issued against PCSC in 2018 for violating any laws or regulations mentioned above.	P.27	The number of letters received from the competent authorities notifying of fines for PCSC chain retail locations violating the Act Governing Food Safety and Sanitation and its subordinate legislations.	Subparagraph 1, item 2
	Not applicable as PCSC does not procure foods subject to internationally recognized accountability standards for its private label products.			Subparagraph 1, item 3
	Not applicable as PCSC does not have any self-operated factories.			Subparagraph 1, item 4
7	<p>In 2018, there were a total of 50 suppliers of own-brand food products with whom President had a cooperative relationship (note 1) (including plants, suppliers of raw materials through direct transactions and suppliers of egg products) with 100% of these passing at the end of assessment (note 2); see the table on p. 38 for these 50 suppliers and the total of 184 audits done. 182 audits resulted in passing grades, for a compliance rate of 98.9%. For the non-conforming firms, in addition to the sanctions laid out in the "Product Quality Guarantee Agreement", the suppliers were asked to make certain improvements and re-assessment performed until they were conforming.</p> <p>Note: Note 1: Defined as (1) New factory assessment passes prior to 2018 and existing suppliers that passed internal submission. (2) New suppliers that successfully passed the 2018 induction assessment. (3) Those approved for a halt to assessment in 2018 are also included. Note 2: One manufacturer, three suppliers of raw materials through direct transactions and one supplier of egg products concluded their transactions and work for President within the time limit for assessment corresponding to the assessment result from last year's supplier assessments, so that they were not required to be audited in 2018 based on the corresponding management rules.</p>	P.40	The number of suppliers, percentages, items evaluated, number of audits, and results for evaluations of private label product and food suppliers according to Rules for Onsite Appraisal of Manufacturers by Own-brand Product Committee, Raw material supplier and raw materials management rules, and Management and Operations Rules for Professional-Use Egg Product Raw Materials (refer to page 36).	Subparagraph 1, item 5
8	<p>there were 11 suppliers of disposable items for in-store use (note 1) in 2018, with 100% of these passing at the end of assessment (note 2); see table on P.38 for these 11 suppliers and the 15 audits on supplier assessment items performed; 13 audit resulted in passing grades, for a compliance rate of 86.7%. Firms not in compliance in 2018 have been sanctioned based on the "Supplier Assessment Agreement" (note 2).</p> <p>Notes: Note 1: Means disposable paper cups, bowls and similar items coming into contact with food and produced domestically for use in stores to serve consumers. Note 2: The manufacturer ceased doing business with and producing for President after failing the re-assessment, so that they were not required to be audited in 2018 based on the corresponding management rules.</p>	P.40	According to the "Management Rules for Site Assessment of Suppliers of Products Related to Store Safety" Management Rules for Site Assessment of Suppliers of Products Related to Store Safety" (refer to page 36). The table showed number of one time used merchandise supplier evaluated, percentage, items evaluated, times of evaluation and results.	Subparagraph 1, item 5



No.	Subject Matter Information	Page no.	Applicable Criteria	regulations
	Not applicable as PCSC has currently not been legally required to establish a traceability system.			Subparagraph 1, item 6
9	The products can then be sold in stores without concern. As of the end of 2018, the laboratory had 587 tests as per CNS or TFDA requirements.	P.33	The number of tests provided by the quality control laboratory in accordance with announcements and suggestions from CNS or the Taiwan Food and Drug Administration as of the end of 2018 (see Note) and the number of tests for government-approved food additives. Note: This number of tests includes standard methodologies and methodologies privately developed by PCSC.	Subparagraph 1, item 7
10	and another 137 that do not follow directives from those organizations.	P.33	The number of non-compulsory tests provided by the quality control laboratory referencing regulations in other countries or international journals as of the end of 2018 (not according to announcements and suggestions from CNS or the Taiwan Food and Drug Administration (see Note) or for government-approved food additives). Note: This number of tests includes standard methodologies and methodologies privately developed by PCSC.	Subparagraph 1, item 7
11	Our quality control laboratory received ISO/IEC17025:2005 certification from the Taiwan Accreditation Foundation.	P.33	Laboratory certified by the Taiwan Accreditation Foundation.	Subparagraph 1, item 7
12	Taiwan Accreditation Foundation Certification(TAF) : Validated to test for 4 microorganisms according to ISO/IEC17025:2005.	P.33	Items certified by and total of certifications from the Taiwan Accreditation Foundation	Subparagraph 1, item 7
13	Taiwan Food and Drug Administration (TFDA) Certified Item: 1. 4 Nitrofurans metabolites 2. 4 Chloramphenicol antibiotics 3. 48 Multiresidue analysis (2) 4. 4 Microorganisms 5. 8 Colorants 6. 1 Ochratoxin A 7. 1 Patulin	P.33	Items certified by and total of certifications from the Taiwan Food and Drug Administration.	Subparagraph 1, item 7
14	The product inspection laboratory generated costs of NT\$38.409 million, including NT\$17.348 million in outside laboratory fees (see note). This is equivalent to 0.025% of the company's operating revenue. Note: The food safety laboratory costs include tests, salaries, depreciation, rentals, equipment repair and maintenance, and miscellaneous purchases.	P.33	The percentage of operating revenue on financial reports that is allotted to quality control laboratory expenditures in 2017.	Subparagraph 1, item 7

No.	Subject Matter Information	Page no.	Applicable Criteria	regulations
15	<p>A total of 855 tests were run in 2018, with 841 items passing. This is a pass rate of 98.4%.</p> <p>The following is not assurance text</p> <p>In the case of any nonconforming raw materials, the supplier is asked to determine the cause and make appropriate changes, and nonconforming products will be taken off the shelf (along with other products from that lot) or sent for further testing with an outside laboratory. This ensures that the products we sell are safe beyond a doubt.</p>	P.33	<p>The total number of tests, number of passed tests, and passage rates for tests in accordance with announcements and suggestions from CNS or the Taiwan Food and Drug Administration (see Note), tests for government-approved food additives, and noncompulsory tests referencing regulations in other countries or international journals (not according to announcements and suggestions from CNS or the Taiwan Food and Drug Administration (see Note) or for government-approved food additives).</p> <p>Note: This number of tests includes standard methodologies and methodologies privately developed by PCSC.</p>	Subparagraph 1, item 7
16	<p>During 2018, suppliers of own-brand food products (including manufacturers, suppliers of raw materials through direct transactions and suppliers of egg products) numbered 50 companies. Based on their plant statistics, there were a total of 99 manufacturing sites; of these, 58 were manufacturers of own-brand food products within Taiwan. Of these, 57 manufacturers (see note) obtained international food safety management system ISO 22000 certification.</p> <p>Note: Uni-President (Hualien plant) formally began to supply product in October, 2018 and obtained ISO22000 certification on April 4, 2019.</p>	P.36	<p>The number of private label product food suppliers, total number of factories, total number of original design manufacturers in Taiwan, ISO22000 certifications, and total number of original design manufacturers in Taiwan certified to ISO22000.</p>	Voluntary assurance
17	<p>Although President does not fall under Article 9 of the Food Safety and Sanitation Management Law, and so is not required to establish a tracking system, the company has enhanced product safety management on its own brands in response to our responsibility to our customers. The company is ahead of both the legal requirements and competitors in the field and in cooperation with the ROC Fresh Foods Development Association, has set up a Material and Quality Assurance System(MAS). This ensures that product raw materials and suppliers can be tracked and managed. Through the MAS system product specifications for approval have been set up clarifying the sources of raw materials and the suppliers used for own-brand food products. As of the end of 2018, 99.87% of the company's own-brand food products had a document in the MAS system (see note).</p> <p>Note: In 2018, there was 1 product for which a specification sheet was not set up within 14 days of going on the market. This is the reason the file was not complete.</p>	P.33	<p>Article 9 of the Act Governing Food Safety and Sanitation and private label food product raw materials and quality assurance management database. As of the end of 2018, the percentage of the product specifications (note) had been completed.</p> <p>Note: The standard for calculation was products sold in 2018.</p>	Voluntary assurance



Limited Assurance Report issued by the Accountant



會計師有限確信報告

資會綜字第 18010341 號

統一超商股份有限公司 公鑒：

本事務所受統一超商股份有限公司（以下稱「貴公司」）之委任，對 貴公司選定 2018 年度企業社會責任報告書所報導之績效指標執行確信程序。本會計師業已確信竣事，並依據結果出具有限確信報告。

確信標的資訊與適用基準

有關 貴公司選定 2018 年度企業社會責任報告書所報導之績效指標（以下稱「確信標的資訊」）及其適用基準詳列於 貴公司 2018 年度企業社會責任報告書第 115 至 118 頁之「確信項目彙總表」。前述確信標的資訊之報導範圍業於企業社會責任報告書第 1 頁之「報告書範疇與邊界」段落述明。

管理階層之責任

貴公司管理階層之責任係依照適當基準編製企業社會責任報告書所報導之績效指標，且維持與績效指標編製有關之必要內部控制，以確保績效指標未存有導因於舞弊或錯誤之重大不實表達。

會計師之責任

本會計師係依照確信準則公報第一號「非屬歷史性財務資訊查核或核閱之確信案件」，對確信標的資訊執行確信工作，以發現前述資訊在所有重大方面是否有未依適用基準編製而須作修正之情事，並出具有限確信報告。

本會計師依照上述準則所執行之有限確信工作，包括辨認確信標的資訊可能發生重大不實表達之領域，以及針對前述領域設計及執行程序。因有限確信案件取得之確信程度明顯低於合理確信案件取得者，就有限確信案件所執行程序之性質及時間與適用於合理確信案件者不同，其範圍亦較小。

本會計師係依據所辨認之風險領域及重大性以決定實際執行確信工作之範圍，並依據本委任案件之特定情況設計及執行下列確信程序：

- 對參與編製確信標的資訊之相關人員進行訪談，以瞭解編製前述資訊之流程、所應用之資訊系統，以及攸關之內部控制，以辨認重大不實表達之領域。

- 基於對上述事項之瞭解及所辨認之領域，對確信標的資訊進行分析性程序，如必要時，則選取樣本進行包括查詢、觀察、檢查及重新執行等測試，以取得有限確信之證據。

此報告不對 2018 年度企業社會責任報告書整體及其相關內部控制設計或執行之有效性提供任何確信。

會計師之獨立性及品質管制規範

本會計師及本事務所已遵循會計師職業道德規範中有關獨立性及其他道德規範之規定，該規範之基本原則為正直、公正客觀、專業能力及盡專業上應有之注意、保密及專業態度。

本事務所適用審計準則公報第四十六號「會計師事務所之品質管制」，因此維持完備之品質管制制度，包含與遵循職業道德規範、專業準則及所適用法令相關之書面政策及程序。

先天限制

本案諸多確信項目涉及非財務資訊，相較於財務資訊之確信受有更多先天性之限制。對於資料之相關性、重大性及正確性等之質性解釋，則更取決於個別之假設與判斷。

有限確信結論

依據所執行之程序與所獲取之證據，本會計師並未發現確信標的資訊在所有重大方面有未依適用基準編製而須作修正之情事。

其它事項

貴公司網站之維護係 貴公司管理階層之責任，對於確信報告於 貴公司網站公告後任何確信標的資訊或適用基準之變更，本會計師將不負就該等資訊重新執行確信工作之責任。

資 誠 聯 合 會 計 師 事 務 所

會計師 張瑞婷



中 華 民 國 1 0 8 年 6 月 2 8 日



SGS Assurance Statement

ASSURANCE STATEMENT

SGS TAIWAN LTD.'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE PRESIDENT CHAIN STORE CORP.'S CORPORATE SOCIAL RESPONSIBILITY REPORT FOR 2018

NATURE AND SCOPE OF THE ASSURANCE/VERIFICATION

SGS Taiwan Ltd. (hereinafter referred to as SGS) was commissioned by President Chain Store Corp. (hereinafter referred to as PCSC) to conduct an independent assurance of the Corporate Social Responsibility Report for 2018 (hereinafter referred to as CSR Report). The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the text, and data in accompanying tables, contained in this report.

The information in the PCSC's CSR Report of 2018 and its presentation are the responsibility of the management of PCSC. SGS has not been involved in the preparation of any of the material included in PCSC's CSR Report of 2018.

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of verification with the intention to inform all PCSC's stakeholders.

The SGS protocols are based upon internationally recognized guidance, including the Principles contained within the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) 101: Foundation 2016 for accuracy and reliability and the guidance on levels of assurance contained within the AA1000 series of standards and guidance for Assurance Providers.

This report has been assured using our protocols for:

- evaluation of content veracity of the sustainability performance information based on the materiality determination at a high level of scrutiny for PCSC and moderate level of scrutiny for subsidiaries, joint ventures, and applicable aspect boundaries outside of the organization covered by this report;
- AA1000 Assurance Standard (2008) Type 2 evaluation of the report content and supporting management systems against the AA1000 Accountability Principles (2008); and
- evaluation of the report against the requirements of Global Reporting Initiative Sustainability Reporting Standards (100, 200, 300 and 400 series) claimed in the GRI content index as material and in accordance with.

The assurance comprised a combination of pre-assurance research, interviews with relevant employees, superintendents, CSR committee members and the senior management in Taiwan; documentation and record review and validation with external bodies and/or stakeholders where relevant. Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process.

STATEMENT OF INDEPENDENCE AND COMPETENCE

The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm our independence from PCSC, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with ISO 28000, ISO 20121, ISO 50001, SA8000, RBA, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance service provisions.

VERIFICATION/ ASSURANCE OPINION

On the basis of the methodology described and the verification work performed, we are satisfied that the information and data contained within PCSC's CSR Report of 2018 verified is accurate, reliable and provides a fair and balanced representation of PCSC sustainability activities in 01/01/2018 to 12/31/2018.

The assurance team is of the opinion that the Report can be used by the Reporting Organisation's Stakeholders. We believe that the organisation has chosen an appropriate level of assurance for this stage in their reporting. In our opinion, the contents of the report meet the requirements of GRI Standards in accordance with Core Option and AA1000 Assurance Standard (2008) Type 2, High level assurance.

AA1000 ACCOUNTABILITY PRINCIPLES (2008) CONCLUSIONS, FINDINGS AND RECOMMENDATIONS

Inclusivity

PCSC has in place a process for stakeholder identification. A variety of engagement efforts such as survey and communication to franchisees, employees, investors, suppliers, governmental authorities, customers and other stakeholders are implemented to underpin the organization's understanding of stakeholder concerns. In the future, PCSC may periodically review its stakeholder identification and engagement process, as well as to establish ways for stakeholders to be involved in decisions that will improve sustainability performance.

Materiality

PCSC has established processes for determining issues that are material to the business. Formal review has identified stakeholders and those issues that are material to each group and the report addresses these at an appropriate level to reflect their importance and priority to these stakeholders. Key organizational values, policies, strategies, and operational management systems may be considered throughout the materiality determination process in next reporting cycle.

Responsiveness

The report includes coverage given to stakeholder engagement and channels for stakeholder feedback.

GLOBAL REPORTING INITIATIVE REPORTING STANDARDS CONCLUSIONS, FINDINGS AND RECOMMENDATIONS

The report, PCSC's CSR Report of 2018, is adequately in line with the GRI Standards in accordance with Core Option. The material topics and their boundaries within and outside of the organization are properly defined in accordance with GRI's Reporting Principles for Defining Report Content. Disclosures of identified material topics and boundaries, and stakeholder engagement, GRI 102-40 to GRI 102-47, are correctly located in content index and report. For future reporting, it is recommended to have more descriptions of PCSC's involvement with the impacts for each material topic (103-1), and how efforts were given to mitigate the impacts.

Signed:

For and on behalf of SGS Taiwan Ltd.



David Huang
Senior Director
Taipei, Taiwan
12 June, 2019
WWW.SGS.COM



AA1000
Licensed Assurance Provider
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