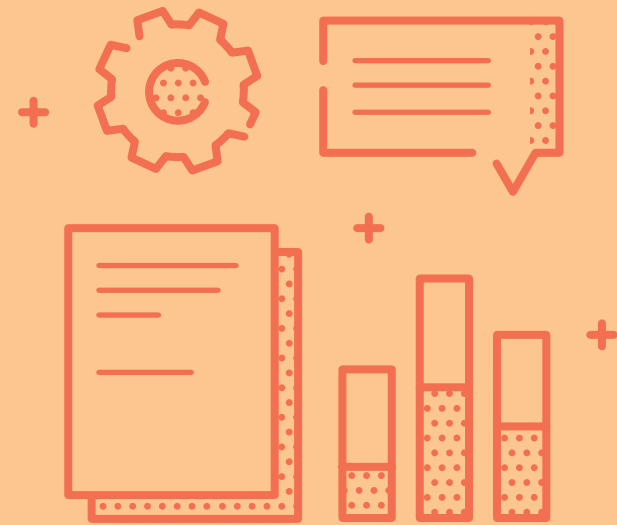


Implementing Sustainable Management



7-ELEVEN Global Sustainable Development Declaration

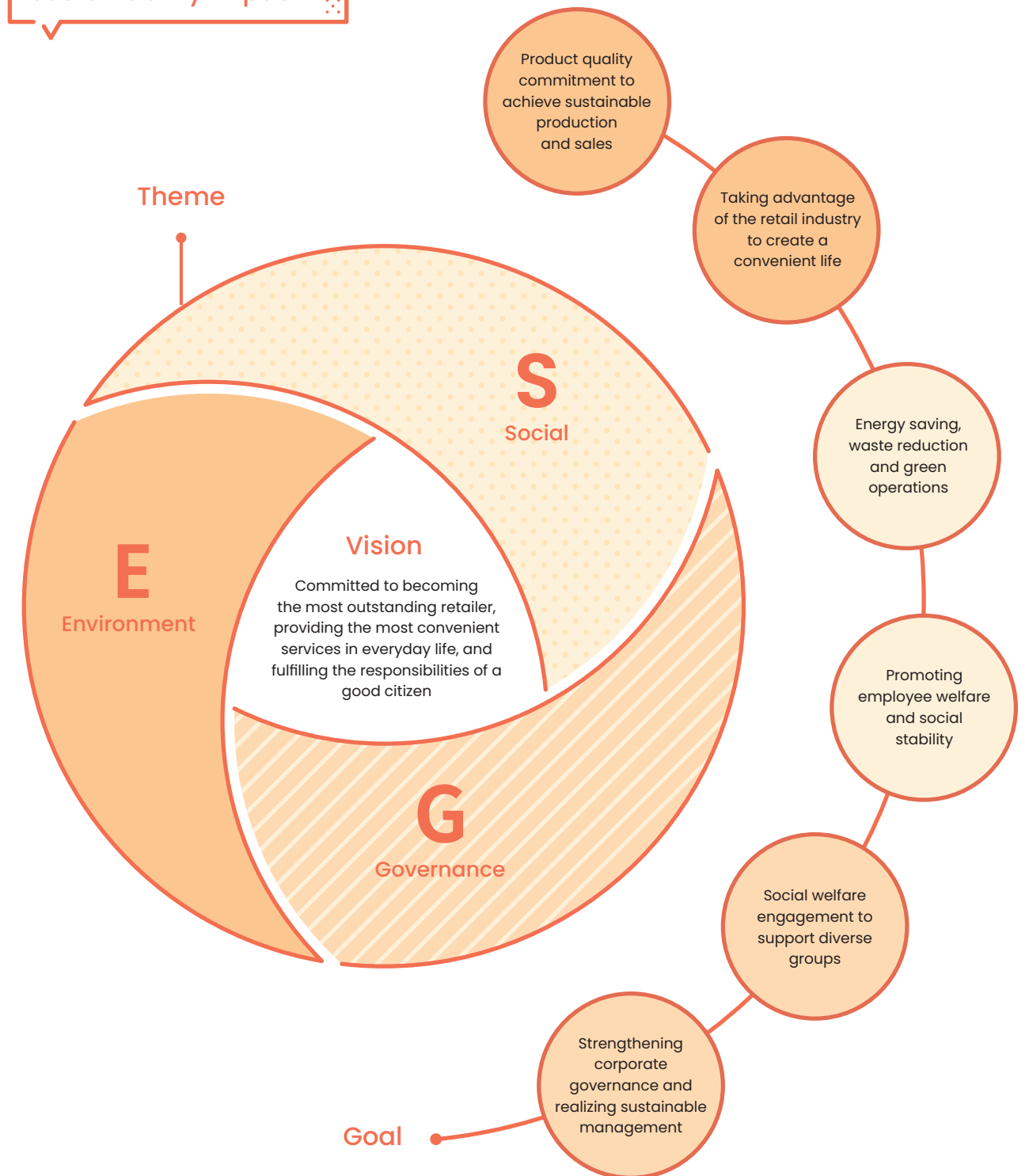
As the global steward of the 7-ELEVEN brand, we challenge ourselves to grow our business responsibly and support businesses and communities within the 7-ELEVEN family to create positive social and environmental impact.

1.1 Blueprint for Sustainable Management

President Chain Store Corporation believes that corporate sustainability is the core of corporate operations. A strong management mechanism must be formulated in order to achieve sustainable development, as well as drawing up a clear blueprint and engaging in continuous communication with stakeholders. To this end, President Chain Store Corporation has set up a Sustainable Development Committee and Risk and Information Security Management Committee to draw up a blueprint for sustainable development with the hopes of achieving constant breakthroughs and innovations in terms of operations, economy, environment and society as a corporate leader in sustainable operations.

President Chain Store Corporation has continued to make "Planet Sustainability In Our Everyday Life" a reality by striving for the three goals of Environment, Social and Governance. To this end, it has focused on furthering the four major projects in plastic reduction, carbon reduction, food waste management and sustainable procurement, allowing consumers to practice a sustainable lifestyle and green consumption in simpler and more convenient ways through over 7,000 7-ELEVEN stores. In addition to taking actions towards a sustainable lifestyle and green consumption together with the consumers, President Chain Store Corporation has signed sustainability-linked loans (SLL) with CTBC Bank, Cathay United Bank, Yuanta Bank, Taipei Fubon Bank and Mega Bank to strengthen internal sustainable management. The banks take into consideration President Chain Store Corporation's sustainability-linked performance, with indicators including being selected by DJSI, top 5% in Corporate Governance Evaluation, greenhouse gas emissions, energy intensity and green procurement. If the agreed conditions are met, the banks will take the initiative to lower the interest rate, leading the way to sustainable development together with President Chain Store Corporation through substantial financial incentives and demonstrating "green" power through the operations.

Sustainability Impact



President Chain Store Corporation SDG Actions

Committed to becoming a world-class enterprise, President Chain Store Corporation actively responds to the United Nations Sustainable Development Goals (SDGs) by integrating their spirit and into daily operations and performance highlights. We look forward to fulfilling our social responsibilities as a global citizen through integrated management thinking.



GOAL 2 Zero Hunger

Good Neighbor Meal Delivery Team provides meal pickup and delivery services to disadvantaged groups.



GOAL 3 Good Health and Well-being

Protecting consumer health and safety from raw materials to sales: measures such as raw material management, personnel training and quality assurance procedures are adopted for comprehensive management from raw materials, logistics and stores.

Passing ISO45001 system verification every year as well as implementing safety and health education and training, safety risk assessments, safety audits, the Happiness Cooperative Society and dedicated section to Health and Safety for all to ensure the health and safety of all employees.

Health-related public welfare activities are organized such as What Time Is It? Café for delaying the symptoms of dementia, Good Neighbor health activities to enhance public health awareness.



GOAL 4 Quality Education

Encouraging children to read through the point-based reading incentive program, actively taking advantage of our channels to promote one project per school, as well as building "Good Neighbor Paper Libraries" with the collaboration of different sectors to improve the reading environment in towns and villages and realize circular economy.

Youth Sustainability Deep Root Program cultivates sustainable talents in colleges and universities, promotes the concept of sustainability to parents and children through self-made teaching materials with sustainability themes, as well as continuing to advocate and promote sustainable actions.



GOAL 8 Decent Work and Economic Growth

Age-friendly stores organize recruitment programs for middle-aged and senior job-seekers through tailor-made training programs, a friendly working environment as well as building benchmark stores to encourage them to work at stores.

Collaborate with Down Syndrome Foundation to recycle plastic bottles from convenience stores and turn them into eco-friendly scarves. Creating employment opportunities by working with people with Down Syndrome to assemble gift boxes. Purchasing gift boxes and sending them to families assisted by social welfare organizations to create a sustainable circular economy.



GOAL 11 Sustainable Cities and Communities

Continuing to support local agriculture, fishery, vegetables and fruit with three strategies of "stable procurement," "sustainability" and "planned support."

The Youth Deep Roots Program supports the development of local industries by providing youth groups that promote regional revitalization with shared access to resource, as well as providing stores as spaces for young people to hold local cultural promotion activities.



GOAL 12 Responsible Consumption and Production

President Chain Store Corporation recycles food scraps from its stores and converts them into organic fertilizer following biological and natural methods. The fertilizer is then used on the fields of sustainable contract farms. The crops are harvested sold in the stores. Reusing food scraps reduces carbon emissions from food waste and creates a circular economy.

Setting up a Sustainable Procurement Task Force to increase the proportion of raw material procurement with sustainability certification, improving the sustainability benefits of the overall supply chain in terms of environmental protection, raising animals in a friendly environment, energy saving and carbon reduction.

Setting up the Food Waste Management Task Force to reduce food waste and scrapped food ingredients in three stages, including "production," "order delivery" and "retail" to reduce food waste from the source.

Setting up the Plastic Reduction Task Force to take the three aspects "reduction at the source," "innovative packaging" and "encouraging customers to bring their own containers." Actively partnering with suppliers to develop innovative packaging materials to reduce the consumption of single-use plastic, as well as reducing single-use containers by offering discounts. The Group developed the "Recycled Cup Life Circle Service" to provide convenient services while creating environmental benefits.



GOAL 13 Climate Action

Setting up the Carbon Reduction Task Force to meet the target of Scope 1 and 2 net-zero emissions from the main operations by 2050. Understand the main sources of carbon emissions by obtaining the verification of ISO 14064-1:2018 greenhouse gases, implementing energy-saving measures in stores based on the result, building renewable energy devices and leading the way for logistics partners in low-carbon transition.

Promoting a low-carbon diet with Veggie Selection and low-carbon rice, as well as supporting local food ingredients to reduce carbon footprint from imports, encouraging consumers make a green diet reality.



GOAL 15 Life on Land

Publicly committing to follow the "biodiversity protection" and "zero deforestation" policies at all operating locations and supply chains, and protecting biodiversity by implementing biodiversity risk assessments, analysis and mitigation actions.

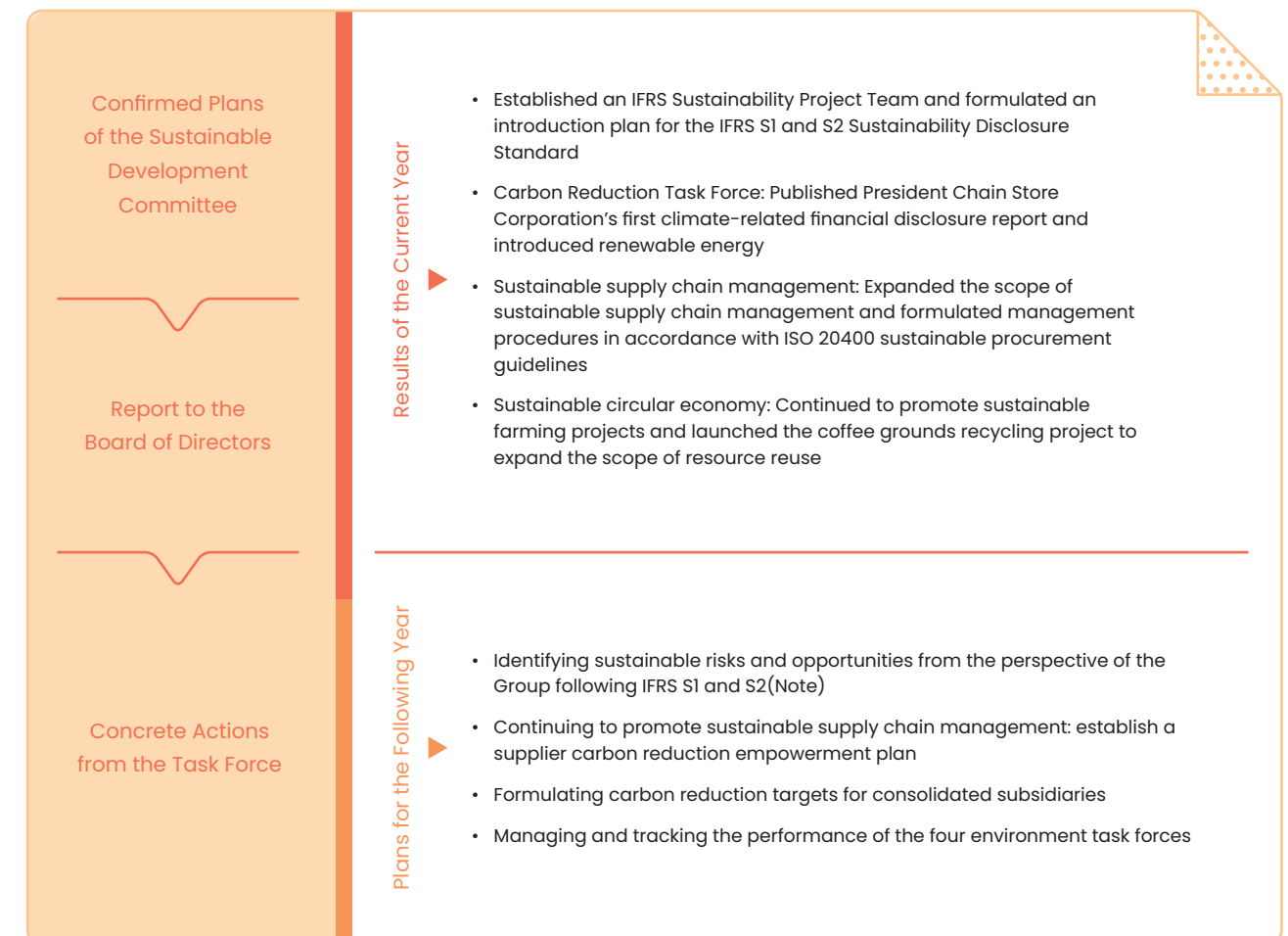
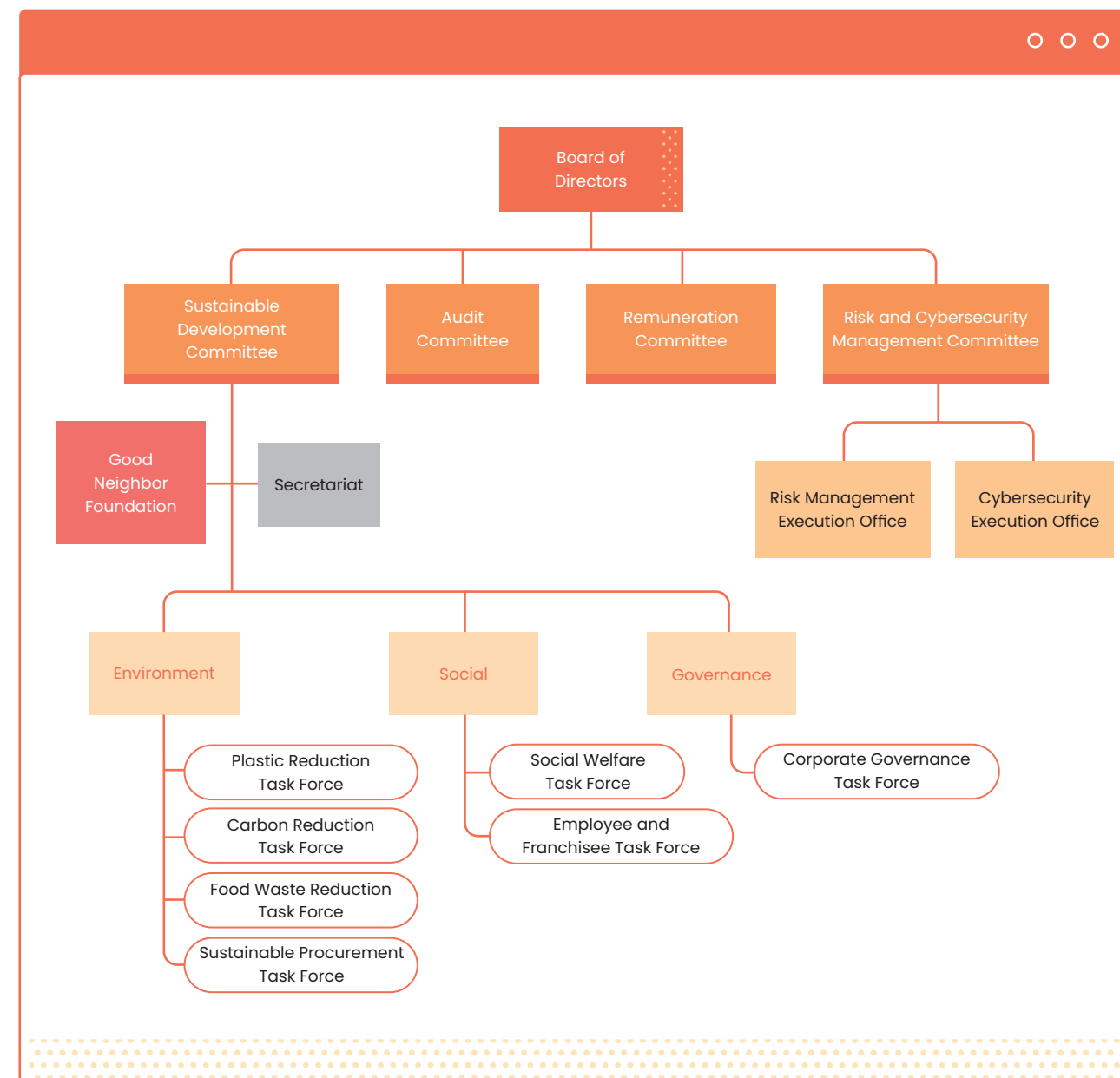


GOAL 17 Partnerships to achieve the Goal

Collaborating with different stakeholders in various sectors to co-create sustainable impact, including consumers, research institutes, social welfare groups, social enterprises, local governments, farmers, etc., to launch cross-domain collaboration projects such as "Sustainable Farms," "Youth Deep Roots Program" and "What Time Is It? Café" to build an ecosystem of sustainable common good.

1.2 Sustainable Development Committee

To oversee the implementation and management of corporate sustainability, the “Sustainable Development Committee” has been set up under the President Chain Store Corporation’s Board of Directors. The Sustainable Development Committee is composed of three independent directors and the Company’s senior executives, divided into three groups in Environment (E), Social (S) and Governance (G). The Environment Group has 4 task forces in “plastic reduction,” “carbon reduction,” “food waste reduction” and “sustainable procurement.” The Social Group includes task forces in “Social Welfare” and “Employees and Franchise Owners.” The three groups are responsible for drawing up and implementing policies in corporate sustainable development, systems, management principles and specific promotion plans. The Sustainable Development Committee convenes twice a year, as well as reporting the performance of implementation and the plans for the following year to the Board of Directors at the end of the year. In view of the importance of climate governance, the Company also reports the progress of greenhouse gas inventory and verification to the Board of Directors every quarter.



(Note) We expect to include a dedicated chapter on sustainable development in the annual report in 2026 and publish in 2027.

1.3 Materiality Assessment

To identify and manage the risks to sustainable development, President Chain Store Corporation has adopted the four steps recommended by GRI Universal Standards 2021 to conduct materiality assessment based on the principle of double materiality. The principle of double materiality considers both impact materiality and financial materiality. Impact materiality considers the positive and negative impact of the organization’s own operations and value chain on the external economy, environment, and people (including human rights). Financial materiality considers the impact of sustainability issues on the Company’s operations, finance and reputation. We analyze global trends and collect topics of concerns for our stakeholders. These topics then go through our internal impact analysis to determine the significance of the sustainability issues’ impact on economy, environment and human rights and on the company’s operations and development. After a preliminary selection, the material topics are confirmed and elaborated on at regular internal meetings before being approved by the Chairman of the Sustainable Development Committee that is also a CFO and Director. Finally, the material topics of the year are presented to the Board of Directors for confirmation. We review the material topics every year, as well as undertaking the identification procedure every other year to regularly evaluate the impact of the issues as the basis for formulating sustainable development strategies. In the meantime, we follow the principle of transparency to disclose information on the positive and negative impacts of sustainability issues so that all stakeholders have access to more information on the sustainability issues they focus.

01

Stakeholder Confirmation

9 Stakeholders

Stakeholders with the biggest impact on President Chain Store Corporation were selected based on the five aspects of the AA1000 Stakeholder Engagement Standard, including influence, tension, responsibility, dependency and diverse perspectives to confirm the 9 main groups of stakeholders that require constant communication, including President Chain Store Corporation employees, investors, customers, suppliers, franchisees, NGOs, government agencies, media and local communities.

03

Evaluating the degree of external impact of sustainability issues (impact materiality)

382 valid questionnaires

The "Questionnaire for Assessing the Impact of Sustainability Issues on External Economy, Environment and Society" was sent to stakeholders to rate the positive and negative impacts of each sustainability theme on "external economy, environment, and people (including human rights)." The "probability of occurrence" and "scale and scope of influence" were also included in the aspects of impact for evaluation. A total of 382 valid questionnaires were collected from President Chain Store Corporation employees (197), investors (5), customers (52), suppliers (31), franchisees (43), NGOs (18), government agencies (5), media (3) and local communities (26).

06

Analysis and Sorting

Based on the result of the analysis of the previous step, the overall degree of impact of each sustainability theme on "external economy, environment, and people (including human rights)" and "company operations and development" is analyzed and sorted to draw the President Chain Store Corporation's materiality matrix diagram of for 2024 with 15 material topics identified.

07

Confirmation

15 material topics

Once the 15 material topics have been identified, the Sustainable Development Committee and Board of Directors confirm the result before further evaluating the internal and external boundary to ensure that important information on sustainability has been fully disclosed in the report.

08

Disclosure

The task forces explain relevant coping strategies, goals, results, performance and management approaches in this report in line with the requirements for reporting on material topics, as well as ensuring that sustainability information and performance are properly expressed.

Assessing the significance of the impacts

Identifying existing and potential impacts

Prioritizing the most significant impact for reporting

Understanding the organizational context

02

Sustainability issue collection

24 issues

GRI Standards were adopted as a base as well as taking international sustainable standards and norms (SDGs, SASB, TCFD), sustainable investment institutions (DJSI, MSCI), industry characteristics, peer development and company development goals and information from stakeholder engagement into consideration. 24 key sustainability issues related to President Chain Store Corporation were selected together with their potential sustainability risks.

04

Evaluating the internal impact of sustainability issues (financial materiality)

73 valid questionnaires

The "Questionnaire for Assessing the Impact of Sustainability Issues on Company Operations" was sent to the members of the three ESG groups under the Sustainable Development Committee to rate the degree of impact of each sustainability theme on the 5 aspects of "company operations (including finance, production/products and services, personnel, impact on stakeholders, reputation and image)." The "probability of occurrence" and "scale and scope of influence" of the impact were included for evaluation, so were both positive and negative impacts. In addition to incorporating the results of last year's questionnaire to determine the degree of internal impact from sustainability issues, three members of the Sustainable Development Committee were invited to fill out a questionnaire in 2024. Their feedback and suggestions were equally taken into consideration.

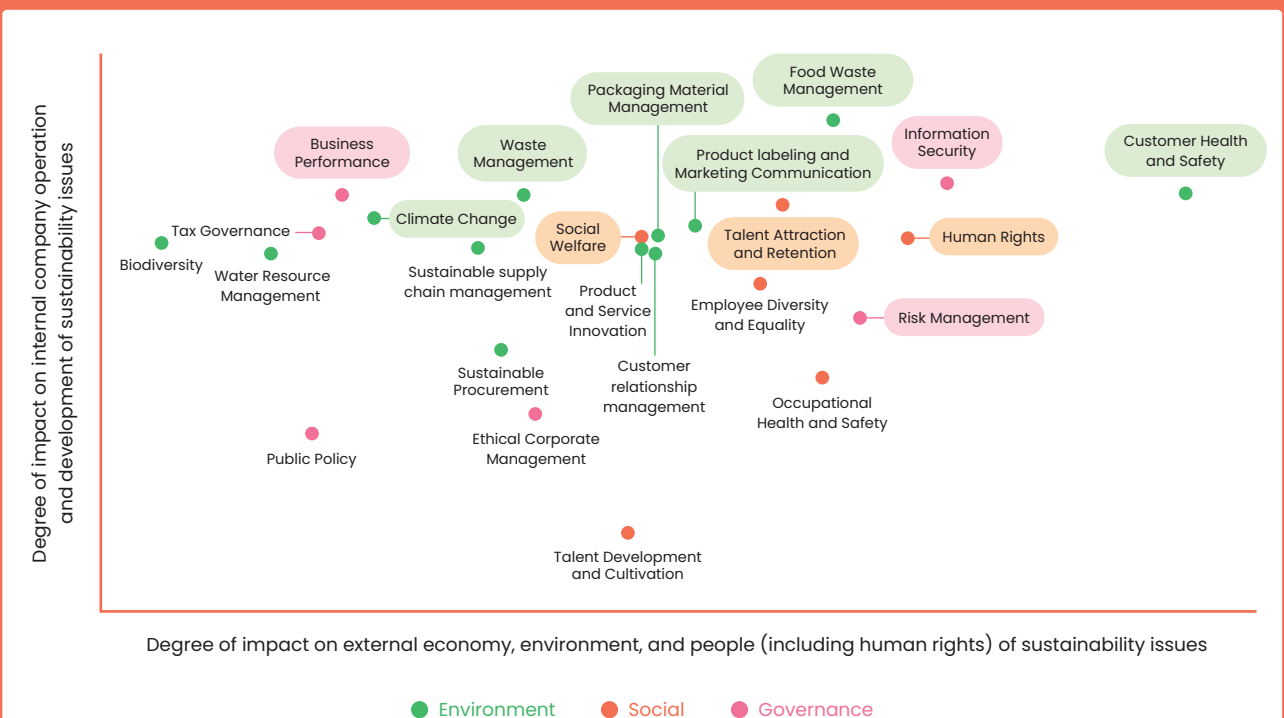
05

Stakeholders' degree of concern

382 valid questionnaires

This step focuses on President Chain Store Corporation's internal and external impact assessment while taking stakeholder concerns into consideration to help us better understand President Chain Store Corporation's external impact. This year's questionnaire on the degree of concern about sustainability issues and the "Questionnaire for Assessing the Impact of Sustainability Issues on External Economy, Environment and Society" were sent to all stakeholders to rate the degree of concern for each sustainability topic.

Matrix Diagram of Material Topics Impact Assessment



(Note) The materiality threshold means the top 12 topics (highlighted topics in the matrix) among the total score of positive and negative impacts were calculated. Sustainable procurement, sustainable supply chain management, occupational health and safety and talent attraction and retention were not considered as material topics in the matrix during the initial impact assessment analysis. However, the Company engaged in internal discussions regarding the topics and their impact on the Company's future development and finances were taken into consideration, with the resolution to include these three topics as material topics.

Description of Material Topics

Sustainability issues are ranked based on the average score associated with the degree of internal and external impact, as well as comparing the rankings of material topics this year and the previous year to obtain ranking changes of material topics in the past two years.

↑ Ascending ↓ Descending — Maintain ☆ New

Material Topic	Description of Impact	Corresponding GRI Standards	Corresponding SASB Topics	Corresponding Chapter (Including Management Approach)	Change in Order
Customer health and safety	Safeguarding the health and safety of customers is the most important responsibility and the highest guiding principle of President Chain Store Corporation. To this end, President Chain Store Corporation strives to provide safe products that comply with labeling regulations to ensure the health and safety of customers through the implementation of various management mechanisms.	416-1 416-2	Food Safety, Product Health & Nutrition	3.2 Customer Health and Safety	—
Information security	President Chain Store Corporation continues to improve information security management and strengthen protection ability to comply with information security regulations with the wave of digitalization, avoiding information security incidents, as well as reducing the risk of personal data leakage of customers and employees to enhance trust in the brand.	418-1	Information Security	2.3 Information Security and Privacy Protection	↑
Food waste management	Food waste is not only a waste of food ingredients but also a loss of resources used in food production, including land, water, energy, etc., which may also lead to food security problems. Food waste also emits greenhouse gases during decomposition in landfills. Proper management of food waste can reduce President Chain Store Corporation's impact on the environment and society.	306-1~ 306-5	Food Waste Management	4.4 Food Waste and Waste Management	↓
Human Rights	Failure to properly safeguard the human rights of employees will not only damage their labor rights and interests, but will also affect the Company's reputation with an impact on employee engagement. President Chain Store Corporation formulates and improves human rights policies, conducts labor conditions inspections, and protects the rights and interests of employees and other relevant stakeholders.	406-1 409-1	Labor Practices	5.2 Human Rights Management	↓
Talent attraction and retention	By providing competitive talent retention measures, President Chain Store Corporation can attract and retain talents in order to improve employee satisfaction and sense of belonging to the Company. This ensures that President Chain Store Corporation can continue to attract and retain talents to facilitate stable growth of the enterprise.	401-1~ 401-3 402-1	NA	5.1 Talent Attraction and Retention	↑
Product labeling and marketing communication	Product labeling and marketing communications are important channels for President Chain Store Corporation to communicate with customers. Correct product labeling and marketing communications can help consumers make choices that meet their needs, foster trust and avoid illegal risks.	417-1~ 417-3	Product Labeling and Marketing Communication	3.2 Customer Health and Safety	↓
Waste Management	Due to the scarcity of natural resources and the potential pollution caused by waste disposal, reducing resource waste has become an important part in President Chain Store Corporation's value chain operations. Proper waste management reduces waste generation, improve the efficiency of resource utilization to reduce the overall environmental impact of President Chain Store Corporation.	306-1~ 306-5	NA	4.4 Food Waste and Waste Management	—

Material Topic	Description of Impact	Corresponding GRI Standards	Corresponding SASB Topics	Corresponding Chapter (Including Management Approach)	Change in Order
Risk Management	Facing ever-changing external risks, mastering and responding to risks is an important key to the Company's sustainable growth and stable operations, allowing the Company to avoid negative impacts on its finance caused by improper management.	NA	Information Security, Food Safety	2.2 Risk Management	↑
Social welfare	President Chain Store Corporation takes advantage of its retail channels all over the country to make full use of corporate resources for social welfare, including issues such as elderly care, sustainable urban and rural development, environmental protection and reading education. President Chain Store Corporation works with social welfare groups, suppliers and other partners to achieve common good for the society.	NA	NA	6 Promotion of Social Welfare & Charity	↓
Business performance	Transparent and open financial information and stable and growing operating performance are crucial to the Company's operations. They not only help gain the trust of investors and suppliers, but also help enhance the Company's brand image in the eyes of customers and society. Otherwise, operating resources may be limited and the interests of investors may be damaged.	201-1 201-2	Activity metrics	2.1 Corporate Governance 4.3 Climate Change Mitigation and Adaptation	☆
Climate Change	Properly adjusting the operational strategy of climate change issues will effectively reduce the impact of such issues on the revenue, cost, asset value, goodwill and operations of President Chain Store Corporation, as well as enhancing corporate resilience. Although costs need to be invested in the short term to respond to climate change, energy conservation in its own operations/value chain and development of low-carbon products/services are expected to produce benefits for economy and environment in the long run with the trend of net-zero transition.	302-1~ 302-5 305-1~ 305-5	Fleet Fuel Management, Air Emissions from Refrigeration, Energy Management	4.3 Climate Change Mitigation and Adaptation	—
Packaging material management	The characteristics of plastic make it a common packaging material for retail goods. However, due to improper use and management, plastic waste has caused threat to land and marine ecology, and its disposal process has caused significant harm to human health. In response to the trend of plastic reduction, President Chain Store Corporation is committed to reducing plastic pollution in its own operations and the negative impact on the environment and human health.	NA	Management of Environmental & Social Impacts in the Supply Chain	4.2 Packaging Material Management	↓
Occupational health and safety	Creating a healthy and safe workplace, reducing the rate of occupational incidents and occupational safety risks, ensuring occupational health and safety of employees and improving employee engagement.	403-1~ 403-10	NA	5.3 Occupational Safety and Health	↓
Sustainable supply chain management	Consumers have developed an awareness of sustainability by attaching importance to the ESG performance of the companies they purchase from. President Chain Store Corporation champions the sustainable value of its overall supply chain with systematic management and review, as well as encouraging the suppliers to stay updated with issues such as human rights and environmental protection to avoid indirect negative impact on human rights and the environment caused by the supply chain.	308-1 308-2 414-1 414-2	Management of Environmental & Social Impacts in the Supply Chain	3.3 Sustainable Supply Chain Management	↓
Sustainable procurement	Consumers are increasingly aware of the production methods and sources of the products they buy. Only by continuing to increase the proportion of sustainable procurement can President Chain Store Corporation meet customers' expectations for products, as well as benefiting both the society and the Company while minimizing the impact on the environment. For example, support for local agricultural products can not only reduce carbon footprint to achieve environmental sustainability but also bring economic benefits to local farmers, thereby helping the society.	NA	Management of Environmental & Social Impacts in the Supply Chain	3.4 Sustainable Procurement	↓

In addition, the external impact assessment questionnaire asks all stakeholders to consider whether the impact of various sustainability issues on the external economy, environment and society under the current management is positive or negative, and the positive and negative impact ratios are obtained based on the number of responses. For the two major issues identified this year with a negative impact ratio of more than 15%, the corresponding mitigation actions of President Chain Store Corporation are as follows, hoping to reduce the risk of negative impacts through appropriate management measures.

Sustainability Topic	Description of Negative Impact	Action/Mitigating Practices
Talent attraction and retention	<ol style="list-style-type: none">Failure to improve the weaknesses in the Employee Engagement Survey will reduce employee satisfaction with their work, resulting in brain drain.If the franchisee fails to pay minimum age, the Company's image will be damaged and may also result in brain drain.	<ol style="list-style-type: none">In order to enhance the trust between the organization and employees, an employee engagement survey will be conducted in 2025. For weak points in satisfaction, the "urgency" and "priority" of items to be improved will be evaluated, and the focus will be on tracking and improving with the departments in charge.Regularly check whether the franchisees operate in compliance with government regulations, make sure employees have labor and health insurance and pay wages that are not lower than the minimum wage standard in accordance with government regulations.
Occupational health and safety	Improper occupational safety and health management or flawed occupational safety and health risk mechanisms could lead to the occurrence of occupational disasters, occupational diseases and work accidents among employees.	<ol style="list-style-type: none">Organize occupational safety and health training courses for new and current employees, and promote 2 occupational disaster awareness-raising courses to continuously strengthen the occupational safety and health concepts of employees. Problems are found and then improved through self-inspections and district consultant re-inspection to reduce the risk of occupational accidents.Encourage factories producing private-label products to apply for occupational safety certification, and continue to promote the certification to factories producing non-private-label products.

Impact Assessment of Material Topics

President Chain Store Corporation aims to carry on creating sustainable impact. To this end, it analyzes and interprets the impact of its operating activities on the society and environment by quantitatively assessing the positive and negative impacts of operations, products and services on external stakeholders related to the first two material topics with the goal of maximizing the positive impact in the long run.

+ Impact of Customer Health and Safety Issues +

Issue management covers 100% of business activities ^(Note)

Type of Stakeholders –Suppliers		
Positive and Negative Impacts	Quantitative output	Quantitative impact
<p>Positive impact:</p> <ol style="list-style-type: none">Working with suppliers to build a vegetarian food production line and create new business opportunities for suppliersAssisting new suppliers and manufacturers to improve food safety management by making sure that they comply with our food safety management standards.	<ol style="list-style-type: none">Cultivated vegetarian production lines with 10 suppliers in 2024.A total of 24 new suppliers and manufacturers were introduced in 2024.	<ol style="list-style-type: none">The scale of economic support for Veggie Selection suppliers were increased to approximately NT\$935 million in 2024.In 2024, new suppliers and manufacturers worked with President Chain Store Corporation to improve supplier food safety management with improved economic benefits, reaching NT\$14,595 million.

Type of Stakeholders –Environment

Positive and Negative Impacts	Quantitative output	Quantitative impact
<p>Positive impact:</p> <p>President Chain Store Corporation's Veggie Selection vegetarian products can reduce greenhouse gas emissions compared to products that contain meat, thereby reducing the impact of greenhouse effect on the environment.</p> <p>.....</p> <p>Negative impact:</p> <p>Compared with vegetarian products, products that contain meat increase greenhouse gas emissions, thereby aggravating the impact of the greenhouse effect on the environment.</p>	16,424,723 Veggie Selection products were sold in 2024.	Veggie Selection vegetarian products reduce greenhouse gas emissions and the social cost of carbon emissions compared to non vegetarian food products to achieve a more sustainable future. Statistics show that this approach reduced social cost associated with carbon emissions by approximately NT\$65,517,016 in 2024.

Type of Stakeholders –Consumers

Positive and Negative Impacts	Quantitative output	Quantitative impact
<p>Positive impact:</p> <p>President Chain Store Corporation is part of the retail industry that is closely linked to consumers' diets. President Chain Store Corporation launched the Veggie Selection (vegetarian food), Simple Fit (high fiber and low carb), and other private-label products that comply with healthy and nutritional principles to provide consumers with healthier food options. This approach also promote consumers' awareness of healthy diet.</p>	<ol style="list-style-type: none">As of the end of 2024, Veggie Selection and Simple Fit products were sold in 7,077 stores. Sales of Veggie Selection and Simple Fit reached NT\$5,987 million in 2024.Sales of private-label products that comply with healthy and nutritional principles reached NT\$32,721 million in 2024.	Veggie Selection, Simple Fit and other private-label products that comply with healthy and nutritional principles aim to increase consumers' knowledge and awareness of healthy eating, encouraging them to choose healthier meals through campaigns. Compared with 2023, the number of people purchasing Veggie Selection and Simple Fit products grew by 18,541,136 people (with a 18% growth) in 2024. The number of people purchasing private-label products that comply with healthy and nutritional principles also increased by 36,540,058 (with a 40% growth) in 2024 compared to 2023.

Type of Stakeholders –Society

Positive and Negative Impacts	Quantitative output	Quantitative impact
<p>Positive impact:</p> <p>President Chain Store Corporation transforms food safety, health and other knowledge into easy-to-understand content through Neighbor Funfest sessions based on the theme of food safety and DIY materials available for free downloads to raise awareness of healthy nutrition and food safety for parents and children alike.</p>	<ol style="list-style-type: none">In 2024, President Chain Store Corporation invested NT\$6.12 million in organizing 12,377 Good Neighbor Funfest sessions focusing on healthy nutrition and food safety with a total of 111,586 participants.In 2024, President Chain Store Corporation invested NT\$0.95 million in DIY materials focusing on healthy nutrition and food safety with a total of 206,904 downloads.	In 2024, the value of positive impact from participation in Good Neighbor Funfest sessions focusing on healthy nutrition and food safety to enhance their awareness of health, nutrition and food safety can be converted into NT\$56,239,344. The value of adopting DIY materials focusing on healthy nutrition and food safety to enhance their awareness of health, nutrition and food safety can be converted into NT\$4,138,080.

(Note) The Product Safety Committee focuses on safety and quality, with its scope of management covering 100% of private-label products.

+ Impact of Food Waste Management Issues +

Issue management covers 100% of business activities ^(Note)

Type of Stakeholders -Suppliers		
Positive and Negative Impacts	Quantitative output	Quantitative impact
Positive impact: 1. The production is now initiated upon order receipt instead of estimation to better control the production volume, reducing the suppliers' costs for input and processing. 2. Centralized production of each item can reduce the waste of raw materials for suppliers. 3. The surplus after production is provided as employee meals. Finished and semi-finished products are also resold to employees to reduce food waste, allowing suppliers' employees to acquire the products at a lower price.	In 2024, the amount of food waste generated by factories was reduced by 128 metric tons compared to the previous year.	Suppliers can reduce their raw material consumption through working with President Chain Store Corporation. Compared with the scrapping and scrapping overestimation at fresh food manufacturers in 2023, the total amount of loss reduction (improving the economic benefits for suppliers) reached approximately NT\$7.20 million in 2024.

Type of Stakeholders -Environment		
Positive and Negative Impacts	Quantitative output	Quantitative impact
Positive impact: President Chain Store Corporation reduces the resources consumed in processing food waste, which leads to reducing greenhouse gas emissions and thereby the impact of greenhouse effect on the environment. Negative impact: Improper management of food waste will lead to increased greenhouse gas emissions, thereby aggravating the impact of the greenhouse effect on the environment.	In 2024, the amount of food waste reduced by iLove Food has increased by 4,144 metric tons compared to the previous year.	By building an ecosystem to reduce food waste, President Chain Store Corporation has effectively reduced the need to process food waste while enhancing food culture for the public, thereby reducing greenhouse gas emissions, social cost of carbon, and achieving a more sustainable future. Statistics show that the social cost of carbon was reduced by approximately NT\$2,854,453 in 2024.

Type of Stakeholders -Consumers		
Positive and Negative Impacts	Quantitative output	Quantitative impact
Positive impact: As part of the retail industry, President Chain Store Corporation is closely linked to people's (consumers') diets. iLove Food project offers consumers cheaper options for eating out, reduces their expenses and promotes awareness of food waste management.	The sales volume of iLove Food in 2024 reached NT\$4,817 million.	iLove Food aims to increase consumers' understanding and awareness of food waste management issues and encourage them to reduce food waste. The project urges consumers to take action in their daily lives to reduce food waste through campaigns, education and resource provision. Compared with 2023, the number of people purchasing iLove Food increased by 19,354,974 times in 2024 (a 28% growth).

(Note) The numerator is the revenue of private-label food products included in food waste statistics, and the denominator is the revenue of private-label food


Corresponding Value Chain Boundary of Material Topics

Material Topic	Upstream			Company Operations			Downstream			Impact Assessment of Potential Operational Risks			
	Investors	Suppliers	Government Agencies	President Chain Store Corporation (employees included)	Franchisees	Affiliated logistics companies ^(note)	Customers	NGOs	Local communities	Financ	Production/products and services	Personnel	Reputation and image
Customer health and safety	●	●	●	●	●	●	●	●		●	●	●	●
Information security	●	●	●	●	●		●	●	●	●	●	●	●
Food waste management		●	●	●	●	●		●	●	●	●	●	●
Human rights		●	●	●	●	●				●	●	●	●
Talent attraction and retention				●	●					●	●	●	●
Product labeling and marketing communication	●	●	●	●	●		●	●		●	●	●	●
Waste management		●	●	●	●	●		●	●	●	●	●	●
Risk management	●	●	●	●	●	●	●						●
Social welfare				●				●	●	●	●	●	●
Business performance	●	●		●	●	●				●	●	●	●
Climate change		●	●	●	●	●		●	●	●	●	●	●
Packaging material management		●	●	●	●			●	●	●	●	●	●
Occupational health and safety		●	●	●	●			●			●	●	●
Sustainable supply chain management	●	●	●	●	●		●	●		●	●	●	●
Sustainable procurement	●	●	●	●	●		●	●			●		

(Note) Affiliated logistics companies include Uni-President Cold-Chain Corp., Wisdom Distribution Service Corp., Retail Support International Corp., and President Logistics International Corp.

1.4 Stakeholder Communication

President Chain Store Corporation's stakeholders include investors, suppliers, employees, franchisees, NGOs, government agencies, media and local communities. President Chain Store Corporation bears responsibilities to its stakeholders. To this end, a [stakeholder section](#) has been set up on the President Chain Store Corporation corporate website. A physical mailbox has also been made available, with stakeholder communication compiled and reported to the Board of Directors each year. We understand the needs and expectations stakeholders have of the Company through a variety of different methods and channels. Other methods and channels of communication are described below.



Investors

President Chain Store Corporation needs to communicate with investors on business performance and results in various sustainable governance aspects to be held in high regard by the investors

Topics of Concern	Communication Channel	Frequency	Number of Communications in 2024
<ul style="list-style-type: none">• Customer health and safety• Business performance• Information security• Risk management• Customer relationship management• Sustainable procurement• Talent attraction and retention• Talent development and cultivation• Occupational health and safety	Annual shareholders' meeting	Regularly (annual)	Once
	Financial statements	Regularly (quarterly)	4 times
	Disclosure through corporate website	As needed	Updated as needed
	Organize/invited to organize road shows	As needed	Invited to participate in 6 forums 2 overseas NDRs
	TWSE Market Observation Post System Website	As needed	174 important messages in Chinese/English
	Answering questions from investors and analysts via face-to-face meetings/phone or e-mail	As needed	160 meetings over the phone/in person

Stakeholders' Topics of Concern >>>

- Company development strategy and competitive advantages
- Response measures to climate change and opportunities

- Continuing to communicate business development strategies, competitive advantages, profits and ESG actions to investors in quarterly road shows and more than 200 investor meetings.
- Stable distribution of cash dividends each year. A cash dividend of NT\$9 per share was distributed in 2024.
- Introducing TCFD and passing the verification of ISO14064-1 greenhouse gases.
- Linking carbon reduction performance indicators to senior executive KPIs in 2023, as well as evaluating to include other major metrics in KPIs.
- Committing to conduct inventory of greenhouse gases within its own operations by 2050, and achieving net-zero emissions in Scope 1 and Scope 2.

Contact Information

Contact person: Investor Relations
E-MAIL : pcscir@mail.7-11.com.tw



Suppliers

Suppliers are important partners for President Chain Store Corporation operations. We work together with suppliers to develop innovative products, increase product quality and realize professional ethics to achieve the vision of sustainable supply chain and provide great services

Topics of Concern	Communication Channel	Frequency	Number of Communications in 2024
<ul style="list-style-type: none">• Customer health and safety• Product labeling and marketing communication• Occupational health and safety• Human rights• Packaging material management	Management meetings	As needed	One meeting
	Supplier Conference	As needed	<ul style="list-style-type: none">• 11 procurement meetings• 12 production-marketing coordination meetings• Over 40 product category meetings
	Supplier audit	Regularly	<ul style="list-style-type: none">• 107 suppliers• 100% completion rate

Stakeholders' Topics of Concern

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Response from President Chain Store Corporation

Deficiencies in tier-1 supplier evaluation

Assisting the suppliers in improving the deficiencies

Contact Information

Contact person: Mr. Lin
E-MAIL : supplier@mail.7-11.com.tw



Customers

Customers' point of view is an important reference for President Chain Store Corporation to improve its products and services. Customer satisfaction is also deeply intertwined with the Company's operational performance

Topics of Concern	Communication Channel	Frequency	Number of Communications in 2024
<ul style="list-style-type: none">• Occupational health and safety• Customer health and safety• Customer relationship management• Labeling and marketing communication• Talent development and cultivation	Regular replies by Integrated Services Center ^(Note)	As needed	<ul style="list-style-type: none">• A total of 1,381 emails were sent to the stakeholder mailbox• A total of 96,768 phone calls were received with feedback and suggestions
<div>Stakeholders' Topics of Concern >>> Response from President Chain Store Corporation</div> <div><div>Products and services that are fast, convenient, and meet everyday needs, offering an enjoyable and efficient shopping experience.</div><div><ul style="list-style-type: none">• A diverse range of product choices to meet the immediate needs of different customers.• When customers encounter issues, quickly resolve their problems while maintaining a friendly and professional attitude.</div></div>			
<div>Contact Information</div> <div>Contact person: Mr. Chen E-MAIL : public@mail.7-11.com.tw</div>			

(Note) 100% of customer letters were replied to on the same day in 2024, and the progress was updated within three working days. The annual case close rate is 100%.



Employees

Employees are the vital cornerstone of President Chain Store Corporation operations, and engagement with employees is the key to its sustainable operations

Topics of Concern	Communication Channel	Frequency	Number of Communications in 2024
<ul style="list-style-type: none">Customer health and safetyInformation securityBusiness performanceProduct and service innovationOccupational health and safety	Employer-employee meetings	Regularly (quarterly)	4 sessions
	Staff Welfare Committee	Regularly (quarterly)	4 sessions
	Stakeholder mailbox for employees	As needed	270 cases
	Happy Cooperative Society consultations	As needed	<ul style="list-style-type: none">The volunteers provided 49 hours of services12 people were referred to external professional consultation
	Safety and Health Committee meetings	Regularly (quarterly)	4 sessions
	Information security training and professional cybersecurity training	Regularly (annually)	<ul style="list-style-type: none">One hour of information security training for regular employeesA minimum of 4 hours of cybersecurity training for IT employees

Stakeholders' Topics of Concern >>> Response from President Chain Store Corporation

- The Company was expected to restrain inappropriate comments from certain supervisors to create a safe and friendly workplace
- Organized the "Prevention of Workplace Violence and Sexual Harassment" course, as well as making the online course in "Ending Workplace Violence" provided by the government available to enhance a friendly working environment and awareness of respect
 - The supervisors of reported cases were requested to clarify and investigate further, as well as providing guidance

Contact Information

Contact person: Miss Zhuo
E-MAIL : employee@mail.7-11.com.tw



Franchise Owners

Franchise owners are at the forefront of providing consumer services. Franchise owner engagement is the key to providing assured and high-quality services

Topics of Concern	Communication Channel	Frequency	Number of Communications in 2024
<ul style="list-style-type: none">Information safetyTax strategiesSustainable procurementWaste managementProduct labeling and marketing communications	Update the dedicated franchise website	As needed	Once
	Planned district consultant visits	Regularly (monthly)	53 times
	Monthly publications	Regularly (monthly)	12 publications
	Franchise owner forums	As needed	19 sessions

Stakeholders' Topics of Concern >>> Response from President Chain Store Corporation

- Subsidies for long-term franchise owners
 - Franchise insurance rate
 - Labor inspection and occupational safety and health deficiencies
- Caring for the health of franchise owners and their spouses who work together by providing discounts for leisure and entertainment to ensure work-life balance
 - Provide insurance subsidies to protect full-time (part-time) employees of franchise stores and reduce the burden on franchise owners
 - Assist franchise owners in improving matters regarding labor inspection

Contact Information

Contact person: Mr. Chen
E-MAIL : call3666@mail.7-11.com.tw



NGOs

(Social Welfare Groups, Public Associations)

President Chain Store Corporation aims at giving back to the society to support public welfare organizations, in the hopes of maximizing positive influence on the society

Topics of Concern	Communication Channel	Frequency	Number of Communications in 2024
<ul style="list-style-type: none">Information securitySocial welfareEthical corporate managementCustomer health and safetyPublic policy	Participation in social welfare/ events initiatives	As needed	A total of 707 million raised for social welfare
	Back the Love Charity Donation Program fundraiser	As needed	As needed
	Fundraising proposal/review	Regularly (annual)	Once

Stakeholders' Topics of Concern >>> Response from President Chain Store Corporation

- Focus on five aspects of ESG for social welfare
 - Advocating a green lifestyle, ecological protection and environmental friendliness
- Respond to social welfare activities/initiatives
 - Donation: Social Welfare Department, New Taipei City Government and Zenan Homeless Social Welfare Foundation
 - Christmas social welfare initiative: World Peace Foundation, the Mustard Seed Mission, Zhi-Shan Foundation, Tobias Social Welfare Foundation, Yu An Retarded Children's Home, KJSW Foundation, Boyo Foundation
 - 1919 Rescue Package: Chinese Christian Relief Association
 - Manage the charity platform of "Bring Back the Love" to benefit 100 social welfare organizations
 - Launching an innovative ESG initiative to launch sustainable upcycled products with the Down Syndrome Foundation by turning recycled PET bottles into yarn to make scarves as low-carbon gift packaging materials that are eco-friendly

Contact Information

Contact person: Miss Wu
E-MAIL : csr@mail.7-11.com.tw



Government Agencies

Government regulations keep changing, and achieving sustainable development requires the collaboration between the public and private sectors. Engagement with government agencies can ensure the compliance and sustainability of President Chain Store Corporation operations

Topics of Concern	Communication Channel	Frequency	Number of Communications in 2024
<ul style="list-style-type: none">Business performanceCustomer health and safetyInformation securityOccupational health and safety	Regulatory Committee	Regularly (quarterly)	4 times
	Promoting in compliance with relevant systems	As needed	As needed

Stakeholders' Topics of Concern



Response from President Chain Store Corporation

In order to implement the anti-fraud policy and requirements, the Ministry of the Interior promulgated the "Fraud Crime Hazard Prevention Act" at the end of July 2024.

The Act specifically imposes anti-fraud obligations on key industries such as telecommunications, online advertising platforms, third-party payment services, and e-commerce. The maximum fine for violating the regulations is NT\$10 million, and the maximum penalty is suspension of service.

- Prior to the implementation of the "Fraud Crime Hazard Prevention Act," President Chain Store Corporation had actively discussed the formulation and implementation of anti-fraud measures with various competent authorities.
- President Chain Store Corporation collected internal opinions and confirmed the operations, as well as providing industry experience for the reference of the competent authorities. Moreover, it actively communicated with the competent authorities through official documents to ensure the Company's internal operations comply with government regulations.

Contact Information

Contact person: Ms. Ho
E-MAIL : pcslegal@mail.7-11.com.tw



Media

Communicating the Company's sustainable business performance to the media so that more stakeholders can understand the sustainable actions of President Chain Store Corporation

Topics of Concern	Communication Channel	Frequency	Number of Communications in 2024
<ul style="list-style-type: none">Ethical corporate managementProduct labeling and marketing communicationsSustainable procurementPackaging material managementProduct and service innovationCustomer health and safetySustainable supply chain managementClimate changeFood waste managementBiodiversityEmployee diversity and equity	The Company set up a dedicated contact to release press releases and provide media assistance	As needed	A total of 219 press releases were issued, and a press contact was provided to assist the media in real-time communication

Stakeholders' Topics of Concern



Response from President Chain Store Corporation

The most outstanding/effective sustainability projects

- Selected by Dow Jones Sustainability World Index (DJSI World) for 6 consecutive years as the only local retailer.
- President Chain Store Corporation became the first local retail business to obtain official authorization from the international team of "Earth Hour," calling on more than 440 corporate brands including 7-ELEVEN stores, affiliated companies, supplier partners and social welfare groups across Taiwan to respond.
- President Chain Store Corporation participated in the 3rd SDG Asia in 2024 together with affiliated companies including 7-ELEVEN, Starbucks, and T-Cat to create the largest sustainable life experience venue for a single enterprise.

Contact Information

Contact person: Ms. Liu
E-MAIL : csr@mail.7-11.com.tw



Local Communities

Being part of the retail industry, President Chain Store Corporation can be found on all corners of the country. Reducing negative impact on the society and environment from its operations is President Chain Store Corporation's responsibility and obligation

Topics of Concern	Communication Channel	Frequency	Number of Communications in 2024
<ul style="list-style-type: none">Customer health and safetyInformation securityCustomer relationship managementSustainable supply chain managementProduct and service innovation	Good Neighbor Funfest	As needed	12,377 sessions
	Good Neighbor Foundation website	As needed	A total of 200,000 people took advantage of the sustainable materials provided on the website

Stakeholders' Topics of Concern



Response from President Chain Store Corporation

Sustainability literacy such as food and agriculture, food waste reduction, animal and environmental protection

Seven sustainable materials were launched by working with the public and private sectors, such as the Agriculture and Food Agency, Society of Wilderness, different President Chain Store Corporation divisions, as well as contracted farmers of sweet potatoes and bananas to raise awareness of sustainable issues including carbon reduction, food waste reduction, land-friendliness, animal conservation, recycling, circular economy and so on.

Contact Information

Contact person: Ms. Ho
E-MAIL : 711gnf@mail.7-11.com.tw

1.5 Sustainable Value Chain

President Chain Store Corporation is dedicated to creating wonderful retail experience through investing 6 major sources of capital and continuing to optimize the 7 sustainable management elements of people, stores, products, systems, logistics, institutions and culture to actively promote the mechanism in sustainable management. This evaluates and manage the value that the Company's overall value chain creates for stakeholders, as well as hopefully maximizing the benefits to enhance the enterprise's sustainable value. In addition to calculating the sustainable value of the six major

capital input-outputs, President Chain Store Corporation also voluntarily complies with the EU Taxonomy Regulation's sustainable economic activity approach by taking stock of relevant business projects and financial data (including operating income, capital expenditure, operating expenses), and explaining item by item their compliance with the EU Taxonomy Regulation in response to international initiatives. Please refer to [the official website](#) for more information.

