

2024 President Chain Store Corporation Sustainability Report



Planet Sustainability in Our Everyday Life





Dedicated to
Creating a "Lifestyle
Service Platform"

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President Chain Store Corporation

About This Report

This is the sixteenth Sustainability Report issued by President Chain Store Corporation (stock code: 2912) in accordance with the GRI standards published in 2021 by the Global Reporting Initiative, industry standards for the food retail and distribution industry of the Sustainability Accounting Standards Board (SASB), as well as Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies.

This annual report presents President Chain Store Corporation's viewpoints and actions taken on sustainable development, with details on corporate governance, economy, environment, and society in 2024, as well as future plans. Material topics applicable to President Chain Store Corporation were selected based on materiality assessment (see chapter on [Implementing Sustainable Management](#)), in the hopes of maximizing benefits for all stakeholders through disclosure, communication and feedback in order to accomplish our ultimate goal of becoming the greatest retail business.

Period, Boundaries and Data Included in the Report

President Chain Store Corporation issues an annual sustainability report that is also disclosed on the [Company's sustainable development website](#). The previous version was issued in August 2024, and the current version is issued in August 2025. This report details the Company's sustainability performance for 2024 calendar year (January 1, 2024 to December 31, 2024), with some of the information on relevant performance before 2024.

This report focuses on President Chain Store Corporation, including its business headquarters, retail locations and shopping centers. In addition, five affiliated companies and the Good Neighbor Foundation have been incorporated in the report due to their relevance in the operations of this industry and the influence they have on material issues, including Uni-President Cold-Chain Corporation, Wisdom Distribution Service Corporation, Retail Support International, President Logistics International Corporation and Uni-President Superior Commissary Corp. Some of the quantified performance of aforementioned organizations is included while disclosing information on material topics include food waste management, packaging material management, climate change, waste management, customer health and safety and social welfare. Future reports are expected to include data from other affiliated companies in order to present comprehensive information on President Chain Store Corporation's value chain.

Report Management

Internal Audit

- The correctness of each chapter is verified by the supervisor of each President Chain Store Corporation department.
- The report is approved by the President Chain Store Corporation Board of Directors and Sustainable Development Committee.
- The performance in sustainable development is reported to the President Chain Store Corporation Board of Directors each year.

External Certification

- | | |
|---|---|
| ▶ Financial data
Unqualified audit report from PwC Taiwan | ▶ Occupational safety and health data
ISO 45001 (SGS Taiwan) |
| ▶ Environmental data
ISO 14064-1:2018 (SGS Taiwan)
ISO 50001 (SGS Taiwan) | ▶ Sustainability data
AA1000 Type Two High Level (SGS Taiwan) |
| ▶ Governance data
Taiwan Personal Information Protection and Administration System (TPIPAS, Institute for Information Industry); ISO 27001 (BSI Taiwan, British Standards Institution) | ▶ Sustainability data
Limited assurance on the selected sustainability performance information in accordance with TWSAE3000 Assurance Engagements Other than Audits or Reviews of Historical Financial Information (PwC Taiwan) |

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Chairman of the Board

Lo, Chih-Hsien



General Manager

Huang, Jui-Tien



Message from Management

The world continued to face long-term structural challenges caused by inflation, geopolitical tensions and so on in 2024, which brought about trend changes in the market and operating model of corporate operations. Despite the rapid changes in the external environment, all employees and franchisees of President Chain Store Corporation have demonstrated resilience and adaptability by focusing on building a “omnichannel lifestyle brand” and a lifestyle service platform to provide consumers with a more immediate, convenient and valuable all-round consumer experience. In 2024, we continued to exert influence from our channel based on the business philosophy of “24/7 services from our stores all over Taiwan” to welcome the opening of the 7,110 store, connect the OPENPOINT ecosystem and diversify our complex retail portfolio in order to provide diversified sales and service channels, meet the needs of the society and set a new milestone. In addition to giving more people convenient access to services, President Chain Store Corporation also shoulders the responsibility of providing sustainable products and services, and guiding to make better choices for the environment and society in the spirit of “Planet Sustainability In Our Everyday Life”, as well as facilitating green consumption and a sustainable lifestyle in a simpler and more convenient way.

With the active engagement in ESG and sustainable development based on sustainable actions that aim at solid and continuous improvement, President Chain Store Corporation continued to stand out in sustainable governance in 2024 with recognition from domestic and international sustainable ratings. It ranked in the top 5% in the Taiwan Corporate Governance Evaluation System for 10 consecutive years, was re-listed by the Dow Jones Sustainability Index (DJSI) for Sustainability World Index for 6 consecutive years. It was recognized by CDP (Carbon Disclosure Project) for the 3 consecutive years as a score A- leader on the climate change questionnaire. Moreover, President Chain Store Corporation continued to be selected by the MSCI Index Series, FTSE4Good Index Series and FTSE4Good TIP Taiwan ESG Index. In the meantime, it has continued to receive sustainability performance awards such as Corporate Citizen Award by CommonWealth Magazine and ESG Award by the Global Views Monthly, while various sustainability projects and actions have achieved success in the Best Performance of Specific Category Award in the TCSA Most Prestigious Sustainability Awards, Asia Responsible Enterprise Awards (AREA) and so on.

President Chain Store Corporation implements sustainable strategies in products, services and organizational structures, focusing on the three aspects of environmental (E), social (S) and governance (G) to actively optimize or launch innovative sustainability projects by taking advantage of President Chain Store Corporation’s core operational capabilities. In terms of governance, President Chain Store Corporation has linked sustainable performance to the remuneration of senior executives. For the first time in 2024, it followed the ISO 20400 Sustainable Procurement Guidance and ISO 31000 Risk Management System to establish a more complete management mechanism for the value chain and risks, integrating ESG into corporate culture and operating strategies, as well as allowing sustainable management to take root. In terms of environmental sustainability, four interdepartmental task forces focusing on plastic reduction,

carbon reduction, food waste management and sustainable procurement have been set up. In addition to being the forerunner of the industry in committing to net-zero Scope 1 and 2 emissions by 2050, President Chain Store Corporation has included complete elimination of single-use plastic, choosing sustainable certified paper packaging materials for 100% of our private-label products, as well as committing to protecting biodiversity and zero deforestation to achieve net positivity effect and zero total deforestation as long-term sustainability goals by 2050. In the meantime, short-term and medium-term sustainable key performance management metrics have been set with results regularly reviewed to actively respond to climate change and integrate with the international community. In the social aspect, we continue to support more than a hundreds of public welfare groups through multiple fundraising channels to improve the capacity of public welfare and social services. We attach great importance to employee growth and actively promote DEI to create a diverse, fair and inclusive workplace through diverse recruitment, building a friendly work environment, as well as the Health and Safety for All initiative.

Running a business is like an endless marathon. President Chain Store Corporation will continue to demonstrate organizational resilience, lay a solid foundation for long-term stable development, and continue to uphold the mission of “being committed to becoming the most outstanding retailer, providing the most convenient services in everyday life, and fulfilling the responsibilities of a good citizen” to become a “lifestyle service platform that exceeds consumer expectations.” Looking ahead to 2025, our core strategy will work hard towards the three major goals Governance, Social Environment. To this end, we are committed to improving corporate governance, enhancing employee welfare, promoting social welfare, as well as demonstrating our determination to achieve long-term sustainability goals such as energy saving and carbon reduction, environmental protection and plastic reduction, food waste reduction and sustainable procurement. We understand that only by joining hands with all parties on the road to sustainable development can we multiply benefits and maximize the value of sustainability. President Chain Store Corporation starts from its own operations and connects with value chain partners in sustainability, makes good use of the fact that the stores are closely intertwined with consumers’ daily life to make sustainable development a reality, as well as building a sustainable ecosystem of common good with all stakeholders.

Highlights of Sustainability Performance & Honors and Recognition

Environment

- The stores' overall energy-saving transition saved **124.3** million kWh of electricity, which is equivalent to **61,381** metric tons of carbon
- 2,531** (President Chain Store Corporation) stores adopted the OPEN iECO Recycled Cups Renting service, with **20.91%** of consumers bringing their own cups
- The Veggie Selection brand reduced carbon emissions by approximately **90,526** metric tons by the end of 2024
- Revenue from private-label products that comply with [the health and nutrition principles](#) totaled **NT\$32,721** million
- iLove Food reduced food waste by **17,866.94** metric tons
- Food recycling rate reached **74.26%**
- Average waste generated by a single store was **6.27** metric tons, a decrease of **25.63%** compared with the base year (2019)
- The purchase amount of sustainably-certified raw materials reached **NT\$6,713** million ^(Note), accounting for about **29.21%** of procurement

(Note) For the scope of sustainably-certified raw materials, please refer to section [3.4 Sustainable Procurement for the description of sustainable raw materials](#).

Social

- The Frequency-Severity Indicator was **0.25**, lower than the average value of the retail industry of 0.37 over the past three years published by the Occupational Safety and Health Administration of the Ministry of Labor
- The proportion of middle-aged and elderly employees employed in the Company (over 45 years old) reached **29.7%**
- NT\$707** million was raised for social welfare
- Over **200,000** people took advantage of the DIY materials provided by the Good Neighbor Community Foundation



Governance

- The number of stores exceeded 7,000. President Chain Store Corporation ranks first in market share with a total of **7,077** stores
- The percentage of female managers in revenue-generating functions accounted for **55.79%**
- The annual consolidated total revenue reached a record high of **NT\$337,932,397,000** with an increase of **6.58%** over last year
- Private-label products with voluntary nutrition labeling (SimpleFit and Veggie Selection) accounted for **11.46%** of the revenue

Ranked in the top 5% in the **10th** corporate governance evaluation for the 10th consecutive year as **the only listed company in the retail industry**



Continuous Success

- President Chain Store Corporation was listed for the sixth year on the Dow Jones Sustainability World Index, as well as being named as a global sustainability benchmark.
- President Chain Store Corporation was recognized by CDP (Carbon Disclosure Project) as an A-score leader on the climate change questionnaire for the third consecutive year
- Once again selected by FTSE4Good Emerging Markets Index
- Once again selected by MSCI ACWI ESG Leaders Index, MSCI ACWI Index, MSCI Emerging Markets Index, MSCI Taiwan Index, MSCI EM Low Carbon SRI Selection Index, MSCI ACWI Value Index
- Once again awarded the Social Empowerment Award from Enterprise Asia, awarded the social empowerment, green leadership and Investment in People categories in 2024
- Once again selected by the FTSE4Good TIP Taiwan ESG Index and the Taiwan RAFI® EMP 99 Index
- Ranked in the top 5% in the 10th corporate governance evaluation for the 10th consecutive year as the only listed company in the retail industry
- ESG report won the Platinum Report Award from TSCA in the retail and department store category for the fifth consecutive year.
- Once again presented the Corporate Citizen Award in the large enterprise category by Commonwealth Magazine, ranking number 7 in 2024 as a large enterprise in the service industry
- Presented the ESG Award in ESG Integrated Performance by the Global Views Monthly

Benchmark Awards

- Business Weekly's Top 100 in the Carbon Competitiveness as the only company in the trading and consumer goods industry
- Selected in the TWSE Corporate Governance 100 Index
- Won the TCSA Most Prestigious Sustainability Awards - Top Ten Domestic Corporates (in the service industry)
- Awarded by the Common Wealth Talent Sustainability Award as a large enterprise in the service industry and Corporate Health Responsibility
- Won the first prize of the "Buying Power Social Innovation Products and Services Procurement Incentive Mechanism" of the Small and Medium Enterprise and Startup Administration of the Ministry of Economic Affairs
- OPEN POINT Ecosystem won the National Brand Yushan Award for Most Popular Brand and two Best Product Awards
- Commercial Times Taiwan Service Industry Evaluation: Gold Medal

(Note) Please refer to the official website for other sustainability project awards [\(click here\)](#).

Sustainability Column



Diverse and Friendly Stores

To fill the manpower gap of public welfare groups that cannot deliver meals to elderly people living alone or people with disabilities on holidays, President Chain Store Corporation has called on store partners to form a “Good Neighbor Meal Delivery Team”^(Note) to provide diverse meal delivery and pickup services. While delivering meals, the partners also pay attention to the conditions of the elderly, as well as delivering goods and services to towns and villages where grocery-shopping is less convenient with “OPEN! Mobile Shopping Cart.” As of 2024, nearly 100 stores have joined the meal delivery team, with the service area expanded to 13 counties and cities, and a total of more than 300,000 meals delivered and picked up. In the meantime, it continues to provide meals for families with scarce social resources. In 2024, it launched the “Boxed Meal Donation Campaign” with the Department of Social Welfare and social welfare groups, raising a total of 15,000 fresh boxed meals and helping 1,700 homeless people, making President Chain Store Corporation a public welfare friendly store that demonstrates the spirit of providing “24/7 Services from Our Stores All over Taiwan.”

(Note) For more information on the Good Neighbor Meal Delivery Team, refer to [6.4 Zero Hunger](#).



Diversity, Equity and Inclusion

With the development of globalization and social awareness, Diversity, Equity and Inclusion (DEI) have become an important key to sustainable corporate development. President Chain Store Corporation is committed to promoting diversity and variety, ensuring fair distribution of resources and opportunities, as well as creating an inclusive environment so that everyone can feel respected and accepted.

President Chain Store Corporation not only provides employment and development opportunities for middle-aged and elderly employees, students, new immigrants, indigenous peoples and people with disabilities, but also provides appropriate support for partners with different needs through job redesign and measures to eliminate language barriers. It also creates a safe, healthy and inclusive workplace through innovative initiatives such as “Peace of Mind and Inclusion” and “Health and Safety for All” to ensure that every employee feels respected and cared for. In addition to creating a good working environment for employees, President Chain Store Corporation has provided a diversified fundraising platform for many years to match public welfare groups with poor families, elderly people living alone, stray animals and other beneficiaries to promote diversified public welfare social services. It also continues to provide diversified and convenient services to overseas visitors to Taiwan by creating a friendly retail environment and cultural integration without boundaries, bringing greater positive impact to society.

Diversity

President Chain Store Corporation hopes to create a multicultural workplace and society, build innovative cross-generational recruitment channels for people of all ages, and promote the “Diversity Recruitment” project in hopes of achieving the diversity and common good for different generations and ethnic groups in the workplace. It has abided by the belief of providing “24/7 Services from Our Stores All over Taiwan” and continued to care for issues and groups with different needs through diversified public welfare projects. It also provides support to diversified customers such as foreign tourists, migrant workers, and those on a plant-based or vegetarian diet, creating over 7,000 stores that value diversity, inclusion and public welfare.



President Chain Store Corporation also keeps in mind different food cultures of people from all over the world. In addition to the vegetarian/plant-based food section, a section dedicated to products from abroad has also been set up. In areas where the number of new immigrants is increasing, a dedicated section of Southeast Asian products has been added. It also pioneered in introducing the “must-buy gift card” that is friendly to foreigners. Cardholders can use it to pay at 7-ELEVEN stores with a rebate rate of 10%. In addition, it continues to provide diversified and convenient services that are friendly to foreigners. The ibon interface now provides versions in English, Japanese, Korean and so on. For popular services, specific locations such as industrial areas and hospitals, language options including Thai, Filipino, Indian, Vietnamese are provided. It also sets up exclusive language versions of event posters and communication cards to meet the needs of migrant workers, new immigrants and tourists, such as calling taxis, sending packages, printing documents, etc. In 2024, the service was expanded to incorporate a smart operation integration platform, allowing partners to communicate with customers from all over the world with ease through the instant translation function. Not only does this shape the diversity of food culture for the stores, it also provides support for a variety customers, creating a diverse and inclusive public welfare friendly store.

Diversity Recruitment

President Chain Store Corporation has launched a diversity recruitment project to employ the elderly and new immigrants, industry-academia cooperation, students on internship and people with disabilities, providing suitable job opportunities for people of all ages and diverse groups. In 2024, the number of middle-aged and elderly partners of President Chain Store Corporation aged 45 and above was 2,724. In addition, the headquarters and directly-operated stores employ a total of 274 employees with mental and physical disabilities, which is 2.98 times the statutory quota. In addition to employees with mental and physical disabilities, 122 indigenous employees and 52 foreign employees were also employed to reflect diversity in the workplace of President Chain Store Corporation, allowing partners to be exposed to different voices and cultures.

+ Middle-aged and Elderly +

Working hand in hand with the Seniors Talent Resource Center of the Ministry of Labor, President Chain Store Corporation works with stores to experience-based recruitment events for middle-aged and elderly people, helping them return to the workplace through a two-stage recruitment process of "experience first, interview later." In 2024, the Company became the first among convenience store channels to launch the "Pre-employment Training for the Middle-aged and Elderly." Working with employment service centers in different areas, seniors who are interested in working in convenience stores were invited to enhance the advantages and value of middle-aged and elderly job-seekers. As of 2024, President Chain Store Corporation has held more than 600 recruitment experience events for the middle-aged and elderly, with an acceptance rate of over 45%.



+ Students +



President Chain Store Corporation invested in the "Campus Career Preparatory Program" to activate the youth recruitment channel through three aspects, including practical courses, business competitions and promotion of sustainable education. This allows students to enter the job market while in school by encouraging them to intern in stores after school, so that they can immediately find employment after graduation. In 2024, the depth and breadth of industry-academia cooperation was strengthened through co-hosting commercial competitions with affiliate companies (President Information Corp. and Retail Support International) and 30 universities, inspiring over 500 college students to showcase their innovative thinking and solutions.

+ New Immigrants +



President Chain Store Corporation worked with the Ministry of Labor to launch the "Training and Employment Integrated Program" and set up a dedicated class with the resources of the Workforce Development Agency. Trainees, mainly new immigrants, were hired in convenience stores upon training completion. This helped new immigrants find employment and re-employment for displaced women to return to the workplace. In 2024, more than 40% of trainees successfully found jobs after training.



Work experience and feedback from new immigrant partners

In the vocational training course, the most important part I learnt was common phrases used in the stores. Although I don't face the same language barriers as other new immigrants, I learned through the vocational training course that some common expressions back home may not sound appropriate for Taiwanese people, such as "What do you need?" and "What are you up to?" Now I know I need to sound more local by saying "How may I help you?" to improve the quality of service.

Equity

To ensure equal access to resources, treatment and development opportunities, President Chain Store Corporation provides appropriate support and different training directions for young people, seniors or partners with different needs, as well as incorporating the Group's human resources mutual assistance platform to create a competitive and friendly employment environment with the four major principles of "retaining talents," "appropriate division of labor," "friendly employment" and "innovative thinking."

Creating a Fair Employment Environment

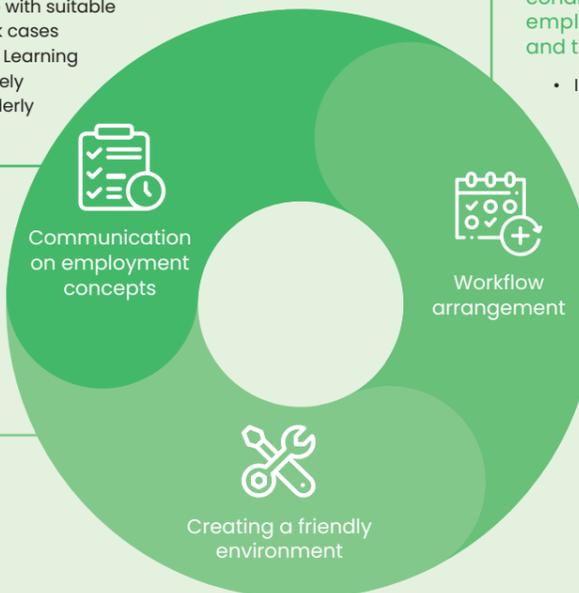
In view of the impact of aging and declining birth rates on the labor force, President Chain Store Corporation set up the Age-friendly Program in 2018 by integrating different departments. To cope with the decline in physical strength and vision of middle-aged and elderly employees, work processes have been redesigned in line with three major directions of "effort saving," "age friendliness" and "workstation". Effort-saving tools have been incorporated as well as coming up with the "Senior Learning Plan" for middle-aged and elderly partners with the help of the Workforce Development Agency to provide. A workstation model is actively promoted to assist middle-aged and elderly employees quickly adapting to work through appropriate routine division of labor. The three core measures as shown in the figure below. As of the end of December 2024, the Company has 2,087 employees aged 45-54, 637 employees aged 55 and above, and a total of 2,724 employees aged 45 and above, accounting for approximately 29.7% of the Company's total employees, exceeding the original target of 28%, showing that President Chain Store Corporation continues to make great efforts to promote middle-aged and elderly employment.

Encourage stores to employ middle-aged and elderly workers

- Continue to communicate with suitable stores through benchmark cases
- Provide stores with "Senior Learning Plan" to help them effectively train middle-aged and elderly employees

Evaluate the physical strength and conditions of middle-aged and elderly employees to arrange suitable tasks and time

- Initial shift time is shorter than that of regular employees based on their physical conditions
- Exclude tasks that involve climbing and weight-bearing
- Learn each task in stages



- Build elderly-friendly facilities, such as effort-saving tools and accessible facilities

Work experience and feedback from middle-aged and elderly partners



Two years after my retirement, I no longer wanted to stay idle. I knew that the store had a manpower shortage and the Company provided comprehensive and suitable work arrangements for the elderly returning to the workplace, so I decided to return to the store and serve customers with my partners. I believe my enthusiasm has not diminished, and I always serve customers with dedication and a smile. My tasks usually involve working at the counter for checkout/beverage making. With my friendly greetings, I have attracted a group of loyal customers who often get their coffee from the store.

Concrete examples of age-friendly arrangements include halving the weight of the incoming goods in the dairy baskets, providing pressure relief pads, effort-saving equipment and magnifying glasses in the counter, as well as choosing a bigger font on the screen of the coffee machine. In addition to being age-friendly, President Chain Store Corporation invested in setting up and optimizing the intelligent operations platform to reduce the obstacles caused by language differences, so that foreign partners can integrate into the workplace with more confidence. Besides finding a suitable work model for partners with different needs, this allows all partners to complete their work with ease in a friendly environment.



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

In addition, President Chain Store Corporation reviews employee salary levels every year to see if they are competitive and meet employees' needs, adjusts the starting salary for new employees, as well as providing equal pay for equal work for men and women. Salaries and benefits do not differ based on gender or age. President Chain Store Corporation's female employees account for 57.33%, and female managers in revenue-generating functions account for 55.79%. In 2024, the proportion of female department managers was 15.79%, and the total proportion of female TEAM managers, store managers, district consultants and department managers was 53.97%, showing that President Chain Store Corporation focuses on gender equality in the workplace. Starting from October 2024, employees of the same position are given the same monthly starting salary regardless of nationality, ensuring that all employees receive equal treatment.

Inclusion

The guiding principle of President Chain Store Corporation is creating a happy enterprise. To this end, it is committed to creating a workplace that encourages free expression of ideas and allows employees to feel respected, a sense of belonging, diversity and friendliness. In the face of the challenges of a super-aged society, in addition to innovating workplace models, actively empowering middle-aged and elderly people, and promoting cross-generational integration, we also hope to make partners feel accomplished, healthy and happy at work through proactive care, physical and mental wellbeing promotion activities, as well as comprehensive welfare and facilities, so that they can be proud to be a part of President Chain Store Corporation.

Internal Communications and Engagement Survey

President Chain Store Corporation values the opinions and feedback of every employee. It has set up various communication channels such as the Integrated Services Center and stakeholder section, encouraging employees to communicate directly with management to reflect workplace issues that need to be improved. This allows the Company to focus on formulating improvement plans. If there are issues of infringement of rights and interests, employees can also appeal through the aforementioned channels. Same-day reply and referral is guaranteed with results updated within 5 days to ensure that the voice of every partner is valued. Moreover, there is an internal proposal system that allows employees to share their opinions on the Company's operations.

+ Employee Engagement Survey +

To better understand employees' job involvement and workplace adaptation, President Chain Store Corporation plans to conduct an Employee Engagement Survey every two years on all employees. To make the questionnaire more to-the-point, we adopted the reasons analyzed and collected for resignation, taking leave without pay and informal communication channels as the basis for questionnaire with multiple questions. The questionnaire included aspects such as management, colleagues, job, remuneration, development and engagement. We adopted the Six-Point Scale to collect employees' feelings and thoughts using a comprehensive scale of agreement and frequency of occurrence.

In 2023, a total of 7,757 people ^(Note 1) filled in the questionnaire, accounting for 89.7% ^(Note 2) of the total employees. The percentage of employees giving an "active" and "very active" response accounted for 80.00% of all respondents, achieving the target value of 80% for the year.

(Note 1) This survey is anonymous. Basic information questions were reduced in order to motivate more employees to participate, so gender was left out of the survey this time.

(Note 2) Respondents accounted for 89.49% of all FTEs.

The next employee engagement survey is scheduled in 2025. In order to understand the interactions between management and partners, we analyzed the engagement survey results to find workplace issues that need to be improved, and further focused on developing targeted improvement plans. In 2024, we actively organized and promoted employee engagement activities to enable more partners to share positive moods and positive energy. In the meantime, we are committed to cultivating and improving the capacity of volunteers of the Happy Cooperative Society to ensure that all partners can receive quality services. Moreover, we actively communicate with relevant units to adjust and optimize the system to enhance employees' trust in the organization.

7 Days of Assurance, 11 Dimensions of Inclusion

President Chain Store Corporation promotes the "Peace of Mind" program in line with the illegal abuse in the workplace prevention project, and includes "Prevention of Workplace Violence, Discrimination and Sexual Harassment" in the compulsory training courses to enhance all employees' ability to identify and respond to risks, in order to eliminate workplace violence, discrimination and sexual harassment. To ensure the safety of all store partners and logistics personnel, we have produced a simple sexual harassment procedure for franchisees to help them take preventive measures and perform workplace risk assessments. We are ahead of our peers in installing flash alarms in stores to create a comprehensive workplace safety network.

Q A suspected sexual harassment incident occurred at the store. What should I do?

Take immediate and effective corrective actions! First, categorize the situation, then identify the details, and proceed according to the guidelines for different types. Possible situations that could occur at the store:





Respecting everyone’s needs and recognition has become the key to creating a diverse and friendly workplace. For this reason, President Chain Store Corporation has promoted the inclusion program. In 2024, all name tags for store partners were updated with the titles they wanted to keep. Not only does this allow partners of diverse gender identities to present themselves with ease, but also protects their personal information and prevents reduce the risk of customer harassment.



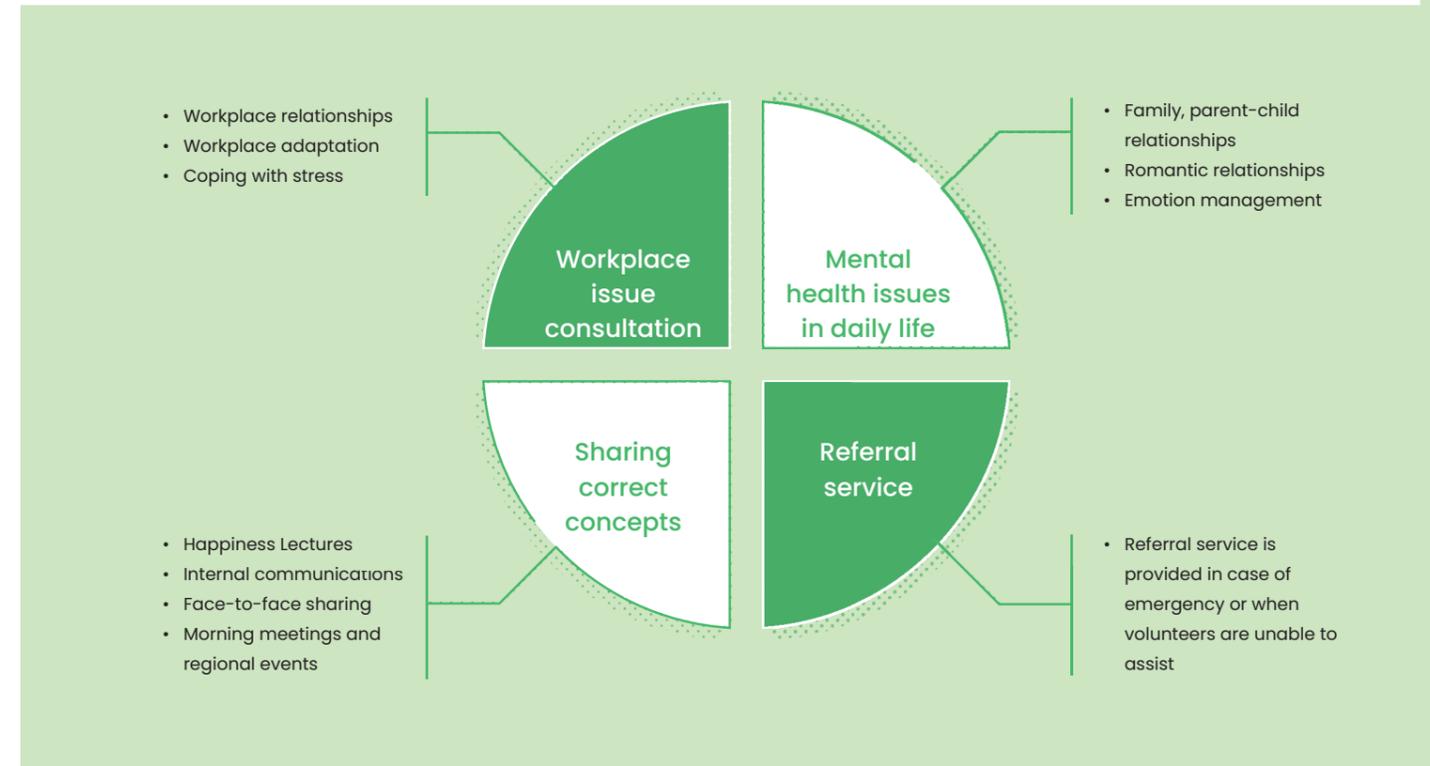
In addition, we have created a collaboration model for employees of different ages that allows everyone to maximize their advantages. Younger staff are better at learning how to use different gadgets, while middle-aged and elderly staff can better manage relationships with returning customers and sales with their vast experience and likeable personalities. They can learn from each other and promote cross-generational communication and integration in the workplace.

Health and Safety for All

Health and Safety for All aims to improve the overall well-being of employees and create a positive and healthy work environment. The program covers many aspects from health management, psychological support to employee safety, ensuring that every employee can realize their potential in a stress-free environment.

To provide physical and emotional support to President Chain Store Corporation employees, the Happy Cooperative Society was established to train internal volunteers that can provide timely and effective support for colleagues facing challenges in the workplace or personal life. Employees will be referred to a more professional psychological counsellor

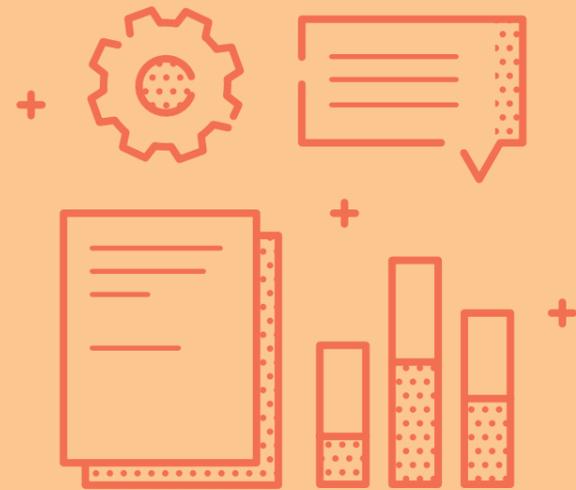
help when necessary. As of 2024, volunteers spent 3,001 hours caring for 3,920 people. In order to bring the issue of mental health closer to every partner, the “Mental Health Station” was launched in 2024 to share various mental health topics through books, articles, videos or podcasts, allowing partners start internal dialogues in a relaxed mood. At the end of each sharing, the Happiness Cooperative Society gives a warm reminder and channels to seek help, so that partners can understand the importance of mental health.



In addition to raising awareness of the importance of mental health, we also value physical health and actively promote fitness activities. In order to increase the willingness to participate, President Chain Store Corporation has broken through the geographical limitations of the Company’s decentralized business and cooperated with a start-up to develop a fitness app called “Fitness Life Circle.” The app combines sports and gamification to create an online fitness record, with results added to the database to promote sports in Taiwan, create value for public welfare and develop healthcare. In addition, we encourage employees to exercise by providing annual gym memberships and membership fee subsidies. In the meantime, we have a calcium supplement plan that allows partners to pick up family-sized fresh milk at stores near work or home to boost their daily nutrition and health.



Implementing Sustainable Management



7-ELEVEN Global Sustainable Development Declaration

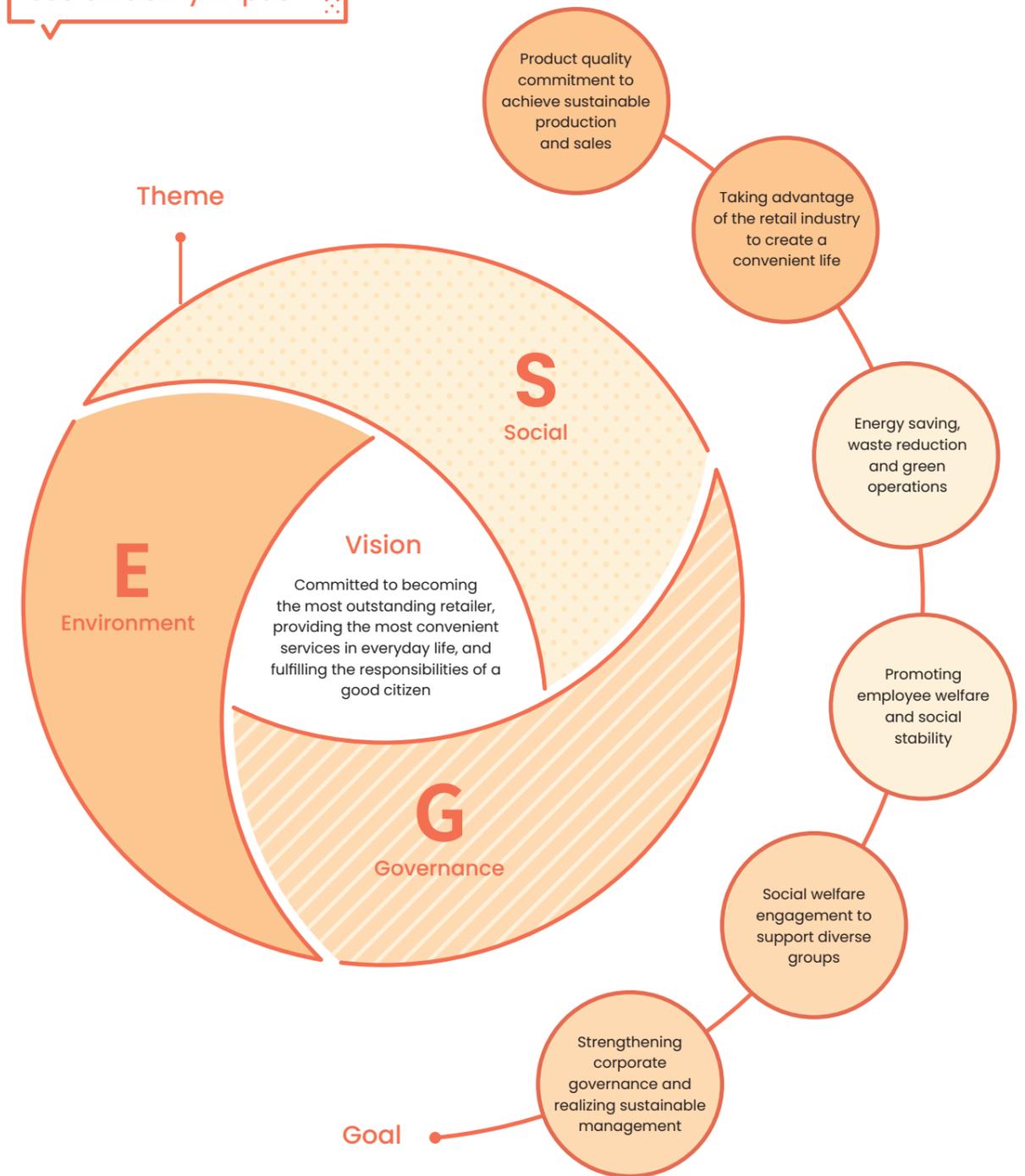
As the global steward of the 7-ELEVEN brand, we challenge ourselves to grow our business responsibly and support businesses and communities within the 7-ELEVEN family to create positive social and environmental impact.

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.



2 ZERO HUNGER
GOAL 2 Zero Hunger
 Good Neighbor Meal Delivery Team provides meal pickup and delivery services to disadvantaged groups.

3 GOOD HEALTH AND WELL-BEING
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.

4 QUALITY EDUCATION
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.

8 DECENT WORK AND ECONOMIC GROWTH
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.

11 SUSTAINABLE CITIES AND COMMUNITIES
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.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION
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.

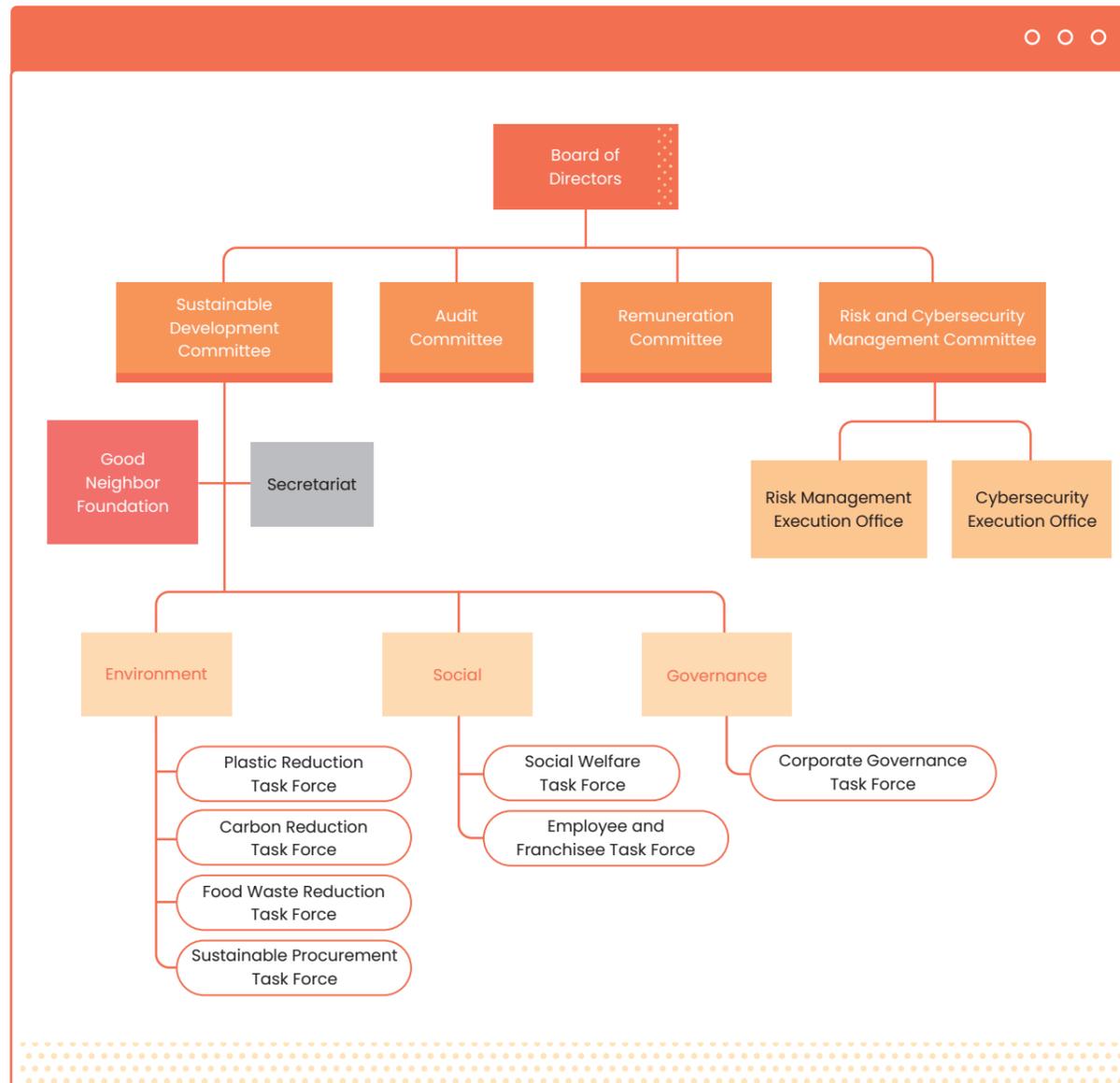
13 CLIMATE ACTION
GOAL 13 Climate Action
 Setting up the Carbon Reduction Task Force to meet the target of Scope 1 and 2 net-zero emissions from the main operations by 2050. Understand the main sources of carbon emissions by obtaining the verification of ISO 14064-1:2018 greenhouse gases, implementing 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.

15 LIFE ON LAND
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.

17 PARTNERSHIPS FOR THE GOALS
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.

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.

Identifying existing and potential impacts

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.

Assessing the significance of the impacts

05

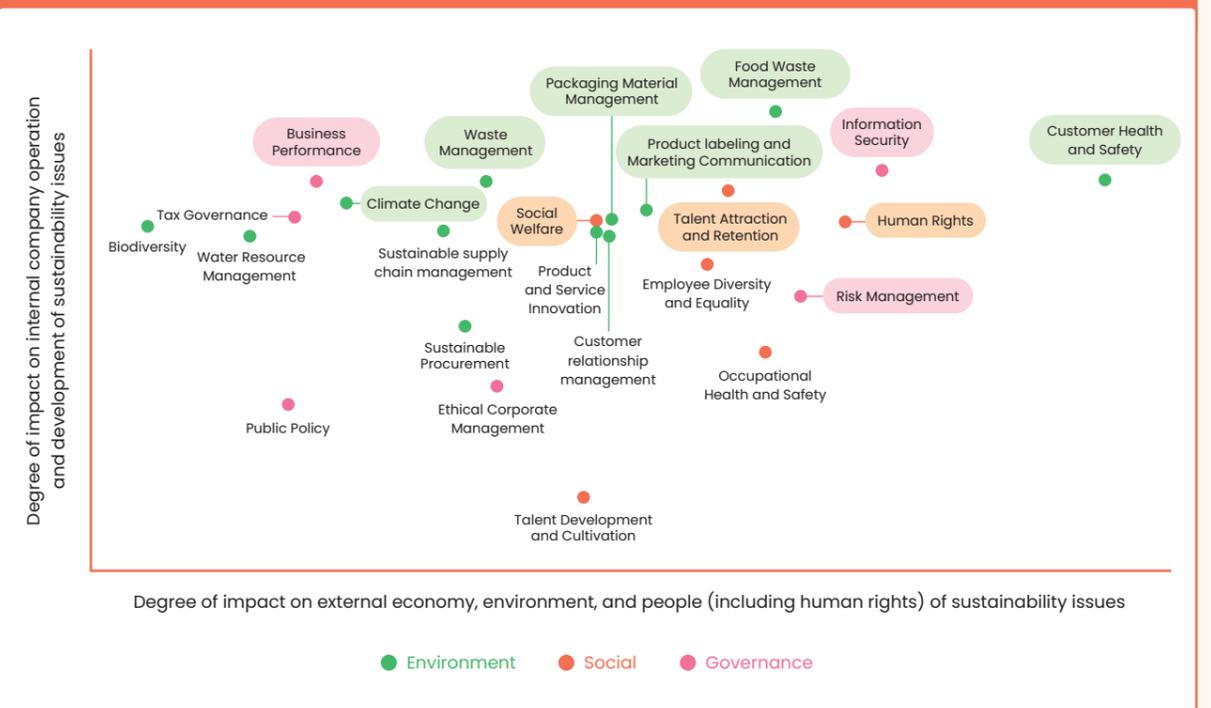
Stakeholders' degree of concern

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.

Prioritizing the most significant impact for reporting

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"> 1. Failure to improve the weaknesses in the Employee Engagement Survey will reduce employee satisfaction with their work, resulting in brain drain. 2. 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"> 1. 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. 2. 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"> 1. 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. 2. 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
Positive impact: <ol style="list-style-type: none"> 1. Working with suppliers to build a vegetarian food production line and create new business opportunities for suppliers 2. Assisting 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"> 1. Cultivated vegetarian production lines with 10 suppliers in 2024. 2. A total of 24 new suppliers and manufacturers were introduced in 2024. 	<ol style="list-style-type: none"> 1. The scale of economic support for Veggie Selection suppliers were increased to approximately NT\$935 million in 2024. 2. 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
Positive impact: 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.	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.
Negative impact: Compared with vegetarian products, products that contain meat increase greenhouse gas emissions, thereby aggravating the impact of the greenhouse effect on the environment.		

Type of Stakeholders –Consumers		
Positive and Negative Impacts	Quantitative output	Quantitative impact
Positive impact: 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.	<ol style="list-style-type: none"> 1. 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. 2. 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
Positive impact: 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.	<ol style="list-style-type: none"> 1. 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. 2. 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
<p>Positive impact:</p> <ol style="list-style-type: none"> 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. Centralized production of each item can reduce the waste of raw materials for suppliers. 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. 	<p>In 2024, the amount of food waste generated by factories was reduced by 128 metric tons compared to the previous year.</p>	<p>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.</p>

Type of Stakeholders -Environment		
Positive and Negative Impacts	Quantitative output	Quantitative impact
<p>Positive impact:</p> <p>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.</p> <p>.....</p> <p>Negative impact:</p> <p>Improper management of food waste will lead to increased greenhouse gas emissions, thereby aggravating the impact of the greenhouse effect on the environment.</p>	<p>In 2024, the amount of food waste reduced by iLove Food has increased by 4,144 metric tons compared to the previous year.</p>	<p>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.</p>

Type of Stakeholders -Consumers		
Positive and Negative Impacts	Quantitative output	Quantitative impact
<p>Positive impact:</p> <p>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.</p>	<p>The sales volume of iLove Food in 2024 reached NT\$4,817 million.</p>	<p>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).</p>

(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 ^(here)	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 >>> Response from President Chain Store Corporation

- 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 : pscsir@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 >>> 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

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

Products and services that are fast, convenient, and meet everyday needs, offering an enjoyable and efficient shopping experience.

- 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.

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

(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 safety Information security Business performance Product and service innovation Occupational 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 services 12 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 employees A 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 safety Tax strategies Sustainable procurement Waste management Product 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 security Social welfare Ethical corporate management Customer health and safety Public 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 performance Customer health and safety Information security Occupational 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 : pcsclgal@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 management Product labeling and marketing communications Sustainable procurement Packaging material management Product and service innovation Customer health and safety Sustainable supply chain management Climate change Food waste management Biodiversity Employee 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 safety Information security Customer relationship management Sustainable supply chain management Product 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

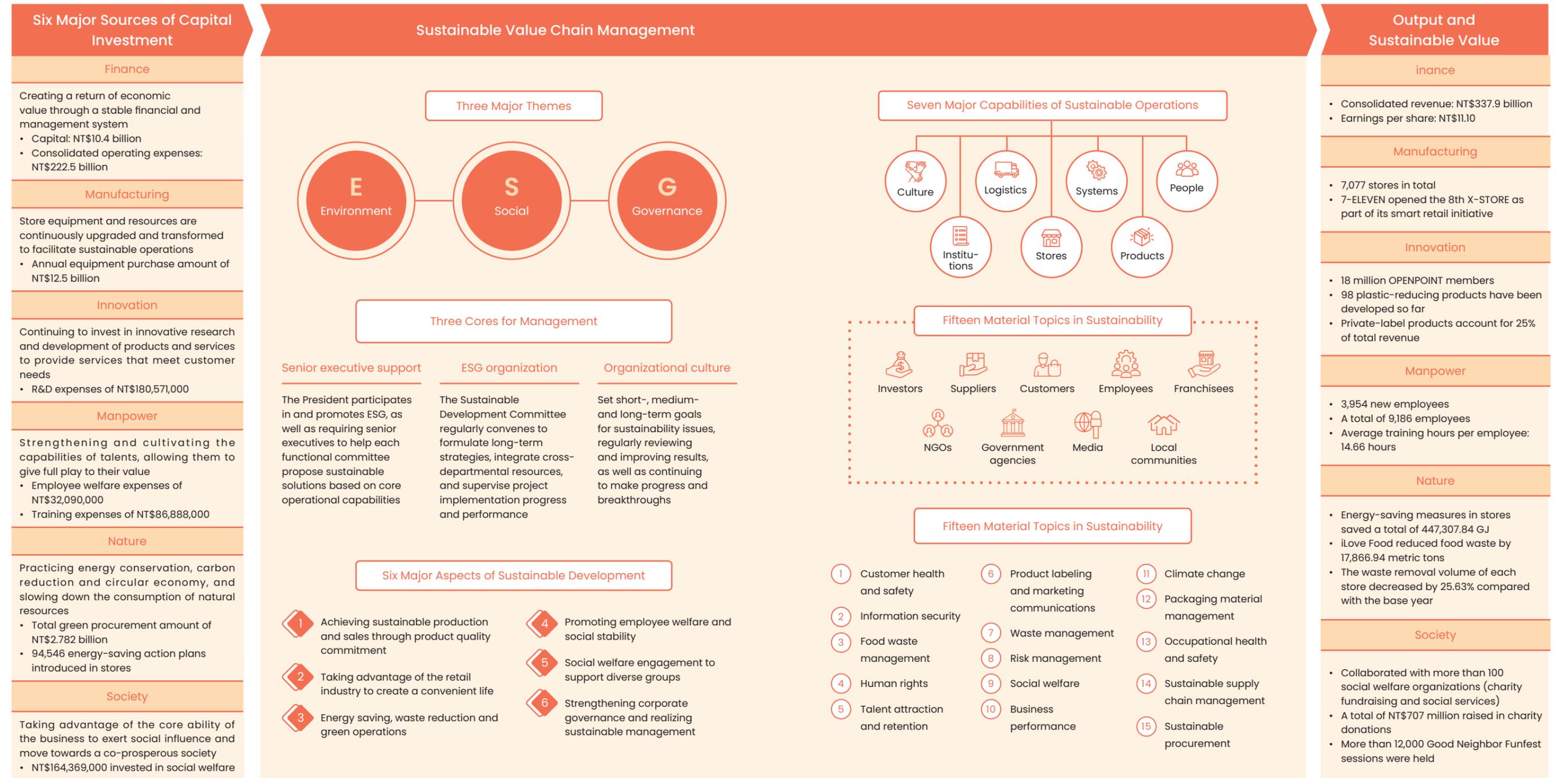
Seven sustainable materials were launched by working with the public and private sectors, such as the Agriculture and Food Agency, Society of Wilderness, different President Chain Store Corporation divisions, as well as contracted farmers of sweet potatoes and bananas to raise awareness of sustainable 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.



2

Achieving Sustainable Governance

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



Management Policies

Policies and Commitments

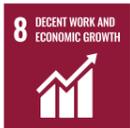
- Personal Data Protection Management System and Policy
- President Chain Store Corporation Personal Profile Data Security Maintenance Plan ([Personal Data Protection Handbook](#))
- [President Chain Store Corporation Risk Management Policy](#)
- [Articles of Incorporation](#)

Management Actions

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

Sustainable Goal Management Process

Material Topic	Management Metrics	Medium- and long-term Targets	2025 Targets	2024 Targets & Performance
Risk Management	Percentage of employees receiving risk management training courses	20% by 2028	10%	New target 0.65%
Business Performance	Number of total stores	7,950 stores by 2028	7,350 stores	New target 7,077 stores
Information Security	<ol style="list-style-type: none"> Number of information leakages Proportion of information leakages containing identifiable personal information Number of customers affected by information leakages Number of violations that infringe on customer privacy and total fines paid due to information security incidents 	2028 (1) ≤ 1 (2) ≤ 30% (3) ≤ 600 (4) ≤ NT\$700,000	(1) ≤ 3 (2) ≤ 45% (3) ≤ 850 (4) ≤ NT\$ 850,000	(1) ≤ 3 (2) ≤ 50% N/A (3) ≤ 900 (4) ≤ NT\$900,000



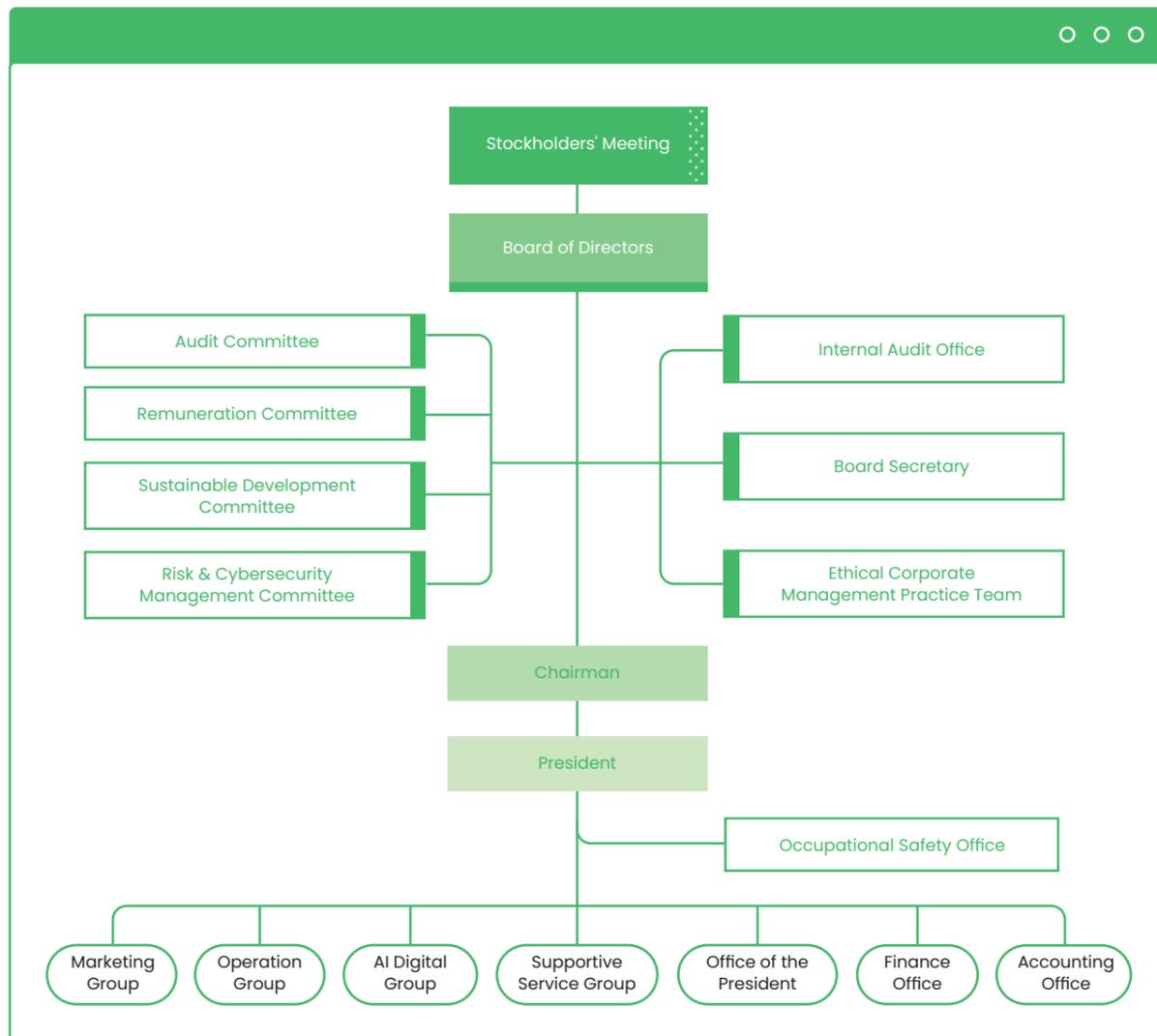
The consolidated revenue hit record high at **NT\$337,932,397** thousand, with **NT\$13,741,439** thousand in net profits that exceed the record of the previous year

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

2.1 Corporate Governance

Board of Directors

Sound corporate governance is crucial to the sustainable operations of a business. President Chain Store Corporation incorporates corporate governance into the Company's system of operations and with a sound and rigorous corporate governance structure. In addition to clear hierarchical management, it also sets up functional committees or task forces for specific issues to safeguard the rights and interests of stakeholders. To continuously strengthen corporate governance, the Company drafted the "President Chain Store Corporation Corporate Governance Best Practice Principles." In addition to complying with laws and regulations, the document also covers principles such as protecting shareholders' rights, strengthening the functions of the Board of Directors, acting as a supervisor, respecting the rights and interests of stakeholders and improving information transparency.



As the highest governing body of President Chain Store Corporation, the Audit Committee, Remuneration Committee, Sustainable Development Committee and Risk and Cybersecurity Management Committee have been set up under the Board of Directors to enhance financial information disclosure, managerial performance and stability and the Company's sustainable development. To this end, it carries out top-down management and supervision to ensure

the sound operations of the Company. President Chain Store Corporation's Board of Directors consists of 9 directors (including 3 independent directors). They are elected through a nomination system and serve a 3-year term, whereby shareholders select names from a list of candidates^(Note 1). The Chairman serves as the Chairman of the Board to implement and supervise all company matters without taking up the role as the Company's President. The President Chain Store Corporation board is characterized by diversity. The average age of board members is 64 with 2 female directors included. Their backgrounds range from business administration, economy, marketing, accounting, law to information engineering. Their education, work experience, professional expertise and remuneration can be found on pages 22-29 of the 2024 Annual Report^(Note 2). Moreover, education and training related to risk management and internal control are organized for Directors each year to enhance their judgment and capabilities on risk management events. In 2024, all Directors finished 2 sessions of risk management training course, covering topics such as economy, environment and society. In 2024, each Director received an average of 7.33 hours of training. For detailed information on director training, refer to page 43 of the annual report^(Note 2).

(Note 1) The nomination and selection process of functional committee members can be downloaded from [the Company's investor relations website](#).
 (Note 2) The 2024 Annual Report can be downloaded from the Market Observation Post System and [the Company's investor relations website](#).

In order to ensure the independence of the board, per the regulations set forth in the "Regulation Governing Procedure for Board of Directors Meetings," if Board members or the corporation they represent have interest in a matter before the Board which could adversely impact Company interests, they can state their opinions and provide consultations but are not permitted to participate in discussion or voting. They must recuse themselves during discussion and voting, and they are prohibited from serving as proxy for other directors^(Note). The Board of Directors must convene at least once every quarter to discuss the Company's business performance and development strategies as well as major investment issues. In 2024, the Board convened 7 times with an average attendance rate of 98.41%.

(Note) The independence of the Board can be found on page 21-22 of the 2024 Annual Report, downloadable from [the Company's investor relations website](#).

+ Functional Committees +

In order to improve the supervisory function and strengthen the Company's management, the President Chain Store Corporation Board of Directors has set up an Audit Committee, a Remuneration Committee and a Sustainable Development Committee. The Risk and Cybersecurity Management Committee was set up in November 2023 following the board resolution, with the Risk Management Execution Office and Cybersecurity Execution Office underneath, functioning independently to formulate regulations for the organization. Functional committees are responsible for the discussions of the Company's major proposals and issues such as economy, environment, society, human rights, risks and cyber security. For the members of each committee, resolutions and relevant information, refer to [President Chain Store Corporation's website](#).

+ Performance Evaluation and Remuneration System for Directors +

President Chain Store Corporation has set forth the "Rules for Performance Evaluation of Board of Directors" to implement corporate governance and enhance the functions of the Company's Board of Directors as well as setting performance targets to enhance operational efficiency. A number of indicators that have been selected are highly linked to corporate governance and corporate sustainable development so as to ensure the Company's sustainable operations. In 2024, it was assessed that the Board of Directors, individual board members and each functional committee have a good grasp of the Company and their goals and tasks, which effectively promote the Company's sustainable operations, social responsibilities, risk management and long-term strategic development.

Moreover, President Chain Store Corporation has set forth the remuneration policy for directors based on the Company's Articles of Incorporation. The standards and procedures for allocating Directors' remuneration are transparent and linked to the Company's profitability. The payment of Directors' remuneration takes into account individual performance, company operating conditions, ESG performance, future risks and industry standards. The results are submitted to the shareholders' meeting after the resolution of the Remuneration Committee and the Board of Directors. The Company also adjusts the remuneration system in line with the actual conditions and laws to ensure a balance between the Company's sustainable operation and risk control.

(Note) The remuneration of the Board of Directors can be found on page 26-29 of the 2024 Annual Report, downloadable from [the Company's Investor Relations website](#).

Remuneration System for Senior Management

The salary of the Company's managers is based on personal performance, including financial indicators such as the Company's profitability and their contribution to the overall operations, while taking into consideration the market salary level and the Company's operating performance. Bonus distribution is based on the Company's Rules on Bonus and Performance Management, while taking into account the Company's annual operating performance and individual performance.

Climate change is a core element in President Chain Store Corporation's plan towards sustainable development, and carbon reduction is a vital element of the plan. President Chain Store Corporation pioneered in linking carbon reduction to the performance of senior management such as CEO and senior executives since in 2023, with appropriate rewards given in line with the achievement. The targets for 2024 were reducing emission intensity by 1% per NT\$ million of revenue, passing the verification of ISO14064-1 greenhouse gas and ISO50001 energy management system. One point was added to the total performance score if all three KPIs were met.

In line with the Company's reward and remuneration system, the total performance score of senior executives is linked to the performance bonus of the current year, the calculation of salary increase and related benefits for the following year to support the progress of sustainable development with actual rewards and compensation. To implement the sustainable development strategy and promote its progress, President Chain Store Corporation expects to link remuneration of senior executives to the sustainable performance indicators of the Company's four major environmental task forces (carbon reduction, plastic reduction, food waste management and sustainable procurement). The annual targets include the proportion of single-use plastic, carbon emission intensity, the proportion of procurement value of raw materials with sustainable certification, the ratio of food waste reduction, as well as the percentage of major food safety risk violation. These metrics not only promote the Company's sustainable development, but also motivate senior executives to actively participate in continuous improvement and innovation to promote the Company's sustainable development through the connection with environmental goals.

+ Remuneration Payment for Senior Management +

In 2024, the total amount of remuneration paid by President Chain Store Corporation to senior executives accounted for 0.44% of the Company's net profit after tax. For relevant information on remuneration, please refer to pages 27-28 President Chain Store Corporation's 2024 Annual Report.

Annual Ratio of Total Remuneration	Difference in Annual Ratio of Total Remuneration
55.09-110.18	-1.03

(Note 1) Definition of denominator: The median salary of all employees is calculated based on the median disclosed by the Company in the current year in accordance with the provisions of "Taiwan Stock Exchange-Non-Supervisory Full-time Employee Salary Information," and is used as the denominator of the two indicators above.
 (Note 2) Definition of numerator: The annual total remuneration of the highest paid individual in the organization is calculated based on the "Range of Remuneration for Directors" disclosed in the Company's annual report. The difference in the total annual remuneration of the individual is also estimated this way.
 (Note 3) The employee structure was adjusted during the year due to the retirement of senior high-paid employees and increase of new employees. As a result, the median salary has decreased with a negative ratio.

Ethical Corporate Management

Ethical management is one of the most significant guiding principles for President Chain Store Corporation. President Chain Store Corporation established its "Ethical Corporate Management Practice Team" under the Board of Directors, as well as drafting the "Corporate Governance Best Practice Principles," "Ethical Corporate Management Best Practice Principles," and "Ethical Corporate Management Operating Procedures and Code of Conduct" to serve as the base for promoting ethical corporate management within the Company, as well as being incorporated into employee personal performance evaluation that is linked to their salary. Any violation of ethical corporate management will result in a 5% to 45% reduction of year-end bonus (part of employee salary) depending on the severity of violation, or even demotion with a direct impact on the employee remuneration. Moreover, the status of the Company's performance is disclosed on our official website and in the annual report each May. There was no incident of corruption, bribery or event that violated the Fair Trade Act, conflict of interest, money laundering and insider trading in 2024, nor was there political

donation. The amount of political donation in 2024 was zero. In view of the principle of zero tolerance for corruption, the "President Chain Store Corporation Anti-Corruption and Anti-Bribery Policy" ^(Note) will be formulated in 2025 to require all stakeholders to comply with relevant regulations.

Ethical Corporate Management Practice Team



The Results and Plans of Promoting Ethical Corporate Management

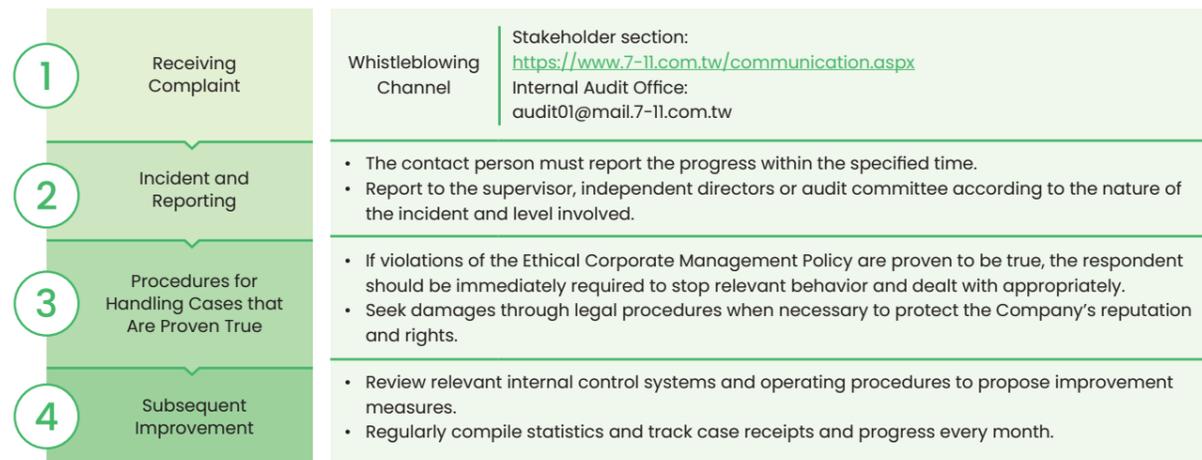
President Chain Store Corporation raises awareness of ethical corporate management through a monthly publication, featuring cases or reminders collected by the Ethical Corporate Management Task Force to promote the concept and policy of ethical corporate management, including labor safety, work and food safety regulations, Fair Trade Act, Personal Data Protection Act, etc. Education and training on the topic of ethical corporate management applies to all President Chain Store Corporation employees, including store managers, with certain courses expanded to management of affiliated companies. To help employees fully understand how to use the whistleblowing channels, all staff receive relevant training either during new employee orientation or through the QA and Ethical Corporate Management Certification program. In terms of external collaboration with suppliers, we have formulated ethical corporate management clauses to ensure ethical corporate management from suppliers. In 2024, a total of 198 supplier contracts and raw material supply agreements, as well as a total of 1,019 procurement contracts were signed. The signing rate of ethical corporate management and CSR-related clauses in the aforementioned contracts is 100%.



Ethical Corporate Management Grievance Channels

In the event of violations of ethical corporate management, employees can also offer feedback and suggestions to management through the Integrated Services Center, e-mail, dedicated stakeholder section on the official website and the internal proposal system. If an incident violating ethical corporate management is discovered by external stakeholders, they can report the incident through the dedicated hotline set up by President Chain Store Corporation's Internal Audit Office and Integrated Services Center, or the hotline and stakeholder section of our website. Company personnel who handle relevant reports shall keep the identity of the whistleblower and the details confidential, as well as a zero tolerance policy for retaliation, with a commitment to protect whistleblowers from any mistreatment as a result of the act.

After stakeholders send their feedback by e-mail through our website, messages are passed directly to the dedicated unit, which is then required to update the status of the case within a specified time frame. The flow chart for handling and investigating complaints is as follows. President Chain Store Corporation keeps track of the number of reports as well as the progress each month. In 2024, a total of 1,381 cases were raised in the stakeholder mailbox, with the total number of cases decreased by 94 compared with the same period last year.



Fiscal and Tax Governance

President Chain Store Corporation actively opened new stores in 2024 as an attempt to create sustainable economic value, driving growth through the integration of strategies for online and physical businesses to respond to rapidly changing market demands and consumer behaviors. President Chain Store Corporation's operating performance grew by 6.58% compared to last year, and it continues to set new highs. Please refer to the President Chain Store Corporation [individual financial statement](#) and [consolidated financial statement](#) available on the Market Observation Post System.

Direct Economic Value Distribution

Item (Unit: NT\$1,000)	2023	2024
Operating costs	130,995,405	139,489,979
Employee wages and benefits	8,287,780	8,627,124
Payment to investors	9,946,016	10,150,751
Payment to government	1,711,691	4,203,374
Community investment	26,865	26,865

(Note) Direct economic value distribution data comes from individual financial statements.

2.2 Risk Management

The Company's ability to respond to and deal with risks has been an important key to its continued growth and stable operations. President Chain Store Corporation is committed to maintaining a comprehensive risk management system that includes the Group's organization and subsidiaries in the scope of risk management. The Company aims to control various risks that may affect corporate operations through the risk management mechanism, as well as the integration of such mechanism into operating activities and day-to-day management. To further ensure the effectiveness of corporate risk management and align with international standards, President Chain Store Corporation has set up an independent unit to conduct internal audits on the risk management process, and introduced the ISO 31000:2018 risk management system in 2024 to develop awareness of corporate risk management through education and training. The incorporation of management system will subsequently be evaluated for the possibility of entrusting a third party to perform external audits of risk management. In order to achieve a culture of full employee participation in risk management, classroom and online risk management courses have been scheduled for 2025 to improve the risk management capabilities of all employees. For relevant training hours and information, please visit the official website.

Risk Management Structure

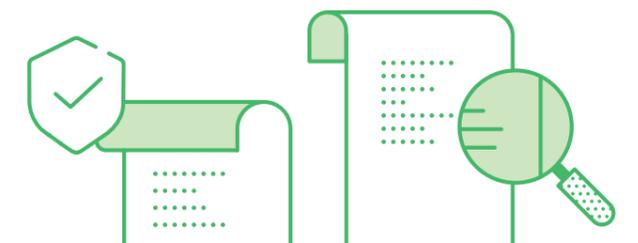
The Company's Board of Directors is the highest risk management unit that is responsible for approving risk management policies and structures to ensure the effectiveness of risk management. The Risk and Cybersecurity Management Committee is affiliated to the Board of Directors with the "Risk Management Execution Office" underneath that is a cross-departmental risk management decision-making. It exercises its powers independently of other business functions and operating activities, with the Executive Vice President of the Supportive Service Group serving as the convenor. Task forces have been set up under the execution office for overall risk monitoring, assessment and measurement for President Chain Store Corporation, integrating and managing various strategic, operational, financial and other potential risks that may have an impact on the operations and profits, as well as regularly reporting to the Risk Management Execution Office. Annual plans and implementation results are submitted to the Board of Directors after discussion by the Risk and Cybersecurity Management Committee.

+ Three Lines of Defense Model for Risk Management +

President Chain Corporation developed its risk management system and control processes following the three lines of defense model. The first line of defense is for each business unit to review risks regularly (at least twice a year) with risk management units (including risk identification, monitoring and feedback), as well as monitoring and tracking crisis or relevant risks (see Chapter: Crisis Management) to ensure effective risk control. The second line of defense consists of risk management units, including the "Risk and Cybersecurity Management Committee" and the "Risk Management Execution Office." They are tasked with supervising risk management policies and implementation, coordinating and promoting cross-organizational risk management and control plans, as well as regularly reviewing and proposing suggestions for improvement ^(Note 1). The third line of defense are the internal audit units, including the Audit Office and the Audit Committee. The former conducts audits on the overall systemic risk assessment processes, while the latter is responsible for reviewing internal audit reports and evaluating the effectiveness of the policies and procedures of the internal control system ^(Note 2). The three lines of defense work together to form a comprehensive risk management structure, ensuring that President Chain Store Corporation can effectively respond to various risks in a changing environment.

(Note 1) The Risk Management Execution Office is responsible for reviewing the Company's risk exposure, reporting the status to the Risk and Cybersecurity Management Committee through regular meetings, and reporting to the Board of Directors annually on the risks identified and assessed, as well as the monitoring and feedback of each unit.

(Note 2) The Internal Audit Office conducted an internal audit of the overall risk management process in May 2025 in line with the internal audit system, audit the risk assessment process (including risk review, exposure review, etc.), as well as issuing an audit report. It is expected to be conducted regularly (at least once every two years) in the future to ensure effective risk control.





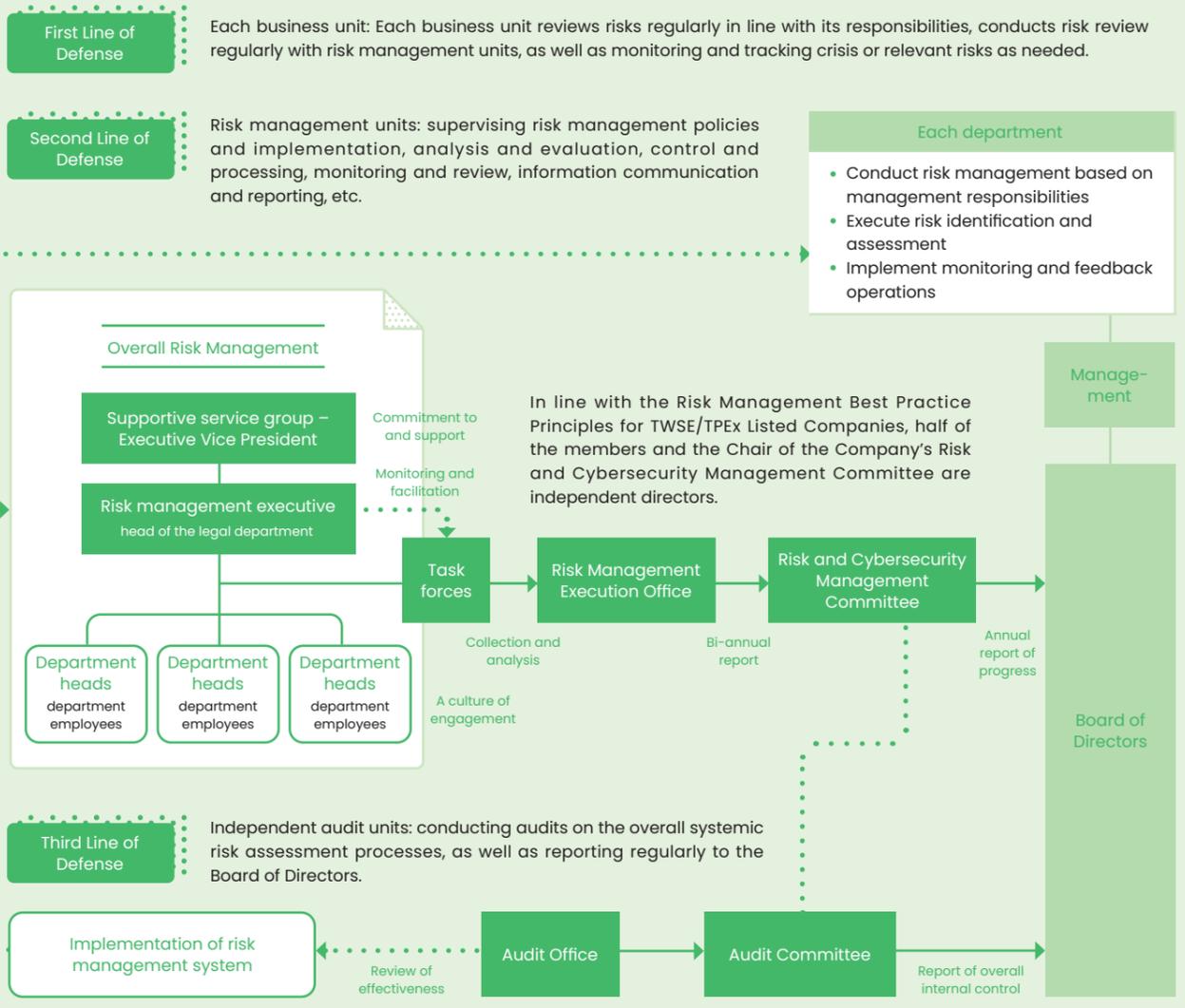
Risk Identification	Risk Analysis and Measurement	Risk Monitoring and Response	Risk Report
Each unit should identify risks associated with their tasks based on risk management policies and procedures, including strategic risks, operational risks, financial risks, information risks, legal compliance risks, integrity risks and other emerging risks (such as climate change or infectious diseases).	All risks that have been identified should be assessed based on the "Table of Impact Degree Judgment Criteria" to analyze the cause and negative impact on the Company, as a reference for formulating subsequent corresponding measures.	Based on the result of risk analysis, relevant personnel of each unit plan and implement risk response measures requiring prioritization, as well as serving as a reference for each operating unit to formulate and select improvement measures in the future.	Regularly summarizing the status quo of risk management and control to report to the Risk and Cybersecurity Management Committee and the Board of Directors.

Risk Identification and Ranking

President Chain Store Corporation's scope of risk management includes but is not limited to operational risks, market risks, financial risks, compliance risks, climate risks and other risks that may cause significant losses to the Company. When identifying risks, each business unit analyzes the sources of risks (such as disasters/infectious diseases, contracts/laws, financial conditions, personnel behavior, asset losses, quality, supplier operating conditions, etc.) and their potential impacts (such as finance, production/products and services, personnel, reputation and image, etc. to understand all potential types of risks. The types of risks and responsible units for management and implementation are as follows:

Financial Risks	Description	Risks associated with financial operations, including investments, loans, etc.
	Risk Management Measures	President Chain Store Corporation's Finance Office takes laws, policy and market changes into consideration when formulating various strategies, processes and indicators, regularly analyzing and assessing changes of relevant risk and taking appropriate countermeasures to reduce the Company's overall potential risks. President Chain Store Corporation also continuously reviews and updates the cash flow forecast in order to adjust the cash level in a timely manner following the pandemic situation to ensure liquidity.
	Dedicated Unit	Finance Office

Compliance Risks	Description	Risks associated with legal or contractual relationships.
	Risk Management Measures	Based on the functions, all departments and business units analyze and assess major domestic and foreign policy, law and technological changes and adopt appropriate countermeasures to reduce potential operational risks in the future. Moreover, President Chain Store Corporation also has an inter-division Regulation Identification Committee that regularly holds "Regulation Identification Meetings" to keep abreast of the latest changes to laws and regulations so as to be able to adopt appropriate countermeasures. Additionally, each unit's supervisor also sets up a "Crisis Management Task Force" to effectively control and manage any potential or current market risks or crisis.
	Dedicated Unit	Various business units/Regulation Identification Committee/Crisis Management Task Force



To create a culture where all members of the Company are actively engaged in risk prevention, President Chain Store Corporation employees at all levels have their own roles and responsibilities: the head of the Supportive Service Group commits to and supports the Company's overall risk management policy, as well as serving as or appointing the CEO of Risk Management (head of the Legal Department) to be responsible for supervising and promoting the strategies from the Risk Management Task Force. The Risk Management Task Force is in turn composed of department heads and employees for risk assessment and identification, as well as reporting the results of the risk treatment plan.

Risk Management Processes

The Risk Management Execution Office identifies, analyzes, measures, monitors, responds to, reports risks based on the risk characteristics and impact levels compiled by each task force, as well as improving response measures. The processes are as follows:

 <p>Food Safety Risks</p>	Description	Risks caused by poor quality or risks of loss caused by product safety.
	Risk Management Measures	<p>President Chain Store Corporation attaches a great deal of importance to consumer health and safety and has made food safety its top priority while continuing to invest each year to ensure rigorous quality control. Food safety risks can have a serious impact on the Company's image as well as income and profits. To this end, a product safety process control mechanism has been set up to enhance management of the supply chain as a long-term effort on the part of the Company. The countermeasures are listed as follows:</p> <ol style="list-style-type: none"> 1. Establishing the Merchandise Safety Committee and holding regular meetings to discuss topics such as government laws and regulations, contract manufacturers and supplier assessment deficiencies, product safety information, food safety testing programs and implementation progress. 2. Establishing the Product Safety Information Collection and Inventory Tracking Operational Standards, collecting own product safety information and setting up inventory and tracking procedures to ensure the safety of our products. 3. With measures such as contractual cooperation, production site management, ingredient tracing mechanisms and systems, supplier grading, management and on-site assessment system, distribution centers and periodic store checks, as well as occasional sampling of raw materials and finished products, we continue to stay on top of the entire supply chain from production to store in order to set up a food safety net for our consumers.
	Dedicated Unit	Operations Group/Marketing Group

 <p>Franchise Risks</p>	Description	Risks caused by franchise owners' operations.
	Risk Management Measures	To keep individual stores growing and the overall operations of the Company stable, President Chain Store Corporation continues to optimize its franchising mechanism, improving the remuneration to franchisees, and keeping franchises in good order as countermeasures.
	Dedicated Unit	Operations Group/Marketing Group

 <p>Information Security Risks</p>	Description	Risks such as major information system downtime and hacking incidents.
	Risk Management Measures	President Chain Store Corporation takes stock of information and communication systems and services, assesses their management and technical vulnerabilities, as well as the types of threats they may face, the degree of impact and the probability of occurrence to invest in protection resources for risk management and control in line with the value and impact they bring to the Company's operations. It continues to strengthen the information security risk management and control mechanism to reduce the threat of external hackers and internal human error, as well as building an information security management system that complies with laws and regulations to protect consumers' personal information and the Company's business secrets.
	Dedicated Unit	Cybersecurity Execution Office

Risk identification and prioritization are conducted using a dual-axis risk matrix. The X-axis represents the impact level (I) of the risk, rated on a scale from 1 to 5; the Y-axis represents the likelihood of occurrence (L), also rated from 1 to 5. The risk level (R) is calculated by multiplying the two scores. This serves as the standard for assessment. Scores are assigned to various risks, such as financial, food safety, franchising, and regulatory risks, and ranked according to the potential impact and consequences they may have, thereby highlighting the severity, likelihood, and significance of each risk to the Company.

Risk Matrix

The risk acceptance value is 14 (can be adjusted if necessary)		Level of Severity					
		Insignificant	Low	Moderate	High	Extremely High	
		1	2	3	4	5	
Likelihood	Extremely high	5	5	10	15	20	25
	High	4	4	8	12	16	20
	Medium	3	3	6	9	12	15
	Low	2	2	4	6	8	10
	Extremely low	1	1	2	3	4	5

Residual Risk Status :

insignificant	Low	Moderate	High	Extreme High
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(Note 1) Level of severity (I) indicates the impact of a risk event on the Company, with 1 being insignificant and 5 being extreme high.
 (Note 2) Likelihood (L) indicates the probability the incident will occur, with 1 being extremely unlikely and 5 being extremely likely.
 (Note 3) When conducting the assessment of the level of risk (R), the residual risk under the existing control measures is taken into consideration. If it is higher than 14 points (red block), it represents extremely high risks.

Relevant units will implement prevention and improvement measures for each level of risk. When the risk level (R) is higher than 14 points, the impact on the Company's operations will be more significant, so this score is adopted as the risk appetite. If risks above this level occur, relevant units should promptly respond and improve. None of the 76 risks assessed this year exceeds the risk appetite. Therefore, the top three risks were selected. After review and adjustment by the head of the Risk Management Execution Office, the top three risks in 2024 were labor shortage, operational and food safety risks. The relevant risk appetite and mitigation measures are explained as follows:

Risk	Risk level (R)	Mitigating and Response Measures
Labor shortage risk	8	The aging population and declining birthrate have led to a shortage of manpower in the service industry, making recruitment difficult. As a result, some franchise stores have encountered operational difficulties due to the shortage of manpower, resulting in an increase in the number of contract terminations compared to last year. In order to stabilize the proportion of franchise stores, franchise owners have been encouraged to operate multiple stores in close proximity in recent years, so that store partners can cover multiple stores to reduce operating costs. The following countermeasures have been taken: (1) Encourage franchise owners to operate multiple stores in the same area to improve manpower efficiency. (2) Increase the proportion of new franchise owners and encourage them to recommend good employees to become franchise owners. (3) Reduce operating costs and increase store profits. (4) Assist stores with no operating opportunities to be combined with suitable stores. (5) Increase education, training and management to improve operational ability and sales.
Operational risk	3	Logistics and distribution have not been expanded in response to the growing number of stores, resulting in delayed delivery schedules. Continuous store expansion will increase the number of stores that each logistics center is responsible for, resulting in insufficient inventory and storage space for goods. When there are large shipments of new products or activities, store delivery delays and complaints will arise, increasing waiting time or loss of business opportunities. In recent years, plans have been made to expand logistics parks to increase logistics capacity, as well as increasing logistics personnel and transportation methods to avoid delivery delays through diversified recruitment and collaboration channels.
Food safety risk	2	If raw material manufacturers do not meet food safety standards or laws, food safety risks will arise, affecting the normal supply of raw materials and store operations. At present, relevant departments hold monthly meetings to confirm the latest situation, regularly conduct training on food safety-related information, and establish emergency food safety reporting procedures and other measures to ensure a stable supply of raw materials and reduce risks.

+ Emerging Risks +

In order to stand firm in the fast-changing food retail industry, President Chain Store Corporation places great importance on significant social, economic, and environmental trends to better control risks that might affect the Company's profits and sustainable operations. President Chain Store Corporation has integrated the way we identify and respond to emerging risks into our risk management structure. Emerging risks that have been identified are as follows:

Social – employment and life crisis

Emerging Risk	Future Impact
<p>Changes in the demographic structure</p> <p>According to the statistics published by the Ministry of Interior for 2023, only around 135,000 babies were born, hitting the all-time low with 3,415 fewer than 2022. The low birth rate and an aging population are expected to lead to a reduction in the working age population and an aging consumer group in the next few years.</p>	<p>The impact of different product structures and services required by the elderly consumer group</p> <p>President Chain Store Corporation refers to the population estimation released by the National Development Council, and the information provided by government agencies such as the aging society and utilization of human resources to conduct scenario analysis, predict future population changes, and estimate the impact on the human resources and customer base of the stores in the medium and long term.</p> <p>As high labor input is vital for ensuring stable operations of the stores and high-quality logistics operations, President Chain Store Corporation will suffer from a decreasing workforce. In addition, an aging society will also lead to changes in the main consumer group. Therefore, President Chain Store Corporation may experience the impacts listed below as a result of this risk:</p> <ol style="list-style-type: none"> 1. Impact on talent recruitment and personnel costs 2. The impact of different product structures and services required by the elderly consumer group

Countermeasures

1. Plan to collaborate with colleges to develop diverse employment channels, and establish a human resources recruitment platform to integrate resources for store/logistics personnel recruitment.
2. Create a local recruitment mechanism to increase the recruitment of middle-aged and elderly partners, and propose flexible work arrangements to rearrange the work processes for middle-aged and elderly partners.
3. Plan to introduce various AI intelligence and labor-saving tools in stores, such as AI ordering system, self-checkout machines and self-service coffee machines, to achieve the goal of saving labor and personal costs as well as meeting the needs for the workforce.
4. Focus on developing products for the elderly and introduce the Veggie Section compound store.
5. Evaluate the age-friendly store design to provide a friendly environment for consumption.

Economy – inflation slowing down

Emerging Risk	Future Impact
<p>Global economic uncertainty</p> <p>International political turbulences, geopolitical tensions, changes in trade tariff policies, energy price fluctuations, extreme climate events and other factors have brought instability to the global trade market and economy, leading to inflationary pressures, labor shortage and supply chain instability. Taiwan's economic growth rate was 4.59% in 2024 and is expected to drop to 3.14% in 2025. The slowdown in economic growth and the increase in Taiwan's utility rates due to international energy price fluctuations have an impact on overall consumer confidence.</p>	<p>The product structure of President Chain Store Corporation mainly includes food, supplies and services. Under the global economic uncertainty, the following impacts may occur:</p> <ol style="list-style-type: none"> 1. Labor shortage risk leads to supply chain uncertainties: Power shortage may lead to reduced efficiency in supply chain production, processing or transportation with an impact on supply stability and product prices, operating costs, and thus reducing profits. 2. Decline in consumer confidence: The economic slowdown may have an impact on consumer behavior. Consumption may decrease with a direct impact on President Chain Store Corporation's operating income. It is crucial to develop innovative products and enhance brand management to maintain revenue, for example Star Rated Cuisine, Veggie Section and Ohlala and other fresh food products co-branded with 5-star hotels/well-known restaurants to create appeal. 3. Energy price increase: Leading to increased electricity and logistics costs in stores, reducing operating profits.

Economy – inflation slowing down

Countermeasures

1. Engage with multiple suppliers to improve bargaining power, ensuring supply chain stability and reducing the risk of product shortage.
2. Integrate companies in the Group for joint purchases that will lower the costs to maintain price competitiveness.
3. Replace energy-saving equipment in the stores, such as energy-saving light bulbs, refrigerators, etc., to cope with the risk of electricity price hikes.
4. Continue to develop innovative products and new brands, such as Star Rated Cuisine, Veggie Section and Ohlala. Fresh food selections are launched in collaboration with 5-star hotels/well-known restaurants to enhance the sense of value and satisfy consumers' needs for eating out.

Technology – online transaction security

Emerging Risk	Future Impact
<p>As the scale of e-commerce continues to grow over the past few years, many e-commerce operators face information security challenges and prone to frauds and vulnerabilities in information security. Scammers may hack into their databases to steal personal information and transaction records. For example, they may call consumers with a fake number that looks like that of the e-commerce or bank customer service hotline. Scammers use fraudulent tactics such as "cancelling installment payment," "repeated deductions" or "VIP upgrade" to con victims into transferring money from ATM machines. Moreover, consumers may fall victim to "one-page website scams." Scammers might also take advantage of social media to con consumers into providing bank information with excuses such as being unable to place orders. These tactics have an impact on consumers' trust in e-commerce platforms, ultimately changing their buying decisions and spending. This in turn puts pressure on the Company's image and revenue, affecting its ability to achieve its targets.</p>	<p>As scams evolve with each passing day, consumers have doubts about information security on e-commerce platforms with a direct impact on their consumption patterns and decision-making processes. Due to concerns about the safety of personal data, consumers may reduce the frequency of online shopping. This poses a fundamental challenge to President Chain Store Corporation, which has already expanded into the domain of e-commerce. President Chain Store Corporation's e-commerce platforms such as iOPEN Mall, 7-ELEVEN iPre-order (convenience store in e-commerce), iGroup-buying and other digital services may suffer from the following potential impacts:</p> <ol style="list-style-type: none"> 1. Consumers have doubts about information security protection of e-commerce platforms, which leads to a declining interest in making online purchases with a direct impact on the platform's sales and profits. 2. If an e-commerce platform suffers from a cybersecurity incident such as a hacking or data leak, the e-commerce platform will not only have to bear huge compensation and repair costs, but may also face severe penalties from the competent authorities, including fines, suspension of business, etc., with a serious impact on the corporate image and operations.

Countermeasures

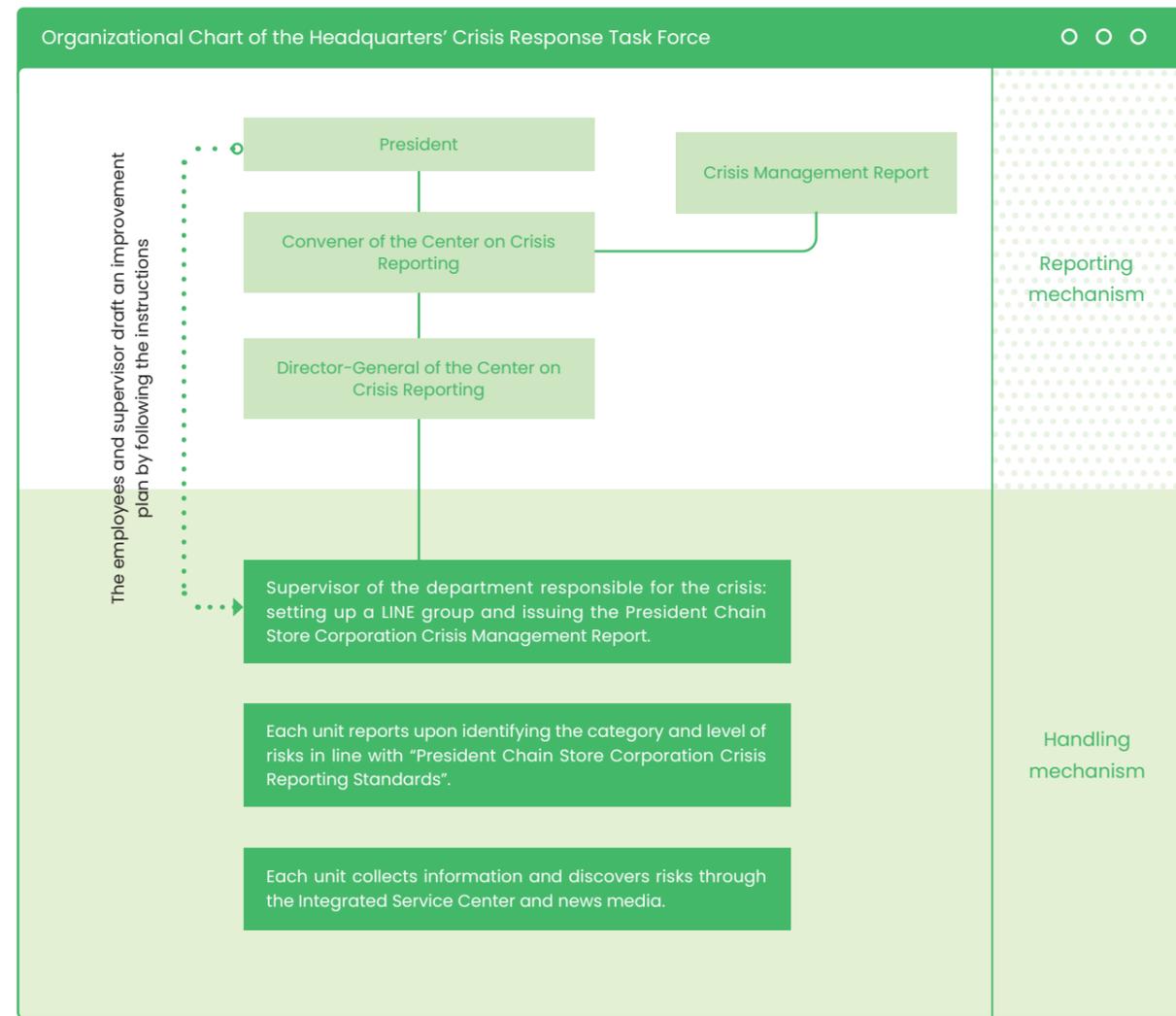
To cope with the increasing number of online transactions and various new online scams, the Company will not only continue to actively prevent fraud but also prevent fraud crimes through public-private cooperation, building an anti-fraud safety net to effectively ensure the safety of people's property.

The Company's e-commerce platforms have actively implemented a number of relevant measures, including but not limited to:

1. Adding clear anti-fraud slogans on the homepage, regularly sending anti-fraud messages and emails to remind consumers to be mindful of scam messages. If they can't place an order, they can instantly verify the contact information of the customer service department.
2. Anti-fraud notices and anti-scam messages are put in place when products are put on the shelves with details of scam tactics.
3. Making customer service more available by extending the hours to 21:00.
4. Blocking the internal chat system from displaying QR codes or external links, as well as scam keywords.

Crisis Management

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



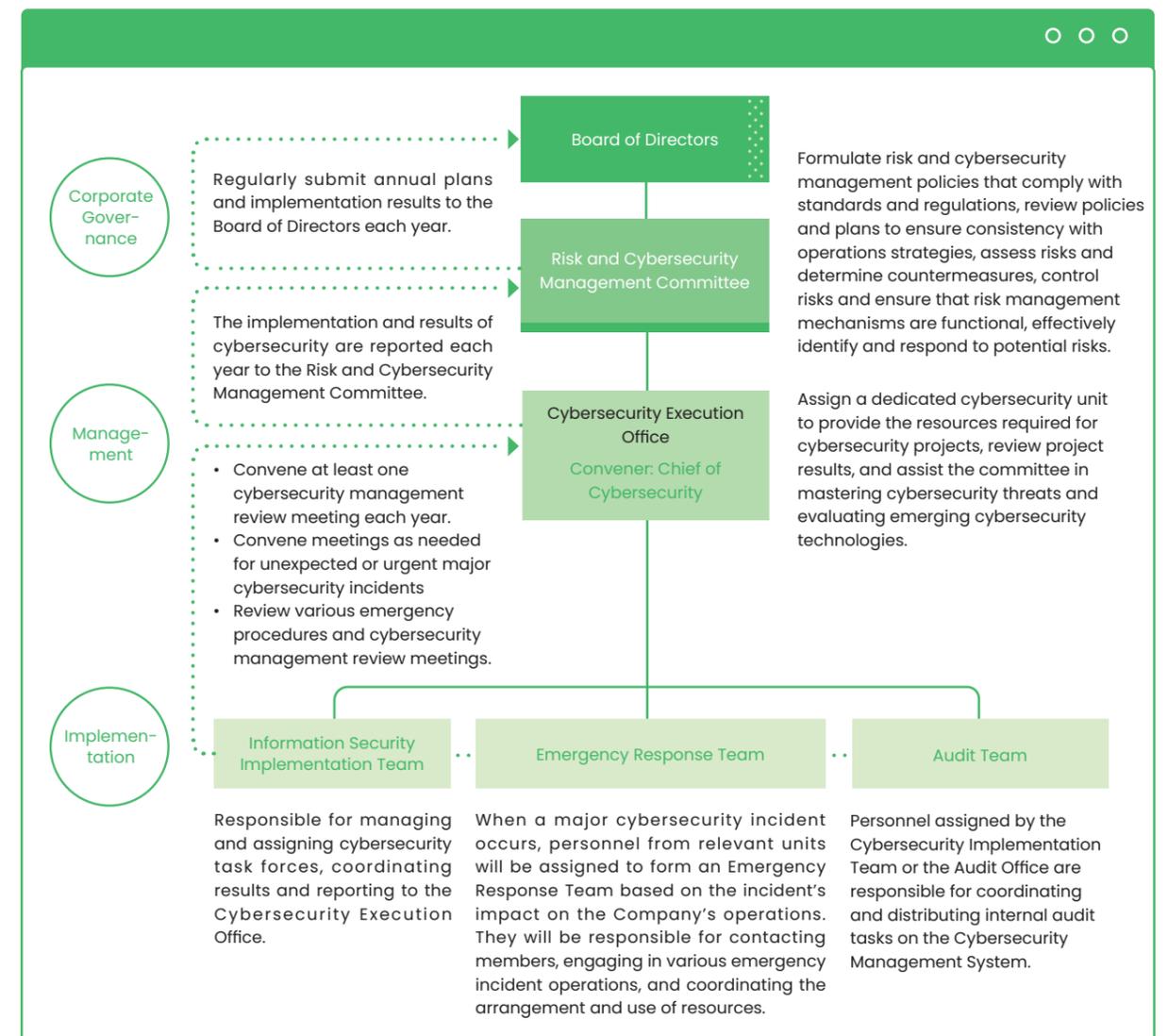
2.3 Information Security and Privacy Protection

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

+ Cybersecurity Execution Office +

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

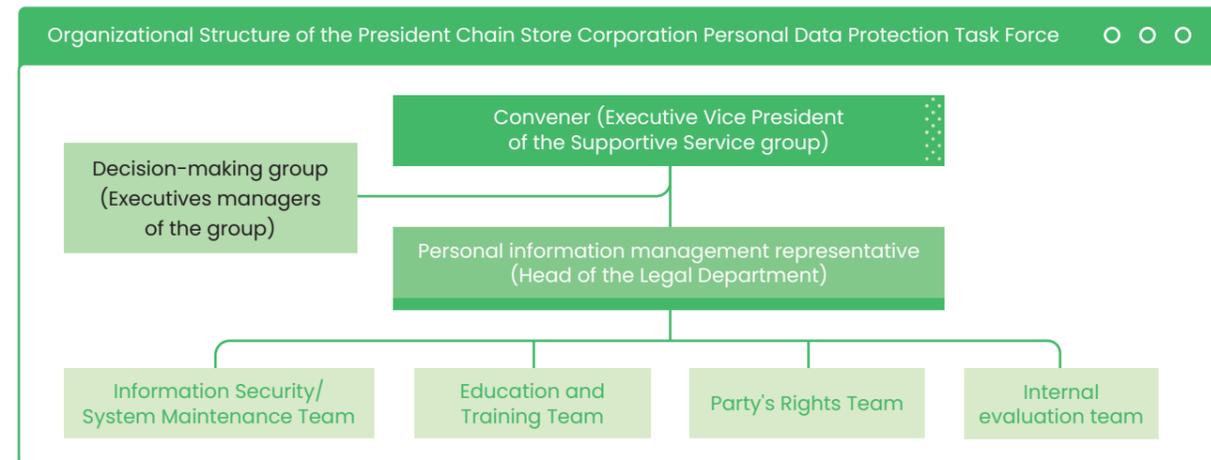
(Note) The policies, specific management plans and resources invested of the Cybersecurity Execution Office can be obtained from [the Company website](#).



+ Personal Data Protection Task Force +

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

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



Internal Audit and External Certification

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

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

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

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

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

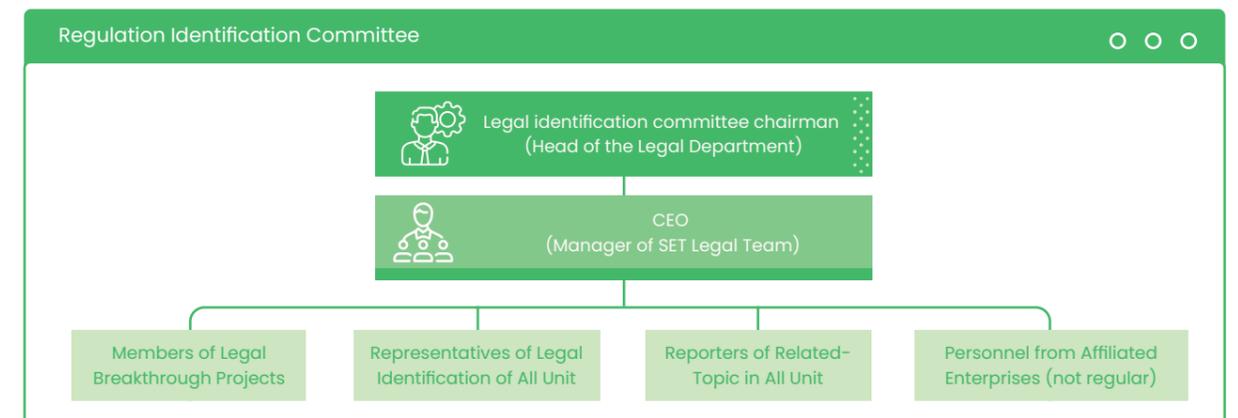
Grievance Mechanism

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

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

2.4 Legal Compliance

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



Legal Compliance Mechanism

With the establishment of the Regulation Identification Committee, President Chain Store Corporation is committed to fulfilling the goals of “legal information reporting,” “regulation identification” and “legal breakthrough.” The Company also set up a cross-unit Regulation Identification Team. In addition to staying updated with legal trends, regular “regulation identification meetings” are held. In 2024, 4 regulation identification meetings were held with a total of 424 new regulations, amended bills or other major legal changes identified. The regulations mainly cover fire safety, labor conditions, fraud prevention, taxes and other relevant regulations, with countermeasures formulated and implemented by different departments.

Aspect	Legal Information Reporting	Regulation Identification	Legal Breakthrough
Target and Mechanism	<ol style="list-style-type: none"> 1 Collect newly revised laws and draft amendments of various central and local government agencies 	<ol style="list-style-type: none"> 1 Each unit conducts an impact assessment on the Company's operations based on the laws and regulations collected within the scope of business 	<ol style="list-style-type: none"> 1 Evaluate feasible projects for laws and regulations that have a significant impact on the Company's business, and plan for changes in draft laws and regulations that can be implemented in accordance with the Company's needs, including the formation of action units, assignment of tasks, scheduling, etc.
	<ol style="list-style-type: none"> 2 Provide each unit for identification based on its business relevance to the Company 	<ol style="list-style-type: none"> 2 Information is provided to each unit in the legal identification meeting based on the assessment result 	<ol style="list-style-type: none"> 2 Set up a new system based on the final result
	<ol style="list-style-type: none"> 3 Encourage all units to immediately respond to new amendments to laws and drafts 	<ol style="list-style-type: none"> 3 Facilitate legal breakthroughs based on bills with impact 	

President Chain Store Corporation actively communicates with its employees on the importance of compliance with laws and regulations. In 2024, the “Essential Labor Regulations for Management Positions” was organized with a total of 326 managers passing, and it was promoted to 15 subsidiaries' heads and senior management. Internal and external cybersecurity courses were arranged for regular employees, including “Cybersecurity Vulnerability Prevention,” “Social Engineering Attack Prevention,” “Cybersecurity and Cyber Crime Vulnerability from the Perspective of ChatGPT Generative AI,” and “Phishing Prevention,” with a total of 3,144 people passing the training. Training regarding regulations included “Common Crimes in Stores and Promotion of the Rule of Law,” with a total of 2,413 people passing the training by 2024. A total of 530 people passed “Advanced Promotion of Ethical Management” in 2024, 314 people passed “Legal Basics”, 43 people passed “Zero Violence in the Workplace,” 60 people passed “Labor Law Training,” and 50,670 people passed “Unlawful Infringement in the Workplace.”

Legal Compliance in 2024

President Chain Store Corporation actively stays updated with various aspects of laws and regulations, as well as adjusting relevant internal systems and business operations accordingly. All Food products sold through President Chain Store Corporation 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. In 2024, issues arose with Shrimp Strips using chili powder containing Sudan dyes, and Melona popsicles failed to meet the regulatory food inspection standards. President Chain Store Corporation was required to remove a total of 7,313.04 kilograms of products from the shelves twice in accordance with the official letter of the competent authority. In addition to complying with the competent authority to remove products from the shelves, President Chain Store Corporation also independently reviews the quality of products sold, as well as

taking the initiative to remove irregular products from the shelves. In 2024, two directly operated President Chain Store Corporation stores received fines for violating Article 15-1 (8. expiry date) of the Act Governing Food Safety and Sanitation for selling expired products. The three incidents accounted for a total of NT\$420,000 in fines. In 2024, President Chain Store Corporation headquarters received fines for 4 cases of franchise stores violating Article 15-1 Act Governing Food Safety and Sanitation. The total amount of fines is currently under calculation. The company is continuously improving its processes to ensure complete and accurate tracking of franchisee fines.

In 2024, President Chain Store Corporation had a total of 12 violations during the year, including six major violations. ^(Note) President Chain Store Corporation paid a total of NT\$2,323,851 in fines. The Company will continue to improve, review and optimize relevant measures to prevent similar incidents in the future.

(Note) The materiality of penalties for President Chain Store Corporation refers to the fines where the amount exceeds NT\$100,000.
 (Note) Except for all cases involving violation of the Act Governing Food Safety and Sanitation, the rest are listed as major violations in the table below.

Regulation Violated	Violation	Number of Cases	Total Amount of Fines	Measures for Improvement and Response
Article 15-1 (8. expiry date) of the Act Governing Food Safety and Sanitation	Xieyuan and Big City directly-operated stores violated the Act Governing Food Safety and Sanitation by selling expired products	3	\$420,000	Conduct regular monthly inventory checks of all categories of goods to select and replace goods that are about to expire, and clear out the products which will be expired within the next two months to ensure that the products are removed from the shelves and scrapped in time. The selection process of products delivered daily is enhanced, especially the selection and re-inspection of iLove Food to ensure product quality and freshness. In addition, long-term product inspections will be carried out every three months, and the removal schedule will be marked in the calendar of expired products. Products that expire in the next month will be removed from the shelves and scrapped in advance, and the packaging will be damaged to avoid the risks of accidental sales.
Article 6-3 (2) of the Postal Act	The Company delivered a single letter weighing less than 500 grams, which contained three certificates and one ID badge. It was verified that the package was sent by a seller on MyShip, which violated the Postal Act.	1	\$200,000	When customers use ibon convenience life station to send parcels, a message will pop up to confirm that items weighing less than 500 grams cannot be sent if they are IDs/letters to avoid violating the Postal Act.
Article 15-1 (2) and 30-1 (1) of the Tobacco Hazards Prevention Act	The Company was suspected of selling tobacco products or their components. Although some stores have removed such products after receiving inquiries from the Health Promotion Administration and local Health Departments, they were still considered to be in violation because the product images or names involved e-cigarettes.	4	\$1,600,000	<ol style="list-style-type: none"> 1. Continue to raise awareness of current regulations for sellers, especially regarding the sales and delivery of prohibited products (such as e-cigarettes). Sellers are reminded through pop-up windows that they will face the consequences of compensation if they violate the shipping regulations. 2. Identify and block prohibited products through existing keyword blocking and weekly manual review. In the meantime, external AI technology is sought to identify product photos better to replace a portion of manual reviews to help with sellers that deliberately try to find loopholes. President Chain Store Corporation also actively develops keyword verification tools to reduce such risks. 3. If products listed by the seller violate the platform's terms of service, the platform will immediately remove the content and file a lawsuit for compensation in accordance with relevant regulations. If necessary, the legal department will help with filing an administrative appeal to protect the legitimate rights and interests of the platform. 4. Regularly review the effectiveness of the platform's mechanism and manual review, and adjust relevant policies in a timely manner in line with market changes.

3

Commitment to Sustainable Production and Sales

Both the society and environment are experiencing rapid changes. With the consumers' environmental awareness increasing, a healthy diet becoming popular and the pace of the digitalization accelerating, President Chain Store Corporation continues to improve and optimize the products and services, as well as prioritizing the health and safety of customers is the responsibility and the highest guiding principle. To this end, President Chain Store Corporation implements various management mechanisms, including systematic management and inspection of the supply chain, as part of our effort to provide safe products with compliant labeling to our customers, and encourage suppliers to pay attention to issues such as human rights, recycling, environmental protection and carbon reduction by increasing the proportion of sustainable procurement, while strengthening consumer awareness of sustainability to co-create a new sustainable lifestyle.



Management Policies

Policies and Commitments

- Product Safety Management Regulations
- Store Management Regulations
- Product Safety Information Collection and Inventory Tracking SOP
- Rules for Safety on Private-label Products
- Rules for Onsite Assessment of Private-label Product Manufacturers
- Raw Material Supplier and Raw Materials Management Rules
- Management Measures for On-site Audit of Suppliers of Food Safety Products in Stores
- [President Chain Store Corporation and President Chain Store Corporation's Subsidiaries' Code of Conduct for Suppliers](#)
- Food Product Manufacturer Risk Grading and Assessment Guide

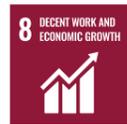
Management Actions

- Control the raw materials through raw material management and quality assurance inspection to safeguard customer health and safety. Ensure the quality of delivery through the cultivation and management of logistics personnel. Service quality in the stores is optimized with service evaluation, quality assurance, and ethical corporate management certification training to ensure the health and safety of consumers.
- The Product Safety Management Regulations clearly stipulate that product labeling of delivered shipment must comply with the regulations of the competent authority, and the store must also check product labeling when receiving shipment to ensure the compliance of product labeling and marketing communications.
- Identify key suppliers and implement Supplier Management Measures, require suppliers to sign a code of conduct, and implement written sustainability assessments for key suppliers and on-site audits of specific categories of suppliers. Ensure supplier performance by identifying risks and implementing subsequent improvement plans, as well as actively fostering sustainable development of the supply chain through training and ESG workshops.
- The Sustainable Procurement Task Force incorporates the terms of supplier ethical corporate management and environmental sustainability into the contract, and continues to increase the proportion of sustainably certified raw material procurement.

Sustainable Goal Management Process



Invested **NT\$141,342** thousand in food safety management



The number of stores exceeded **7,000** and reached 7,077 with the highest market share

Invested **NT\$180,571** thousand in research and development

OPEN POINT reaching **18** million members

iOPEN Mall attracted nearly **70,000** sellers with over **5** million products



Certified sustainable procurement of raw materials accounts for **NT\$6,713** million (Note), taking up **29.21%**

ISO 45001 implemented for all suppliers of private-label food products with annual purchases exceeding **NT\$30** million

Material Topic	Management Metrics	Medium- and long-term Targets	2025 Targets	2024 Targets & Performance
Sustainable Supply Chain Management	Number of significant suppliers with capability building programs implemented	25 suppliers by 2028	20 suppliers	↑ 20 suppliers 25 suppliers
	Proportion of significant suppliers that have received assistance in implementing corrective and improvement action plans	100% by 2028	90%	↑ 85% 91.30%
	Proportion or number of significant suppliers receiving written ESG assessments/on-site assessments	100% by 2028	110 suppliers	↑ 100 suppliers 101 suppliers
Customer Health and Safety	Proportion of revenue from private-label products with voluntary nutrition labeling (Simple Fit+ Veggie Selection®) (Note 1)	12.5% by 2028	11%	↑ 10% 11.46%
	Proportion of revenue from products with reduced saturated fat, trans fat, sodium or sugar (Note 1)	3% by 2028	2.70%	↑ 2% 2.57%
	Proportion of revenue from fortified food products with increased nutritious ingredients (Note 2)	14% by 2028	12.5%	↑ 12% 12.02%
	Rate of major food safety risk violations (Note 3)	0% by 2028	0%	— 0% 0.25%
	Proportion of private-label products that are recalled (Note 4)	5% by 2028	15%	↑ 15% 0.33%
Sustainable Procurement	The proportion of A+ and A level stores in the President Chain Store Corporation High-Quality service qualification (Note 5)	74% by 2028	71.00%	↑ 70.00% 79.00%
	Proportion of the cost of sustainably-certified raw materials	18% by 2030	16.00%	↑ 15.10% 29.21%
Product Labeling and Marketing Communications	Number of incidents involving private-label products violating the regulations on product labeling or marketing communications	0 case by 2028	0 case	✓ 0 case 0 case

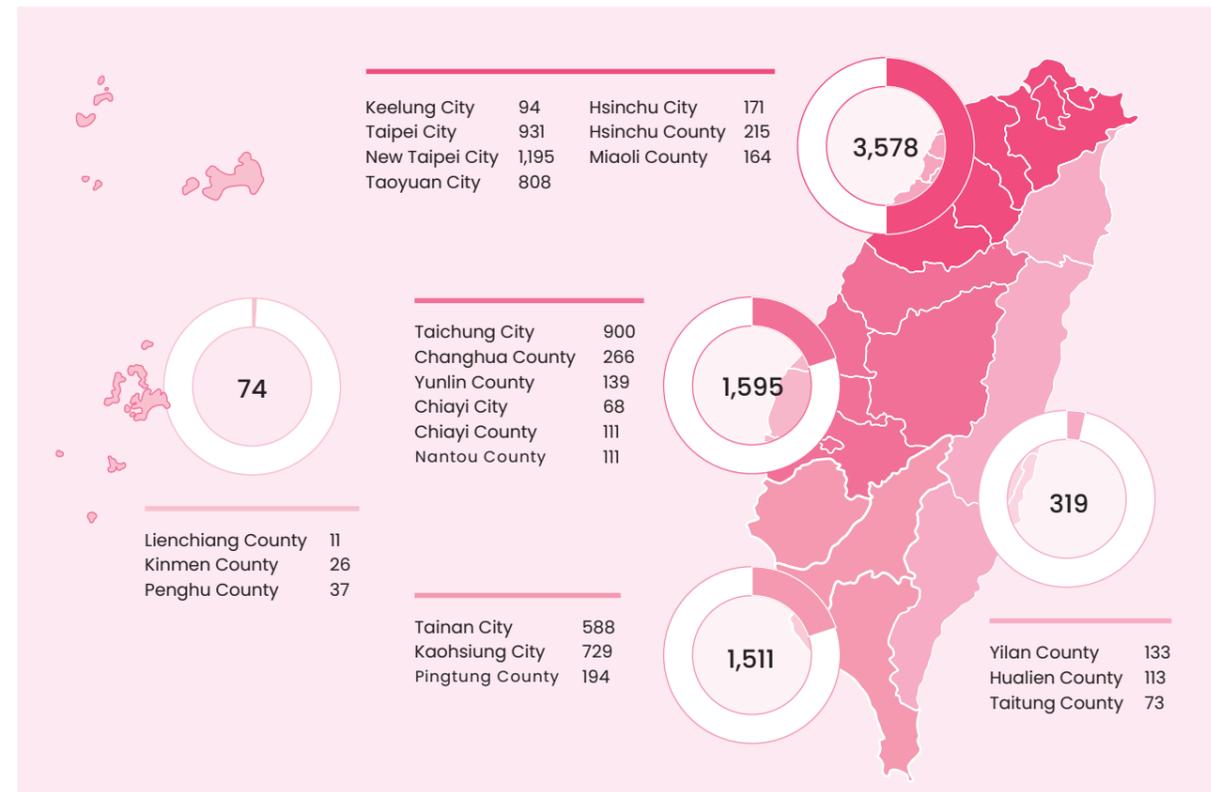
(Note 1) The denominator is the revenue of private-label food products.
 (Note 2) The denominator is the revenue of food products. Fortified food products refer to foods that are enhanced with beneficial nutrients such as dietary fiber, vitamins, minerals, phytochemicals, or other functional additives.
 (Note 3) The numerator of the calculation of rate of major food safety risk violations is the number of stores and logistics centers where major food safety risk incidents occurred, and the denominator is the number of stores and logistics centers that were audited by the competent authority for food safety issues.
 (Note 4) The denominator is all recalled product units, and the scope includes official letters and voluntary recalls (recalls for food safety issues not mandatory by the competent authority). Product recall information is based on reporting.
 (Note 5) The classification has been adjusted this year. A level was 90-100 points in the past. It has been adjusted to 80-89 points for A level and 90-100 points for A+ in 2024.

3.1 Product and Service Innovation

President Chain Store Corporation's goal is to provide a variety of innovative and quality products that exceed customers' expectations. To this end, it integrates internal resources to promote product and service innovation. We launched a total of 8,779 products and 1,853 services in 2024. In 2024, private-label products accounted for 25% of total revenue. By continuing to provide consumers with more high-quality products and convenient services, President Chain Store Corporation will become a good partner in people's daily life.

Store Locations

President Chain Store Corporation focuses on providing customer services characterized by convenience and peace of mind with stores in Northern, Central, Southern parts of Taiwan as well as outlying islands. The Stores All over Taiwan project was launched in 2019 by inventorying districts out of the total of 368 towns and villages with gaps in services where making purchases remained inconvenient. As of 2024, we have a total of 7,077 stores, 218 more compared to 2023. With more than 7,000 stores connecting 368 towns and districts (with the exception of Wuqiu) to each location that needs services, we have reached a new milestone of "24/7 Services from Our Stores All over Taiwan." It is our hope that we can continue to expand the scope of services offered by President Chain Store Corporation, so we can meet the needs of customers in a timely manner with a variety of convenient and quality services and to become the service platform that customers depend on in their fast-paced lives.



To this end, it provides customers with cash flow, logistics and information flow services with digital tools such as the 7-ELEVEN online shopping site, ibon, OPENPOINT app and MyShip. This allows consumers to make the most of President Chain Store Corporation as the base and service center for everything in life. The strategy that incorporates e-commerce and store transactions has been adopted to develop innovative services and trending products, connecting the OPEN POINT ecosystem to make the most of the membership economy and actively becoming a platform of life services in the eye of consumers. In 2024, the proportion of customers using online services and sales platforms reached 11.59% of the total number of transactions, and online revenue accounted for 6.2% of individual revenue.

OPENPOINT Ecosystem

President Chain Store Corporation has adopted the three strategies of membership, points and payment since 2020 to revolutionize business with smart technologies. Innovative services such as "points for mobile payment," "points for cash in different channels," "points for bill collection/packages from e-commerce platforms," "APP raising funds and points," as well as "point collection during trips overseas" have been launched to break the single-channel membership model in the retail industry, establishing a cross-brand and cross-channel OPENPOINT ecosystem. So far, it has served more than 18 million members. In 2023, membership services were expanded overseas for the first time. In 2024, President Chain Store Corporation worked with 7-ELEVEN in the Philippines to launch a cross-border two-way point collection system, creating economic benefits for members and driving the number of active members to exceed 12 million. In the meantime, it combines the consumption data collected by POS machines in the stores as well as behavior and footprint in the app to gain insight of the profiles, consumption preferences and lifestyle of OPENPOINT members. We have further engaged in data projects such as attribute labeling and member grouping, applying labels to the NES model (new, existing and sleeping customers) and precision marketing, effectively increasing the proportion of member consumption and per capita contribution. The revenue from members in 2024 increased more than 10% compared to 2023. The OPENPOINT ecosystem has won multiple awards from Taiwan and abroad since 2023, including the Golden Award of Taiwan Sustainability Action Awards in SDG8 Decent Work and Economic Growth, the Harvard Business Review Digital Transformation Revolution Award - Business Model Transformation Award for the Large Enterprise Category and Special ESG Award, and First Prize of the National Brand Yushan Award for Most Popular Brand. President Chain Store Corporation plans to further develop in areas such as food, clothing, housing, transport, education and entertainment to provide consumers with more diverse and convenient membership service experience as a "lifestyle service platform" that exceeds customer expectations.

Innovative Products and Service

Based on the core concept of a comprehensive lifestyle, President Chain Store Corporation continues to uphold the principle of providing consumers with products and consumer experience that are value for money. To this end, we continue to improve the technical R&D of software and facilities, as well as further combining a number of innovative products and services to maintain its competitiveness in sustainability. In 2024, President Chain Store Corporation invested NT\$180,571,000 in R&D to create a variety of new products and service models. Not only does President Chain Store Corporation actively build a smart retail landscape, it has launched one X-STORE, namely future convenience store each year, for a total of 6 stores as of now. In 2024, the second grab-and-go unmanned store named "X-STORE 8" opened its doors. In the meantime, we continue to apply and promote "FUN vending machines" to break the barrier of time and space when providing service, as well as expanding out-of-store business opportunities. We actively collaborate with e-commerce platforms and diversify our operations through providing the most dense and fast delivery and collection service local network, including pioneering the "7-ELEVEN MyShip Messenger Checkout System" in partnership with Meta to allow both the buyer and seller to conclude the deal with more peace of mind and convenience. The "Secure Package Pickup" service has also been launched for the same purpose. In terms of digital development, the iOPEN Mall e-commerce platform has been made available to provide the most complete and convenient services for buyers and sellers alike. In the meantime, digital services such as iPre-order (convenience store in the e-commerce) and iDiscount (group buying) have been put in place to meet customers' Online merge Offline (OMO) needs for everyday consumption.

+ Smart Retail +

FUN Vending Machines

Facing the two major problems of an aging population and a low birthrate, there is no limit for saving manpower in the future. To this end, President Chain Store Corporation has been proactively creating a retail market with forward-looking technologies. Since 2018, it has led the industry in promoting an experimental field for smart retail, enhancing customer interactions with technologies. The "FUN Vending Machines" have been created based on the concepts of eExplore, eExperience and eXcellent to strategically fill retail gaps and establish a presence in underserved shopping areas. Four types of FUN Vending Machines have been introduced, including 4°C, 18°C, CITY CAFE and freshly-made hot boxed meals, as well as creating a variety of business models based on needs of the business district. In 2024, the number of service locations and machines increased to over 1,900, attracting more than 61 million people to try the smart, convenient and diverse digital consumption experiences. In order to seize IP sales opportunities, President Chain Store Corporation developed the "Mystery Box FUN Vending Machine" in 2024. Consumers can choose the IP products they want to buy, such as Pokémon cards, TOMICA cars, Disney mystery boxes, etc. on the machine. In addition to providing different shopping options, we have created a smart lifestyle service platform that allows customers to buy nearby and pay safely.



X-STORE 8

Following the first 24-hour smart convenience store "X-STORE 7" that opened in 2023 with no regular store nearby, President Chain Store Corporation launch its second "X-STORE 8" on the campus of National Taiwan Ocean University in 2024 to make the "grab and go" shopping experience a reality. The technology was further upgraded in cooperation with the Industrial Technology Research Institute and National Taiwan Ocean University as the first in the industry to adopt optical radar image recognition (LiDAR) used in unmanned electric vehicles to identify products, breaking the prior limitations of infrared product identification. The range of products has been expanded from room temperature and refrigerated items to all products in the store. With detailed recognition, the store is able to introduce products such as rice balls with different flavors but similar in appearance, smaller packets of sweets and snacks, etc., to create a new "AI smart shelf" with more than 1,600 products, which is 5 times the scale of X-STORE 7 and can better meet the needs of students on campus.



+ Digital Service +

iOPEN Mall

To build a shopping mall that focuses on the common good with local areas and stable operational quality, President Chain Store Corporation has taken advantage of resource sharing and joint creation of business opportunities based on over 45 years of experience running its business in Taiwan. The brand new iOPEN Mall was launched in 2023 as the first shopping mall created by a local enterprise. In addition to providing a digital platform that is easy to understand and accessible at all times for micro-enterprise entrepreneurs, the platform has developed an outstanding intelligent management system with features such as simple registration, quick listing, orders, members, merchandise, accounting, logistics, etc. The platform connects to the OPENPOINT Ecosystem and its 18 million members, the group's logistics and warehouses all over the country, and more than 7,000 7-ELEVEN stores to bring micro-enterprise entrepreneurs an influx of consumers, diversified marketing resources, and convenient delivery and pickup services. The service has so far attracted nearly 70,000 merchants to set up shop with more than 5 million items on the shelves, reducing the digital transformation risks of micro-enterprises as a strong backing for everyone who wants to run an online shopping business with ease. President Chain Store Corporation won the Silver Award of the 2024 Taiwan Sustainability Action Award for assisting micro-entrepreneurs.



3.2 Customer Health and Safety

Product safety is the cornerstone of President Chain Store Corporation operations. To this end, it follows the internal "Private-label Product Policy" to stay on top of the value chain of products, from raw materials, logistics to stores with management mechanisms and continuous tracking. In the meantime, we fulfil our promise of product safety through product safety information and a comprehensive internal reporting mechanisms. In 2024, a total amount of NT\$141,342 thousand was invested in food safety management.

<p>1</p>	<p>2</p>	<p>3</p>
<p>No preservatives or partially hydrogenated oils are used from raw materials to product for private-label fresh food. Each product must be inspected by a third-party testing agency. Fructose is also not added. If the ingredient is contained in raw materials, it will be tracked and managed internally.</p>	<p>Microbiological standards for fresh food products are formulated according to the regulations, as well as requiring suppliers to provide qualified third-party inspection reports and perform regular inspections of all product categories.</p>	<p>For private-label products that may contain GMO materials approved by the Ministry of Health and Welfare, the information will be disclosed.</p>

+ Healthy and Nutritious Products +

A healthy diet has become one of the top priorities for consumers nowadays. As a member of the food retail industry, President Chain Store Corporation provides products with a variety of health concepts to meet the nutritional needs of consumers in their daily diets to fulfill our responsibility and obligation to consumers. In 2024, President Chain Store Corporation continued to focus on developing products with reduced saturated fat, trans fat, sodium and sugar with reference to the Daily Diet Manual published by the Health Promotion Administration. Moreover, preservatives, partially hydrogenated oils and fructose are not added to fresh food products. In the meantime, President Chain Store Corporation strengthened the voluntary labeling of health and nutrition information on private-label food products, stating whether there are added chemicals, low-fat, low-sodium, low-sugar, or other nutrient content by following MOHW's "Guidelines for Nutrition Labeling of Packaged Foods" and "Nutritional Claims of Packaged Foods." The Company has also actively raised the bar for additives in its products by introducing the "Anti Additive Clean Label" certified by a third party for some of its products. The revenue of the aforementioned private-label food products that comply with [health and nutrition principles](#) totaled NT\$32,721 million, while the revenue of its private-label products containing voluntary nutrition labels accounted for 11.46% of its revenue from private-label food products (Simple Fit and Veggie Selection).

Veggie Selection

Due to the impact of the pandemic and climate change in recent years, we have noticed that citizens lay more emphasis on health and environmental protection. The local vegetarian population exceeds, accounting for 13-14% as the third highest in the world. To this end, President Chain Store Corporation took the lead as the first retail channel to launched its private-label brand, "Veggie Selection" with clear vegetarian labels and separate production lines, allowing consumers to know clearly what they are buying with peace of mind. In 2021, the first "Veggie Selection Compound Store" opened its doors with almost 300 vegetarian food items. In recent years, President Chain Store Corporation has been working with chefs from well-known green catering brands and Michelin Green Star restaurants to develop and launch a variety of vegetarian products. The products adopt all plant ingredients with whole foods for seasoning, such as truffle mushroom risotto, Yangming Spring mushroom and bamboo shoot porridge, as well as incorporating such as plant-based meat, oat milk and superfoods such as quinoa and chickpeas in dishes. Veggie Selection® products cover three meals a day to meet customer needs, such as mushroom and bamboo shoot rice balls, Jidi dumplings with plant-based meat, and salted egg yolk tofu pasta. Besides frozen box meals and microwave fresh food, home-cooked vegetarian food products at different temperatures were introduced to satisfy the needs of different consumption situations.



Vegetarians and vegans attach great importance to the labeling of food ingredients. To help them identify product content, we have launched 13 vegetarian/plant-based labels. Categories are distinguished by green and orange for different groups by listing whether ingredients such as spices, milk and eggs are used in the products. Vegetarians and vegans also attach great importance to food production details. In the past, most production lines produced both vegetarian and non-vegetarian food with very few strictly vegetarian ones. As a result, President Chain Store Corporation dedicated a lot of effort and expenses to create special production lines for vegetarians by strictly controlling every step of the procedure from the production. With existing supply chain advantages, we have launched the first vegan production line with a CAS label, satisfying the needs of vegetarian/vegan consumers from ingredient selection to production line.

As of the end of 2024, 185 Veggie Selection® Compound Stores have been set up, with the line sold in over 3,000 stores. President Chain Store Corporation has built a vegetarian food industry chain together with its suppliers, giving consumers in all cities and counties access to vegetarian and vegan food as the top choice for vegan and vegetarian food products in convenience stores in consumer reviews. Since the launch of the brand, it has reduced carbon emissions by 90,526 metric tons as of 2024, equivalent to the annual carbon absorption of 235 Daan Forest Parks. In the future, President Chain Store Corporation will create a more professional vegan/vegetarian brand for consumers based on the



three strategies of "co-branded green food," "expanding sales bases" and "optimizing vegan/vegetarian food labels." It also plans to launch a variety new products to attract vegan/vegetarian consumers, as well as providing accurate information on the labels as the most convenient kitchen for vegan and vegetarian consumers. More eco-friendly and sustainable production methods will be adopted in the future, including using local raw materials to reduce carbon footprint and incorporate whole food ingredients.

(Note) According to a [research by Oxford University](#), 2.03 kilos of carbon emissions can be reduced by replacing one meal with a vegetarian meal. When multiplied with the number of Veggie Selection products sold since the launch of the brand (44,667,500), it is equivalent to 90,526,133 kilograms of carbon emissions, approximately 90,526 metric tons. The average daily carbon emissions of meat eaters is 10.24 kilograms, while the average daily carbon emissions of vegetarians is 4.16 kilograms. $2.03 = (10.24 - 4.16) / 3$ meals.

Simple-Fit

Since 2020, President Chain Store Corporation has been targeting the trend of a healthy lifestyle and diet with the Simple-Fit lifestyle proposal. The Company has worked with the nutritionists and R&D team of the Taiwan Millennium Health Foundation to provide nearly 100 food and beverage options with a calorie content of less than 500 kcal. It also meets the functional diet needs of those who often eat out, are into fitness, and the elderly through the two major strategies of "supplying nutrition and protein" and "enhanced product labeling." President Chain Store Corporation has observed the lifestyle of current consumers and realized that fitness buffs, young generations, and diversified combinations have become the main buying power of convenience stores.



"Simple-Fit" products features fresh food with a calorie content of less than 500 kcal and offers a recommended menu. The number of products launched for the first time in 2020 has grown exponentially compared to five years ago. It continues to launch innovative products that meet market demand, with hundreds of items including salads, meal boxes, fruits, soups, rice balls, sandwiches, bread, sweet potatoes and side dishes, etc. to meet customers' needs for healthy diets. We expect to work with nutritionists in the future to launch meals designed with the 2:1:1 plate concept (i.e. vegetables: protein: whole grains = 2:1:1) in order to better meet the health and nutrition needs of consumers.

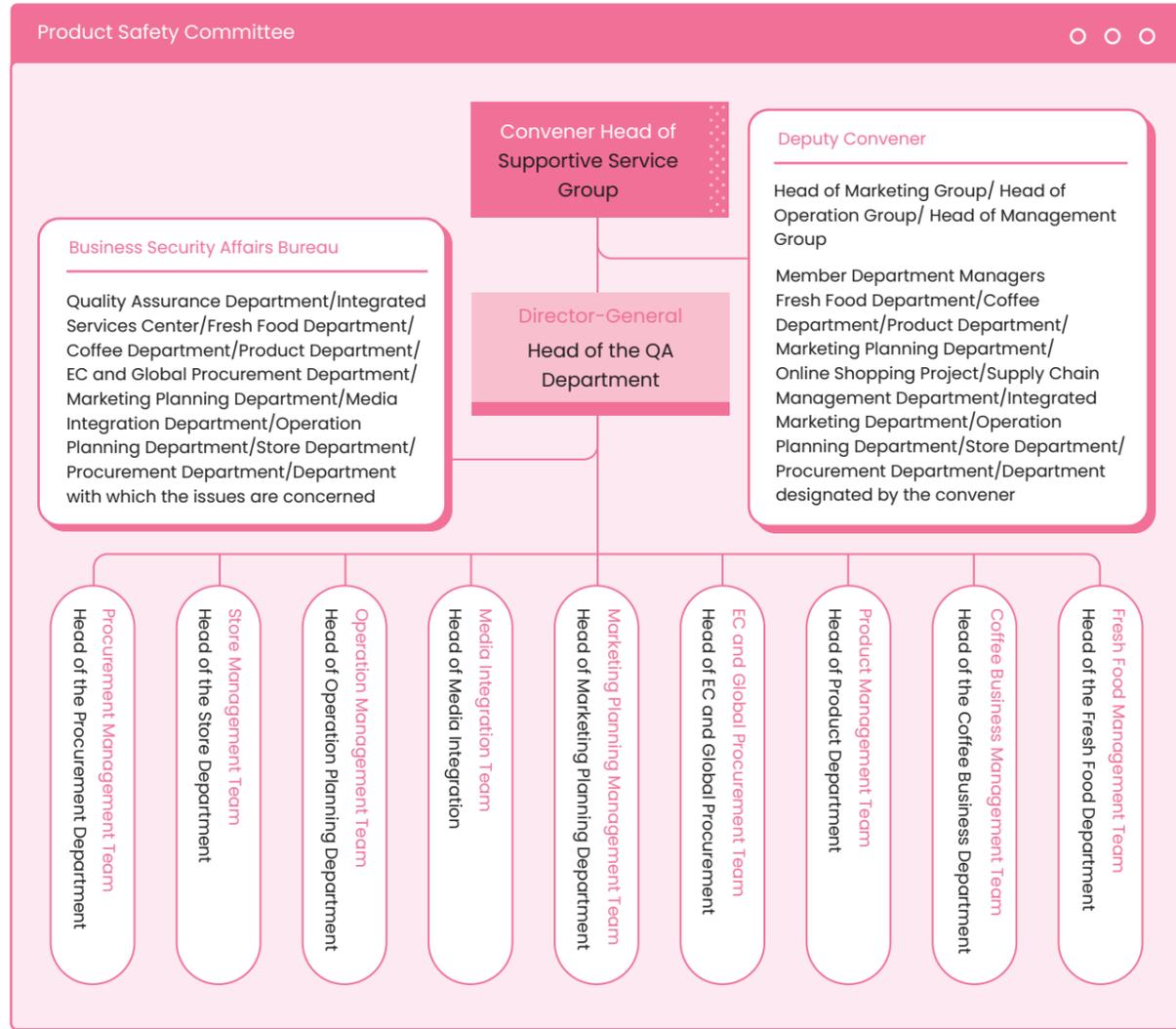
Anti Additive Clean Label



President Chain Store Corporation attaches great importance to the health and well-being of consumers. To this end, it actively improves the health standards of its products. In 2021, it introduced the "Anti Additive Clean Label" certified by a third party. Products that have obtained 100% Additive-Free certification do not contain any additives specified in the "Standards for Specification, Scope, Application and Limitation of Food Additives" from the Ministry of Health and Welfare. Products that have obtained 1-star certification do not contain flavor enhancers, bleaching agents and phosphates. Currently, 4 products have obtained 100% Additive-Free certification, including salads, sweet potatoes, etc., and 7 products have obtained 1-star certification, including mainly fruits, salad dressings, etc. Product certification will be expanded in the future.

Product Safety Committee

The Product Safety Committee is divided into three main levels. The convener is appointed by the President, with the Marketing Group Vice President and Operation Group Vice President serving as deputy conveners. The Quality Assurance Department Manager serves as the Director-General on the second level. Under the Director-General, a separate Business Security Affairs Bureau is responsible for the integration and collection of issues related to product safety. The third level consists of 9 task forces with each department head as leader. Focusing on safety and quality, the Product Safety Committee set up a management system for private-label products with the scope covering 100% of private-label products. One meeting was convened in 2024, with discussions focusing on reporting and tracking important business security information, planning and responding to changes in regulations.



+ Collection and Inventory for Product Safety Information +

Staying abreast of the latest product safety information has been key to President Chain Store Corporation's making product quality management a reality. Product safety information is negative reports collected by President Chain Store Corporation on its private-label products and indirect investment business, information on unqualified products, and information on regulations promulgated by relevant authorities and issued in other countries. President Chain Store Corporation manages information in different levels in accordance with our "Product Safety Information Collection and Review Tracking Standards." The system applies to 100% of President Chain Store Corporation's private-label products. In 2024, the Company collected 387 product safety-related memos, including 9 A-level information, 295 B-level information and 83 L-level information. In 2024, the 9 A-level incidents were negative information involving business safety directly related to President Chain Store Corporation. All cases were subject to crisis reporting or tracking, and each case was reviewed with corrective action plans proposed. The improvement has been completed with case closed.

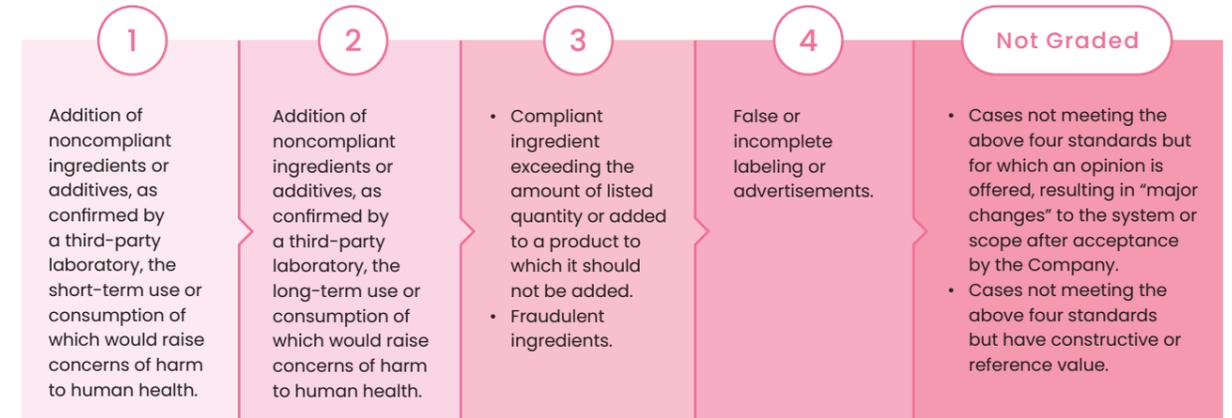
A level information	Negative business safety information and non-conformance information directly related to President Chain Store Corporation, or information that may be classified as A-level information after evaluation by the Head of Quality Assurance Department or relevant supervisor of Quality Assurance Department.
B level information	Product safety information other than Level A.
L level information	Drafts of laws and regulations issued by the government and information on foreign laws and regulations.

(Note) A-, B-, and L-level information is compiled based on the date of internal announcement. In 2024, there were 9 A-level incidents, all of which were negative business safety information directly related to President Chain Store Corporation. Crisis notifications or follow-up actions were carried out for each case, including a review and proposal of improvement measures. All improvement actions have been completed and the cases have been closed.

+ Internal Reporting System +

President Chain Store Corporation has established an internal product supervision mechanism based on the "Rules for Safety on Private-label Products." This mechanism invites employees to come together to play a role in supervising product safety. In cases where employees in logistics, directly operated stores, or franchisees have doubts or questions about ads, labeling or ingredients, they can use this mechanism to provide feedback. Issues raised in this way are forwarded to the Product Safety Committee and the person making the report receives a reward based on the severity of risk involved with the safety issue. In 2024, no incident was reported.

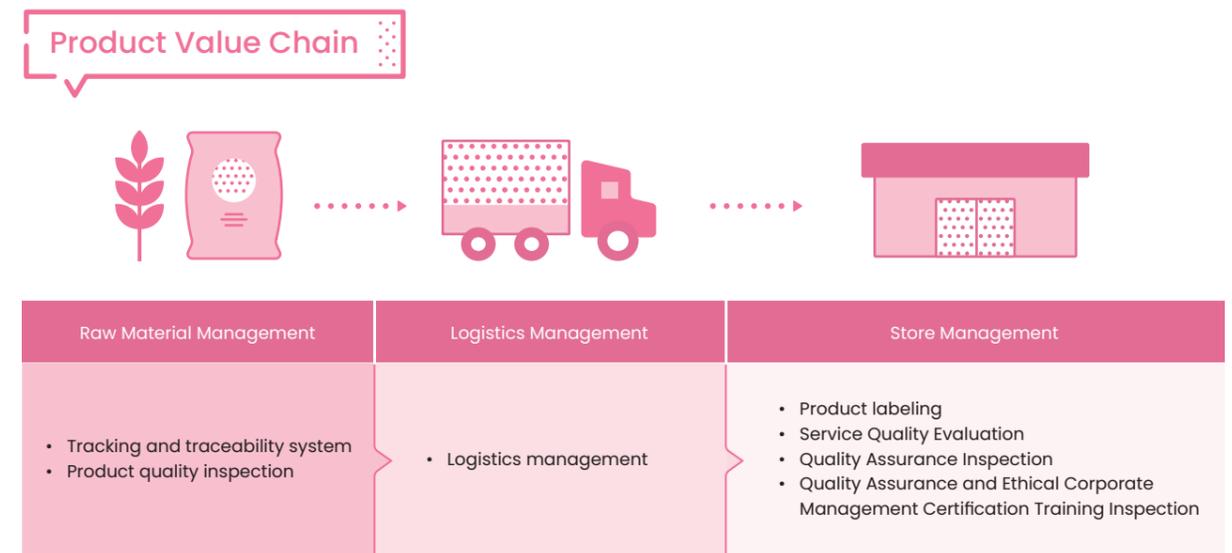
President Chain Store Corporation Product Safety Incident Risk Categories



+ External Grievance Mechanism +

President Chain Store Corporation established an "Integrated Services Center" to act as the internal and external channel for issues involving products and services. Consumers can voice their complaints or suggestions to the Integrated Services Center via hotline or email. The Center creates a file for each issue and in cases that require follow-up, cases are only closed after customers receive information on how President Chain Store Corporation responded to and handled the issue. In 2024, the Center handled 92.5% of the cases online in real time with 100% of the cases closed ^(Note). 100% of the stakeholder letters were answered without receiving a major complaint.

(Note) The online processing rate is the rate of giving consumers explanations online and successfully solving the problem afterwards. The case closing rate is the percentage of cases that cannot be effectively addressed online and require follow-up and settlement after being handled by the responsible unit.



+ Raw Material Management +

Tracking and Traceability

To effectively monitor product safety and take up the responsibility of President Chain Store Corporation as a retail business, President Chain Store Corporation works with the ROC Fresh Foods Development Association to set up a Material and Quality Assurance System (MAS) for private-label products. This ensures that product raw materials and suppliers can be tracked and managed. The main document in the MAS system is the product specification document, which records the sources of raw materials and the suppliers. As of the end of 2024, 100% of the Company's private-label food products had the corresponding product specification document in the MAS system.

President Chain Store Corporation meets the definition of a vendor of box meals as set forth in Article 9 of the Act Governing Food Safety and Sanitation and set up a traceability system for the meal box category in accordance with the official document (Food and Drug Administration Document No.1071300516 authorized by the Ministry of Health and Welfare on 26 June, 2018), a total of 752 products in the meal box category ^(Note) have undergone traceability management (must be traceable), taking up 100% of all box meal items in the current year.

(Note) indicating the products which consist of grains (rice or noodles), processed grains, agricultural, livestock and seafood ingredients, which are processed to be served to groups or individuals. Those products are served with clear labels or pictures of the ingredients and are served in boxes or large containers. The products can be eaten after brief heating up. Those products do not include the baked items served in the box.

Quality Certification

To manage and stay on top of product quality, President Chain Store Corporation's Quality Testing Laboratory obtained certification following items specified by TFDA and TAF (ISO/IEC 17025:2017). After a product is made, the laboratory first samples and tests it for microorganisms with chemical methods, ensuring product safety before it is put on the shelf. As of the end of 2024, the laboratory conducted tests on 640 items per requirements of CNS or the competent authority. Another 125 test items that follow directives from the aforementioned requirements were also conducted.



TAF Certification Items: Scope of microorganisms for ISO/IEC 17025:2017 certification	
Microorganisms	4 items
Caffeine	1 item
Ochratoxin A	1 item
β-agonist	21 items

TFDA certification items	
Microorganisms	1 item

In 2024, a total of 845 tests were run on products and raw materials, with 842 passing the test. The pass rate was 99.64%. The aforementioned tests corresponded to a total of 518 products with a total of 515 products passing the test. Among the initially unqualified products, all 3 of them passed the re-inspection. In addition to treating these incidents as stated by the contract, we also carried out follow-up inspections and monitoring to ensure that the products we sell are safe. The quality testing laboratory resulted in costs of NT\$43,655 thousand, including NT\$25,221 thousand for entrusted laboratories ^(Note), accounting for 0.02% of the Company's operating revenue.

(Note) The quality testing laboratory costs include tests, salaries, depreciation, rentals, equipment repair and maintenance, as well as miscellaneous purchases.

+ Logistics Management +

President Chain Store Corporation products are shipped to stores after production. Ensuring product quality during transportation is the key to stable product quality and safety. Therefore, even though the logistics company is not a

main element in the scope of disclosure in this report, its operations are still disclosed due to its impact on product safety. After President Chain Store Corporation products and raw materials are manufactured by suppliers or contract manufacturers, they are shipped to stores by a logistics company. To ensure that the quality of products is maintained and guaranteed throughout the entire process of shipping, storage, and display and to reduce potential risk to products due to temperature, employees or sanitation, we partner with logistics companies on initial logistics and in-store product management and service audits. Initial logistics involves cooperation on shipping, taking product quality management processes from the store and pushing them upstream to the supplier end to set up a comprehensive quality control mechanism. In 2024, we continued to implement a logistics mechanism for 100% of the exclusive and private-label products including rice, fresh noodles, salads, cooked food, refrigerated flavored breads, sweet potatoes and fresh foods.

+ Store Management +

Product Labeling

Transparent product labeling is key to President Chain Store Corporation's promise to safeguard the rights and health of its customers. In addition to following MOHW's "Guidelines for Nutrition Labeling of Packaged Foods" and "Nutritional Claims of Packaged Foods", our "Product Safety Management" rules stipulate that new suppliers' product labeling must conform to the Commodity Labeling Act, Act Governing Food Safety and Sanitation or relevant government laws and regulations. We also require suppliers to sign an agreement guaranteeing that the ingredients, manufacturing, labeling and advertisements for their products all conform to relevant laws and regulations. In addition to screening potential new suppliers, product labels are the items that the logistics center must check upon receiving a shipment (including bar codes, expiration dates and Chinese labeling). President Chain Store Corporation also uses its "Packaging Internal Control Design System" to keep abreast of the information on our own brand product labels. This ensures that all products have clearly labeled information from manufacturing to shipping to final sale in the store.

In the meantime, President Chain Store Corporation is also committed to obtaining relevant labels for its own products. In 2024, the raw materials for President Chain Store Corporation's private-label products were inspected by an external body to confirm no GMOs were adopted. To make it easier for consumers to make purchase decisions, President Chain Store Corporation is also committed to clearly displaying labels relevant to GMOs on the outer packaging in accordance with MOHW's "Guidelines for Labeling Packaged Food Containing GMO Raw Materials" and Guidelines for Labeling Bulk Food Containing GMO Raw Materials." Among private-label products, the ones whose outer packaging was marked with a label stating "Does Not Contain GMO" reached a revenue of NT\$113,508 thousand in 2024.

President Chain Store Corporation High-Quality Service Qualification

President Chain Store Corporation conducts an annual President Chain Store Corporation High-Quality Service Qualification assessment on all its directly-operated stores and franchises, with items including basic service, professional service, comfort of the environment and appropriate responses. The results of the assessment are graded A+ and A (excellent), B (meets expectations) or C (needs improvement) (Note). In 2024, a total of 1,963 stores were graded A+ and 950 were graded A out of all the stores, accounting for 79% of all the stores that were audited, exceeding our high-standard target (70%). Operations specialists visit stores receiving a grade of C to provide guidance, and hold meetings to draft corrective action plans, conduct drills on the shortcomings as well as re-evaluating to ensure improvement, providing the consumers

2024 Annual Initial Assessment Grade	Grade	Number of stores Audited	Percentage
A+ (Excellent)	90-100	1,963	53%
A (Excellent)	80-89	950	26%
B (Meets expectations)	70-79	611	17%
C (Needs improvement)	<70 分	156	4%

with a great shopping environment. Besides providing in-depth counseling through district consultants to improve the overall service quality, we plan to organize a quarterly training session for cadres in 2025, as well as focusing on the four tips for conversing with customers to enhance the overall service quality in the stores.

(Note) The classification has been adjusted this year. In the past, A level was 90-100 points, B level 75-89 points, and C level <75 points.

Quality Assurance Audit

President Chain Store Corporation performs quality assurance audits through the engagement of an external management consulting company. In 2024, 99.55% of all retail stores underwent this audit. A total of 30,075 stores were inspected with a pass rate of 92.79%^(Note). The stores were unqualified mainly due to expired products. President Chain Store Corporation provided concrete suggestions for the issue and followed up to ensure that improvements were made.

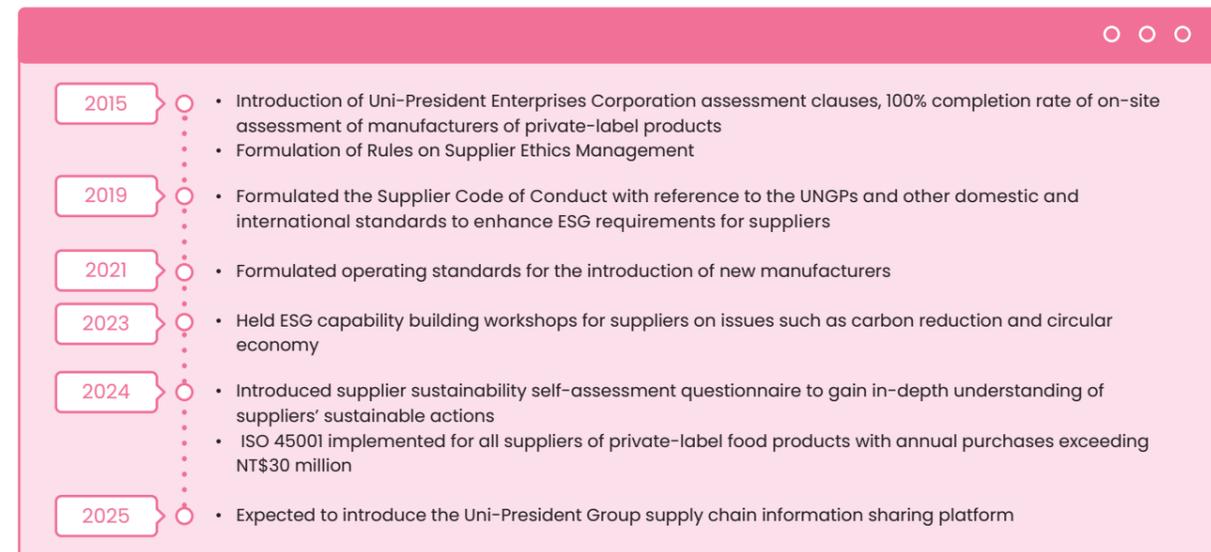
(Note) The scope of inspected stores and the pass rate includes all inspected retail stores in 2024, and stores that close by the end of the year are not excluded.

QA and Ethical Corporate Management Certification Training and Audits

To maintain the quality of the overall workforce, President Chain Store Corporation continues to provide quality assurance education and training for both new hires and existing retail store employees in addition to the store audits described above. A total of 87,135 people participated in the training in 2024 (including employees who have quit). President Chain Store Corporation hired a management consulting company to audit the quality assurance training certification status of stores, with 99.45% of the retail stores audited in 2024.

3.3 Sustainable Supply Chain Management

President Chain Store Corporation places a high priority on supply chain management to ensure that our partners can promote sustainable development together. Since the formulation of the Rules on Supplier Ethics Management in 2015, it has gradually increased the intensity and scale of management to carefully manage supply chain partners through regulations such as the Supplier Code of Conduct and the evaluation system. We have also implemented supplier guidance, capability building training and other measures to create a sustainable value chain with suppliers.

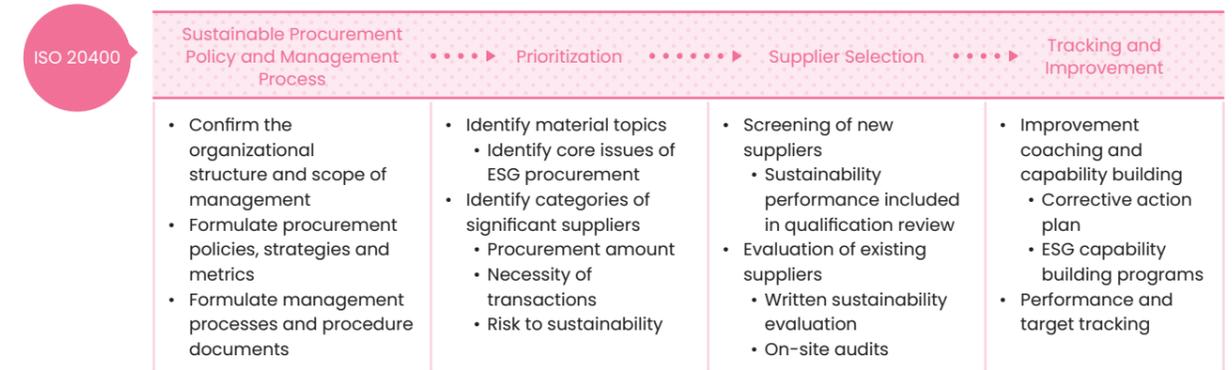


Supplier Management Structure

President Chain Store Corporation's supplier management structure follows the spirit of ISO 20400 Sustainable Procurement Guidance to formulate the overall management process as shown in the figure below. The organization sets up a comprehensive management structure from top to bottom, and implements grading, screening and evaluation of suppliers to subsequent corrective action plans.

The highest decision-making unit of President Chain Store Corporation's implementation of supplier ESG plans is the Board of Directors. The Sustainable Procurement Task Force is responsible for the management and tracking, as well as regularly reporting the progress of various supply chain assessments, management and ESG projects to senior management. An integrated ESG report is compiled and submitted to the Board of Directors at the end of each year.

At the end of 2024, the 2025 Supply Chain ESG Plan was submitted to the Board of Directors with details to improve supply chain management in accordance with the ISO 20400 framework, as well as further promoting carbon reduction in the supply chain. In addition, relevant content and actions are shared from time to time at internal meetings to let the Company's procurement and relevant staff members better understand the roles and values of supply chain ESG projects. In 2024, ISO 20400 Sustainable Procurement Guidance training was arranged for the procurement departments, totaling 39 man-hours. It is also scheduled to arrange supplier ESG management training for internal supply chain management personnel (including the carbon reduction task force) in 2025.



Supplier Management Policy

+ Supplier Sustainability Standards +

President Chain Store Corporation hopes to make itself the benchmark in the local retail industry by encouraging suppliers to practice corporate social responsibility. We have revised the "President Chain Store Corporation and President Chain Store Corporation's Subsidiaries' Code of Conduct for Suppliers" based on the United Nations Global Compact (UNGC) and UN Guiding Principles (UNGPs), as well as taking ISO 20400 Sustainable Procurement Guidance into consideration with requirements for suppliers' performance in Environment, Social and Governance. Suppliers are required to sign an "Agreement on Ethical Corporate Management and the Corporate Social Responsibility," and their compliance with the guidelines are taken into consideration when evaluating cooperation and contract renewal to ensure suppliers understand and commit to complying with our supply chain management requirements.

Document	Standards and Compliance for the Year
President Chain Store Corporation and President Chain Store Corporation's Subsidiaries' Code of Conduct for Suppliers	<ul style="list-style-type: none"> All suppliers are required to sign, with 100% signing in 2024. E: Providing products that conform to environmental protection and food safety laws and regulations to reduce their impact on the environment and health. S: Not violating labor laws or regulations (including hiring rules, hiring child labor, working conditions, salary and remuneration, occupational safety and health); ensuring labor equality, a non-discriminatory workplace, and fundamental human rights. G: Not being involved in inappropriate gains or conflicts of interest through bribery, corruption, monopoly, or the giving of gifts.
Agreement of the Ethical Corporate Management and the Corporate Social Responsibility	<ul style="list-style-type: none"> For suppliers unwilling to sign the agreement, President Chain Store Corporation will examine their existing internal regulations and the scope of commitment. Additionally, they will be required to commit to certain important items. If communication fails but it is still necessary to purchase from the supplier, the supplier will be asked to sign an "Affidavit on Ethical Corporate Management."

+ Quality Assurance Standards +

In order to stay updated with and monitor supplier quality, we included a dedicated chapter on "Product Safety Management" to ensure all suppliers conform to laws and regulations and to President Chain Store Corporation's rules in terms of company incorporation, product quality and testing. President Chain Store Corporation requires all suppliers to sign a "Product Quality Guarantee Agreement." Among them, a number of the rules are set for suppliers and manufacturers of our private-label products based on the nature of each, since they have a more direct impact on our operations and brand. These rules clearly require that specific standards be adhered to for product manufacturing, packaging, testing and appraisal.

Supplier Type	Measures
All suppliers	Product Quality Guarantee Agreement
Private-label brand product manufacturers	Rules for Onsite Assessment of Manufacturers for Private-label products
Suppliers of raw materials through direct transactions	Raw Material Supplier and Raw Materials Management Rules
Suppliers of store food safety supplies ^(Note)	Management Measures for On-site Evaluation of Suppliers of Food Safety Products in Stores

(Note) This refers to domestic manufacturers of disposable paper cups, bowls, and other products that come in contact with food in stores.

Supplier Screening and Identification

+ Supplier Categories and Grading +

As a member of the retail industry that is close to the various consumer needs, President Chain Store Corporation engages with a large variety of suppliers. We divide suppliers into six categories based on the types of products and services they provide, including food products, non-food products, packaging materials, store maintenance and operations, logistics and others, as well as identifying sustainable themes that require attention for each category. Suppliers can be divided into "suppliers in Tier-1" and "non-Tier-1 suppliers" based on types of transaction. Tier-1 suppliers are defined as suppliers that President Chain Store Corporation directly trades with, and non-Tier-1 suppliers are the opposite.

In order to distinguish the level of priority for supplier management, we adjusted the definition in 2024 based on the annual procurement amount, transaction necessity and ESG risks, as well as taking the specific risks regarding countries, industries or products into consideration to identify significant suppliers, so as to enhance control of significant suppliers. The detailed definitions are as follows.

Definition of significant suppliers (if any of the following applies)	
Procurement Amount	Top 80% suppliers in terms of annual procurement amount
Necessity of Transactions	<ul style="list-style-type: none"> Long-term partners Affiliated companies Oligopoly or monopoly
ESG Risks	<ul style="list-style-type: none"> Environmental risks (such as violations of environmental regulations) Social risks (such as occupational safety and human rights incidents) Governance risks (such as violations of business ethics) Risks by country (such as the impact of local regulations on cross-border procurement of raw materials) Industry risks (such as food safety) Product risks (such as the use of resources such as packaging materials)

President Chain Store Corporation had a total of 114 significant suppliers in 2024, including 110 significant suppliers in Tier-1, 4 significant non-Tier-1 suppliers, as well as a total of 958 Tier-1 suppliers. The procurement amount of significant suppliers in Tier-1 accounts for 84.74% of the procurement amount of all Tier-1 suppliers. In addition to significant suppliers, President Chain Store Corporation also extends its management to four specific types of suppliers, including manufacturers of private-label products, suppliers of raw materials through direct transactions, suppliers of egg products and store supplies. Please refer to the table below for the supplier categories.

Categories of Significant Suppliers	Number	Categories of Suppliers under Special Management	Number
Food products	77	Manufacturers of private-label products	33
Non-food products	9	Suppliers of raw materials through direct transactions	15
Packaging materials	11	Suppliers of egg products	3
Store maintenance and operations	10	Suppliers of store supplies	13
Logistics	3		
Others	4		

(Note) There are 63 suppliers under special management, one of which is both a supplier of raw materials through direct transactions and a supplier of egg products.

+ New Supplier Screening and Assessment +

We set our standards based on the relevant legal conditions, quality certification, management systems, and traceability of materials of new suppliers. We also include sustainability indexes such as Environment, Social and Governance in the assessment system to evaluate and stay on top of supplier quality. For the moment, new suppliers are required to sign a self-assessment statement. The threshold for passing the assessment is 80 points, including 15 points of mandatory ESG items. If the ESG-related documents and manufacturer assessment do not meet the minimum requirements and fail to improve within the specified time, the supplier fails to meet the requirements and will be disqualified. To encourage suppliers to invest in ESG management actions, new suppliers with better ESG performance and concrete proof will be given priority, along with preferential processing fees, discounts, etc. to favor cooperation with high-quality manufacturers.

A total of 24 new suppliers and manufacturers were introduced in 2024, all of which have passed the evaluation of this system. To ensure the rights and interests of consumers and the safety of product use, we continue to improve and raise the qualification standard for new overseas suppliers of food packaging materials for store supplies to 75 points by 2025, fulfilling our responsibilities of supplier selection and management.

Supplier Assessment System

President Chain Store Corporation follows the aforementioned rules to undertake periodic evaluations of suppliers of private-label products, suppliers of raw materials by direct transaction, and suppliers of egg products, drafting different assessment criteria based on the characteristics and risks of each category of suppliers. This rigorous assessment allows us to provide safe and quality food for customers. Our stringent standards enable us to stay on top of product quality and safety on behalf of our customers. Significant supplier assessment points, standards, frequency and results are disclosed below.

2024 Targets and Performance	Value	Unit
Target number of significant suppliers receiving desk assessment/on-site audit (second party)	100	Number of suppliers
Number of significant suppliers receiving desk assessment/on-site audit (second party) ^(Note)	101	Number of suppliers
Ratio of significant suppliers receiving desk assessment/on-site audit to all significant suppliers	88.60	%
Significant suppliers assessed to have significant actual/potential negative impact	69	Number of suppliers
Ratio of significant suppliers assessed to have significant actual/potential negative impact who agree to implement corrective/improvement action plans	91.30	%
Number of significant suppliers terminated due to significant actual/potential negative impact	0	Number of suppliers
Target ratio of significant suppliers assisted in implementing corrective/improvement action plans	85	%
Number of significant suppliers assisted in implementing corrective/improvement plans	63	Number of suppliers
Ratio of significant suppliers assessed to have significant actual/potential negative impact that participate in corrective action plans	91.30	%

(Note) The data here is calculated by adding up the number of significant suppliers that have completed the supplier sustainability assessment questionnaire and received on-site audits.

In 2024, President Chain Store Corporation reached the target of "100% completion of audits for PB ^(Note 1) joint procurement, direct suppliers, and egg producers and the target of "100% completion of PB/PL ^(Note 2) on-site evaluations for manufacturers." We will continue to keep the high standards as a target in the future.

(Note 1) Refers to contracts with manufacturers for large-quantity procurement of goods, or development of products with unique specifications, such as oden, rice, instant food, bread and other fresh food products, as well as CITY CAFE.

(Note 2) Refers to private-label products designed by President Chain Store Corporation, such as i-select collection of frozen foods and snacks, etc.

+ Desk Assessment +

Assessment Items

To gain a deeper understanding of the sustainable development of significant suppliers, President Chain Store Corporation handed out a supplier sustainability assessment questionnaire in 2024, referencing sustainable rating and items for auditing such as the Dow Jones Sustainability Index (DJSI) and amfori Business Social Compliance Initiative (amfori BCSI), and including ESG aspects in the scope of assessment for significant suppliers. It is hoped that the power of President Chain Store Corporation's supply chain can be combined to foster sustainable development through the assessment of sustainability metrics. The following table describes the common ESG assessment items for various categories of suppliers. In addition to the following common questions, the assessment also includes other related sustainability themes for the six major supplier categories.

Factors for Consideration for Significant Suppliers

The following three factors are taken into consideration (take the union)

1 Procurement amount

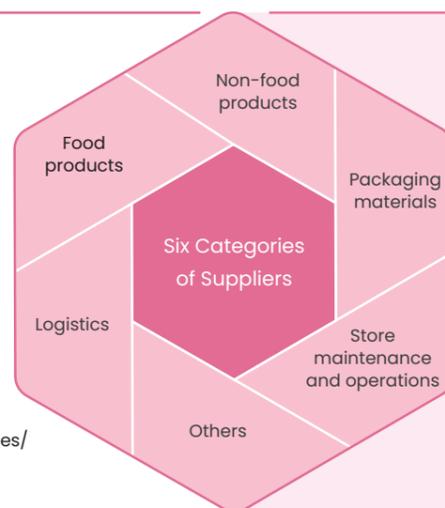
- Top 80% suppliers in terms of annual procurement amount

2 Necessity of transactions

- Long-term partners
- Affiliated company
- Oligopoly or monopoly

3 ESG aspects

- Environment/Social/Governance risks
- Risks regarding countries/industries/products



Supplier Assessment Questionnaire (SAQ)

Assess significant suppliers' management for the following topics (adjusted in line with the characteristics of the industry)

- | | |
|---|---|
| <p>E</p> <ul style="list-style-type: none"> • GHG Emissions • Energy Management • Waste & Hazardous Materials Management | <ul style="list-style-type: none"> • Ecological Impacts • Water & Wastewater Management • Air Quality |
| <p>S</p> <ul style="list-style-type: none"> • Human Rights & Community Relations • Labor Practices • Employee Health & Safety | <ul style="list-style-type: none"> • Product Quality & Safety • Customer Welfare • Selling Practices & Product Labeling • Data Security |
| <p>G</p> <ul style="list-style-type: none"> • Materials Sourcing & Efficiency • Business Ethics • Competitive Behaviour • Product Design & Lifecycle Management • Supply Chain Management | <ul style="list-style-type: none"> • Critical Incident Risk Management • Physical Impacts of Climate Change • Management of the Legal & Regulatory Environment |

114 significant suppliers

70 significant suppliers took part in the assessment

6 high-risk suppliers

3 high-risk issues

Result of Assessment

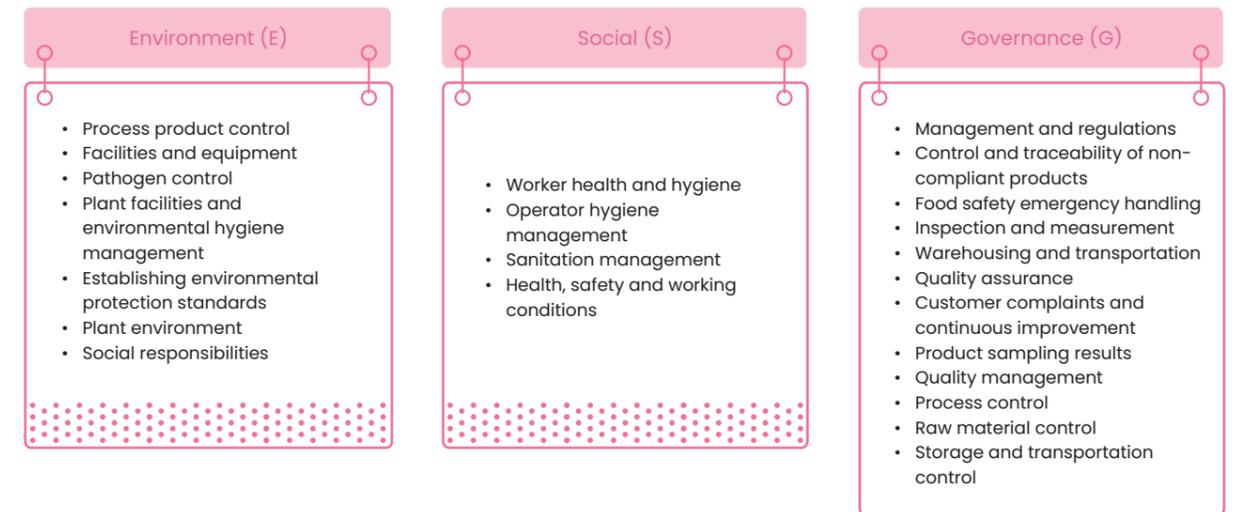
As the assessment was a trial run for the first time, 70 out of 114 significant suppliers were assessed. Supply chain management will be enhanced in the future through increased supplier communications. This questionnaire adopts a weighted scoring method, assigning different weights to each issue in line with the importance of the supplier's industry before calculating the comprehensive score and classifying the supplier risk accordingly. The risk level of suppliers can be divided into high, medium and low, and the criterion for high risk is a comprehensive score below 50 points (Note). In this assessment, 6 high-risk manufacturers were identified, and workshops are expected to be organized in the second quarter of 2025 to guide and improve their sustainable actions. In addition, a review of the suppliers' responses shows that most suppliers have insufficient understanding of issues such as greenhouse gas management, ecological impact, material procurement and efficiency, human rights and community relations, or have not yet taken countermeasures. President Chain Store Corporation identified the top three sustainable risk themes based on the assessment, including greenhouse gas management, sustainable procurement management and labor rights management. In the future, measures such as holding supplier greenhouse gas inventory training, helping suppliers adopt certified sustainable raw materials, and organizing occupational safety and health lectures and training will be taken.

(Note) This is the trial scoring standard for this year. The subsequent scoring standard will be adjusted based on the overall situation of the answers in the current year.

+ On-site Assessments +

Assessment Items

Supplier assessment items are based on the characteristics of the manufacturer, supplier of raw materials by direct transaction, egg product supplier or supplier of store supplies. Environment, social, and governance (ESG) are all included in the assessment, comprising management systems, environmental sanitation, process and quality assurance. The aforementioned items for inspection ensure that product safety and organizational operations are well-managed. Assessment items for different suppliers are as follows:



Passing Standards

Assessment results are scored into four categories: A (≥ 90 points), B (80-89 points), C (70-79 points), D (< 70). Passing standards are as follows:

The rules state that existing manufacturers failing to qualify in the overall evaluation must submit a review report. In addition to requiring suppliers to provide feedback on improvement actions after the evaluation, knowledge-sharing and case-by-case response will be given through raw material sub-committee or production quality control meetings, with the hope of reducing and avoiding recurrence of such deficiencies. Meetings, discussions during unspecified site visits or video and other communications targeting the issues will be held to focus on the improvement, ensuring the factories can improve defects within a specific timeframe. Subsequent meetings/site visits will be held. Alternatively, the improvement will be verified during the next audit.

Type of suppliers	Passing standards
Food manufacturers	B or above (80 points or above)
Suppliers of single-use food packaging materials used in stores	C or above (75 points or above)
Non-food manufacturers	C or above (70 points or above)
Suppliers of raw materials through direct transactions	
Suppliers of egg products	
Suppliers of other store supplies	

In compliance with "Product Quality Guarantee Agreement," "Supplier Assessment Agreement" or "Supplier Assessment Consent," those who fail the assessment and fail to improve within the specified time will be given a penalty or excluded ^(Note).

(Note) The supplier contract and code of conduct state that if any violation of ESG standards will be deemed as a major violation of the aforementioned contract or agreement. President Chain Store Corporation reserves the right to terminate the contract or impose a fine accordingly.

President Chain Store Corporation views suppliers producing own brand products with grades of C or below and non-food manufacturers with grades of D or below as "suppliers with high sustainability risks." A total of 63 suppliers were assessed in 2024. No supplier was considered having high sustainability risks.

Frequency of Assessment

The frequency of assessment differs based on the results of the previous on-site assessment.

1. Food Manufacturers

Contract manufacturers are divided into food product, non-food product, domestic and overseas categories with different assessment frequency. President Chain Store Corporation formulated the "Food Product Manufacturer Risk Grading and Assessment Guide" to serve as a basis for assessing the risk levels of domestic food product manufacturer. We also completed the risk grading for private-label brand food product manufacturers in 2023 as reference for determining on-site assessment frequency in 2024.

Comparison Table of On-site Assessment Frequency for Domestic Food Product Manufacturers

Risk Level	Grading		Result	
	A ≥ 90 points	B 90 > points ≥ 80	C 80 > points ≥ 70	D < 70 points
	Pass		Fail	
Low-risk	12 months	6 months	Suppliers will be assessed once a month for three consecutive months and must pass during consecutive months. Suppliers not passing two months in a row are to halt production. For those passing assessment, the most recent passing assessment serves as the benchmark for determining when the next assessment takes place.	Suppliers are to immediately stop producing for President Chain Store Corporation or be assessed once a month and must pass three months in a row. Suppliers not passing two months in a row are to halt production. For those passing assessment, the most recent passing assessment serves as the benchmark for determining when the next assessment is to take place.
Medium-risk	6 months	4 months		

Reference Table of On-site Assessment Frequency for Overseas Food Product Manufacturing Sites

Grade	Score	Result	Assessment Frequency/Follow-up in Case of Failure to Pass
A	≥ 90 points	Pass	Assessment must be completed within the same year
B	90 > points ≥ 80		
C	80 > points ≥ 70	Fail	Manufacturer must immediately halt production arrangements and pass a reassessment within 6 months before resuming production. Otherwise manufacturing on behalf of President Chain Store Corporation must be terminated.
D	points < 70		

2. Non-food Manufacturer

For domestic manufacturers of non-food products, an on-site assessment grade of C or above constitutes a pass. Assessment frequency is once every 12 months and assessment must be completed within the same year. If the assessment result indicates a failure to meet our standards, the case is handled as a failure on the part of domestic food product manufacturers. For overseas manufacturers of non-food products, an on-site assessment grade of C or above constitutes a pass. Assessment frequency is once every 24 months and assessment must be completed within the same year. If the assessment result indicates a failure, the manufacturer must immediately halt production arrangements and pass a re-assessment within 6 months before resuming production. Otherwise manufacturing on behalf of President Chain Store Corporation must be terminated.

3. Others (raw materials suppliers through direct transactions, egg product suppliers, suppliers of in-store supplies)

In addition to manufacturers, suppliers of raw materials through direct transactions, suppliers of egg products, and suppliers of in-store supplies are slated for assessment every 3 to 18 months, depending on their assessment grade. If an organization fails, a re-assessment is to be performed until it reaches a passing result. Follow-up action is to be taken as per relevant rules (such as the "Supplier Assessment Agreement" or the "Product Quality Guarantee Agreement").

Assessment Results

In 2024, there were a total of 50 suppliers of private-label food products with whom President Chain Store Corporation had a cooperative relationship^(Note 1) (including manufacturers, suppliers of raw materials through direct transactions and suppliers of egg products). 100%^(Note 3) of those suppliers were audited^(Note 2). A total of 155 audits were performed on the 50 suppliers (see P.77) with 155 passing, and the compliance rate of 100%.

(Note 1) Defined as
 (1) Suppliers that passed the assessment prior to 2024 and passed internal submission.
 (2) New factories which passed the assessment prior to 2024.
 (3) Those eligible to halt assessment in 2024 are also included.
 (Note 2) Assessment items are those listed in the "Assessment Criteria."
 (Note 3) Two factories of own label products, two factories of direct raw materials suppliers and one supplier of egg products ended their transactions and cooperation with President Chain Store Corporation based on the result of the last supplier assessments. In addition, the assessment frequency as stated in the Raw Material Supplier through Direct Transactions and Raw Materials Management Rules is between 3-18 months. Therefore, audits were not necessary in 2024 according to the corresponding rules.

In 2024, there were 13 suppliers of single-use products^(Note 1), with 100%^(Note 2) audited. A total of 16 audits on supplier assessment were performed according to the items on P. 77, resulting in 16 passing audit results and a passing rate is 100%.

(Note 1) Refers to domestic suppliers of single-use paper cups, bowls and similar items which come into contact with food and are provided to the consumers.
 (Note 2) One supplier has stopped transactions with President Chain Store Corporation before the month of the assessment with their application of halting the evaluation approved. As a result, those entities were not required to be audited according to our rules in 2024.

Green procurement category classification	Number of Suppliers	Percentage of Audits Completed	Number of Audits	Number of Passing Results	Passing Rate
Suppliers of private-label brand food products with whom President Chain Store Corporation had a cooperative relationship (including manufacturers, suppliers of raw materials through direct transactions and suppliers of egg products)	50	100%	155	155	100%
Domestic suppliers of in-store single-use products	13	100%	16	16	100%

Additionally, we do our utmost to ask that suppliers of private-label products to obtain food safety and sanitation management system ISO 22000 certification to improve supplier quality. During 2024, suppliers of private-label products (including manufacturers, suppliers of raw materials through direct transactions and suppliers of egg products) numbered 50 companies. If calculating using the number of the plants, there were a total of 99 manufacturing sites, among those 51 were manufacturers of private-label food products within Taiwan. Of these, 51 manufactures 100% obtained international food safety management system ISO22000 certification.

(Note) Verified by independent third-party verification agencies that comply with ISO 17021.

2024 ISO 22000 Certification

Type of supplier	Number of suppliers for private-label food products	Number of domestic manufacturers of private-label food products	Number of ISO22000:2018 obtained by domestic suppliers for private-label food products	
			Number	Percentage
Suppliers for private-label food products	50	51	51	100%

(Note) The number in the denominator does not include factories overseas.

President Chain Store Corporation hopes to work together with its suppliers to realize corporate social responsibility. We monitor whether they comply with occupational health and hygiene requirements requested by the Labor Standards Act and related regulations through our supplier assessments, as well as creating a positive social impact to protect supply chain workers' labor rights.

Supplier Development and Empowerment

In order to effectively reduce ESG risks for supply chain as a whole and raise suppliers' awareness of sustainability issues, President Chain Store Corporation has set a long-term goal of increasing the proportion of suppliers with access to the campaign on the importance of sustainability. In 2024, we communicated with tier-1 suppliers to understand the feasibility of implementing the ESG risk assessment, as well as further coaching private-label suppliers to obtain third-party certification, achieving the annual target of 100% introduction of ISO 45001 for suppliers of private-label food products with a procurement value exceeding NT\$30 million. Moreover, we compiled promotional materials on sustainability trends and importance to raise awareness of the importance of sustainability to non tier-1 suppliers.

+ Supplier Training +

President Chain Store Corporation's Marketing Department communicates regularly each year with significant suppliers of raw materials for its private-label products on the concepts of sustainable procurement and traceability management, as well as asking them to provide us with raw materials that meet President Chain Store Corporation's sustainable procurement standards. In addition to the signing of contracts, President Chain Store Corporation actively conducts supplier training and capability building programs by providing suppliers with ESG forums, guidance for management system incorporation such as ISO 45001, introduction of certified sustainable raw materials, examples of peers with excellent ESG performance for benchmarking, as well as working with suppliers on promoting ESG services with key technologies. For details on supplier training and capability building programs, please refer to our [sustainable development website](#).



President Chain Store Corporation worked with Cathay United in 2024 to organize the "Carbon Reduction and Circular Economy Exploration Workshop," joining hands with 12 raw material and food processing companies in the supply chain to discuss the practical analysis and case study of low-carbon transformation and circular economy. 100% of the workshop participants believe that investing in circular economy will help with low-carbon transformation, and that recycling will bring new opportunities for enterprises to "reduce carbon/waste," "enhance competitiveness" and "operate sustainably." The workshop also helped supply chain manufacturers review the current status of their own business operations and reflect on the transition opportunities that can be integrated into circular economy in the current production process, divided into three aspects of raw

materials and by-products, water and packaging. The collaboration will carry on with sustainable supply chain workshops for fresh food manufacturers, helping to negotiate mergers and explore feasible sustainable supplier project opportunities, promoting circular economy transformation of the supply chain. Yuland Biological Agriculture was also invited to share cases of promoting circular economy in the current supply chain, providing examples of sustainable supply chain cooperation for fresh food manufacturers, assisting with negotiating mergers and exploring feasible sustainable supplier project opportunities to facilitate circular economy transformation of the supply chain.



The targets and performance of President Chain Store Corporation's implementation of capability building programs for significant suppliers this year are as follows:

2024 Target and Performance	Value	Unit
Target number of significant suppliers with capability building programs implemented	20	Number of supplier
Number of significant suppliers with capability building programs implemented	25	Number of supplier
Proportion of suppliers participating in capability building programs	21.93	%

3.4 Sustainable Procurement

To stay updated with international trends and maximize President Chain Store Corporation's external impact in sustainability, we set up a Sustainable Procurement Task Force in 2021 to prioritize the purchase of equipment with eco-friendly or energy-saving labels. We set and review the annual procurement amount and actively increase the percentage of raw materials with sustainability certifications to enhance the benefits of sustainability for the overall supply chain in terms of environmental protection, animal welfare, energy saving and carbon reduction. The manufacturers that produce private-label products choose PB joint-purchase materials to stay in line with the principle of prioritizing the procurement of agricultural products that value environmental protection, animal welfare and traceability. We also help raw material suppliers develop the philosophy of sustainable operations to ensure effective management of the source of private-label products.

Green Procurement and Sustainable Raw Materials

+ Green Procurement +

President Chain Store Corporation actively manages equipment, consumables and building materials by promoting green procurement. Green building materials are chosen for store renovations, and equipment and consumables that have obtained energy labels, environmental labels or certifications, or have actual environmental protection benefits are purchased for use in stores. The scope of green procurement was expanded in 2024 to adopt solely coffee cups with FSC forest management certification as a leader in the industry. The amount of procurement reached NT\$617,979 thousand with a growth nearly doubled compared to 2023, with the hopes of reducing the consumption of natural resources and negative impact on the environment while maintaining smooth operations and service quality. The total amount for green procurement in 2024 reached NT\$2.782 billion, accounting for 20.73% of the total annual procurement amount of President Chain Store Corporation and reaching the 15% annual target. The target for 2025 has been increased to 18%.

Categories of Green Procurement	Items for Procurement	Amount (NT\$ thousand)	
Energy Star	Meets the requirements of the United States' Energy Star product energy efficiency	LCD screens, laser printers	106,974
RoHS	Verifying that electrical and electronic products comply with the EU's RoHS Directive (Restriction of Hazardous Substances Directive)	Uninterruptible power supplies, ST, Switch, WAP, POS cash registers/back-office computers	1,327,267
Energy-saving Label	Air Conditioner Efficiency Label - Cooling Seasonal Performance Factor (CSPF) Level 1 Energy Label, Bureau of Energy, Ministry of Economic Affairs	Inverter air conditioners, circulation fans, LED lamps	501,566
Green Building Material Label	Obtaining the Green Building Material Label of the Taiwan Architecture & Building Center or adopting patented eco-friendly construction methods	Green building materials	87,372
With environmental protection benefits	Customized equipment that has been tested by President Chain Store Corporation and proven to have energy-saving benefits	Eco-friendly packaging materials used in stores: PLA coffee cups, ice cream/slushy cups, PLA/paper straws, energy-saving devices	141,300
FSC, PEFC certification	The manufacturing process of wood products is in compliance with FSC and PEFC requirements for sustainable operations	Coffee cups, paper bags, stirrers, disposable chopsticks for boxed meals, Paper Star copy paper	617,979

Total amount of green procurement **2,782,458**

In 2024, the total procurement amount of paper food packaging materials such as paper cups, paper bags, paper boxes, paper bowls, etc. produced by FSC™/PEFC™ certified manufacturers used in the stores accounted for 92.94% of the procurement amount of paper packaging materials such as paper cups, paper bags, paper boxes, paper bowls, etc. that year.

+ Sustainable Raw Materials +

President Chain Store Corporation prioritizes the procurement of raw materials with environmental protection, animal welfare, energy-saving or carbon reduction labels, food safety certification, as well as working with suppliers to provide customers with more sustainable choices. Joint-purchase raw materials are mostly used for private-label products with sustainability certification, including boxed meals, cold noodles, sandwiches, coffee and freshly brewed tea. In 2024, the procurement amount for sustainably procured raw materials reached NT\$6,713 million ^(Note), reaching 29.21%. Moreover, coffee with rainforest certifications is sold in the stores, and FSC certification has been introduced to the iseLect refrigerated beverage packaging materials. Revenue from the two aforementioned types of products reached NT\$366.68 million.

(Note) This includes the amount for sustainable procurement with international and local certifications. In addition to the relevant category certifications listed in the table below, processed products derived from them are included (for example, directly processed products of raw materials such as fried pork ribs, roasted beef, or processed condiments using soy from certified sources are included in the calculation).

Category	Certification	Certification/Label
Soy	U.S. Soy Sustainability Assurance Protocol	
Coffee beans	Rainforest Alliance incl. UTZ	
Vegetables and Rice	TGAP	
Aquaculture	Global Animal Partnership (G.A.P.) · BRCGS (BRC Global Standard for Food Safety)	
Beef	AAWCS (The Australian Livestock Processing Industry Animal Welfare Certification System)	
Wild fish	MSC (Marine Stewardship Council)	
Poultry	Global Animal Partnership (G.A.P.), Taiwan Animal Welfare System, PAACO (Professional Animal Auditor Certification Organization)	
Pork	IAWS (Interporc Animal Welfare Spain) · BRCGS (BRC Global Standard for Food Safety) · IFS (International Featured Standards)	
Dairy product	ISO 14067 and carbon reduction label	

Category	Certification	Certification/Label
Packaging materials	FSC · PEFC	

(Note) For detailed procurement amount ratio of each category, please refer to the [Sustainable Procurement page](#) of the official website.

President Chain Store Corporation supports local agriculture, fishery, vegetables and fruits with three strategies of “stable procurement,” “sustainability” and “planned support.” We believe that supporting local products not only reduce carbon footprint to realize environmental sustainability, but also brings economic benefits to local farmers as a way to help the society. In 2024, all private-label products use local rice, including Tainan 11 rice, Taiken 9, long grain sweet rice certified with a “Taiwan Rice Label.” We also work with the Agriculture and Food Agency, Council of Agriculture, Executive Yuan to ensure the supply of high-quality fresh vegetable and fruit by cooperating with production and marketing groups through the traceability system and organic certification. We further integrated online and offline sales platforms to expand cooperation with farmers’ associations, fishermen’s associations and small farmers to launch localized brands or seasonal products. President Chain Store Corporation also launched the Youth Deep Roots Program together with the Good Neighbor Foundation to turn the stores into a platform for young local entrepreneurs by helping them put great products on the shelves.

In 2024, President Chain Store Corporation procured and used a total of 119,000 metric tons of special agricultural products worth NT\$12.085 billion, including rice, chicken, pork, eggs, vegetables and fruits. The percentage of agricultural products procured by suppliers in Taiwan accounted for 79% of the total at NT\$8.261 billion, which was 68% of the overall procurement amount. In the future, we will continue to increase the proportion of local procurement, actively cooperate with stakeholders, and maximize our sustainability impact as a retail business by providing consumers with more benign choices that are friendly to the environment and society.

Area	Procurement quantity (metric tons)	Percentage of suppliers by area (%)	Procurement amount (NT\$100 million)	Proportion of procurement amount (%)
Locally sourced agricultural products (Taiwan)	93,914	79%	82.61	68%
Non-locally sourced agricultural products (foreign origin)	24,956	21%	38.24	32%
Total	118,870	100%	120.85	100%



Creating a Sustainable Planet

At present, various environmental issues such as climate change, plastic pollution, food loss and waste, and waste management are closely related to sustainable corporate operations. Effectively adopting sustainable operations, optimizing resource efficiency and practicing sustainability are important elements in President Chain Store Corporation's overall operating value chain. As the leader in convenience stores, we hope to strike a balance between convenience and environmental impact by being committed to reducing the negative impact of plastics, food waste and waste in our operations, as well as actively improving our ability to address climate change issues.



Management Policies

Policies and Commitments

- Environmental policy
- GHG policy
- Energy policy
- Packaging material management
- Waste management policy

Management Actions

- Inventory and management of environmental information (greenhouse gas emissions, packaging material consumption, waste removal, food loss and waste in the stores, water withdrawal and consumption)
- Low-carbon transition plan for own operations and value chain
- Adaptation strategies for climate-related physical and transition risks, investing in solar photovoltaic power year by year
- Actions towards plastic reduction (reducing product packaging and single-use plastic used for in-store services, expanding recycling mechanism, building a circular model for recycled cups, procuring packaging materials with circular economy certifications)
- Food loss and waste management (reducing the scrap rate of fresh food, improving the management mechanism of the manufacturers, improving the recovery rate of food waste, upgrading order-to-delivery system)
- Waste management (setting up a convenient recycling platform in stores, refurbishment and reuse of store equipment, waste reduction for all operating locations, managing waste flows with suppliers)

Sustainable Goal Management Process

Material Topic	Management Metrics	Medium-and long-term Targets	2025 Targets	2024 Targets & Performance
Climate Change	Proportion of EUI value decrease compared with the previous year	Reducing EUI by 0.5% compared to the previous year	Reducing EUI by 0.5% compared to the previous year	Reducing EUI by 0.5% compared to the previous year EUI increased by 5.75% compared to the previous year
	Proportion of direct (Scope 1) and indirect (Scope 2) GHG emission intensity (carbon emission intensity per NT\$ million of revenue) reduction compared with the previous year (Note 4)	Reducing the proportion by 60% compared to 2020	Reducing the proportion by 1.5% compared to the previous year	Reducing the proportion by 1% compared to the previous year Increased by 1.76% compared to the previous year
Packaging Materials Management	Proportion of consumers bringing their own cups (Note 1)	24% by 2028	21%	↑ 19% 20.91%
	Number of stores adopting the Recycled Cups Renting Service (Note 1)	Following regulations regarding single-use beverage cups	2,500 stores (30% by regulations)	↑ 2,300 stores 2,531 stores
	Proportion of other single-use plastic for private-label products and materials	10% of other single-use plastic by 2028, completely eliminating plastic shopping bags and plastic straws Completely eliminating other single-use plastic by 2050	18%	— 19% 20.96%
Food Loss and Waste Management	Total weight of food loss and waste discarded (with 2019 as base year)	4,461 metric tons by 2030 Reduction of 50% by 2030	5,366 metric tons with a 39.9% reduction compared to the base year	↑ 5,667 metric tons with a 36.5% reduction compared to the base year 3,216 metric tons with a 76% reduction compared to the base year
	Total weight of all food loss and waste	11,605 metric tons by 2030 Halving by 2030 (with 2019 as base year)	11,241 metric tons	— 11,353 metric tons 12,496 metric tons
	Total weight of food loss and waste volumes used for alternative purposes	7,144 metric tons by 2030	5,875 metric tons	↑ 5,686 metric tons 9,279 metric tons
Waste Management	Proportion of volume for waste removal reduction in each store (base year 2019) (Note 2)	45% of reduction by 2028	20%	↑ 20% A 25.63% decrease compared to the base year

(Note 1) Targets for the proportion of bring-your-own cups and the number of stores with recycling cup renting services have been adjusted for 2025 and 2028 in line with regulatory requirements. Considering the high regulatory uncertainty in 2030 and 2050, the targets will not be disclosed for the time being. Please refer to the description of the plastic reduction management action section in the subsection 4.2 Packaging Material Management.

(Note 2) Targets for the current year and 2025 for store waste reduction have been adjusted in line with current operations. Please refer to the description of Waste Generation and Process Flow Management section in 4.4 Food Waste and Waste Management.



In 2024, the "iLove Food" program reduced food waste by **17,866.94** metric tons



The OPEN iECO Recycled Cups Renting Service has been adopted by **2,531** stores with **20.91%** of consumers bringing their own cups



Store energy-saving actions saved the equivalent of **61,380.58** metric tons of CO₂e in 2024



The procurement amount for certified raw materials for paper in 2024 was NT\$ **617,979** thousand

4.1 Environmental Management

Policies and Commitments

To realize the vision of green operations, President Chain Store Corporation has formulated policies and plans about environment management, covering topics such as environment and energy management, net-zero carbon reduction management, packaging material management, waste and food waste management, water resource and biodiversity management as the guiding principles for the Group's actions on environmental issues. Short, medium and long-term targets have been set based on this foundation (see [Sustainable Target Process Management](#)) to incorporate the concept of environmental sustainability into all aspects of the value chain. 2021 was declared as the "Year One of Sustainability" for President Chain Store Corporation. We have incorporated different sustainability policies such as plastic reduction, carbon reduction, food waste reduction and sustainable procurement into our operations and business model in order to make green consumption a part of daily life.

Moreover, President Chain Store Corporation has set up the Integrated Services Center hotline (0800-008-711) and email (public@mail.7-11.com.tw) as convenient channels to further communications with stakeholders.

Environmental Policy

President Chain Store Corporation is dedicated to becoming the leading retailer, providing the most convenient lifestyle services and fulfilling its responsibilities as a corporate citizen. Following the "President Chain Store Corporation Corporate Sustainability Development Code of Practice," the company has established a cross-departmental Sustainable Development Committee under the authority of the Board of Directors to address environmental issues arising from business operations, and report regularly to the Board. The Environmental Group, operating under Sustainable Development Committee, is responsible for managing environmental issues and incorporating the perspectives of external stakeholders in formulating and implementing environmental policies. President Chain Store Corporation, together with its affiliates, subsidiaries, key suppliers, and other partners, is committed to the following:

- Comply with environmental protection laws and regulations and prohibit any behavior that may harm the environment.
- Continuously improve our environmental protection performance, as well as optimizing our surrounding environment.
- Cherish the use of resources and increase recycling and reuse, sticking to the principle of "making the most of resources."
- Endeavor to reduce the amount of waste based on the concept of "pollution prevention."
- With consideration to the environmental impact of our products and services in each phase of the life cycle from R&D, design, manufacturing, packaging to delivery, we will reduce resource consumption and increase the efficiency of resource use.
- Build up an eco-friendly value chain step-by-step, take environmental aspects into the selection of suppliers and key business partners (including but not limited to joint venture partners, licensees, and outsourcing partners) within the decision-making and processes of new project development and corporate mergers and acquisitions.
- Support community development and manage sustainable relationships with local communities.
- Promote environmental education and training, share environmental protection concepts with stakeholders like employees and customers in order to protect the environment together.
- Set short- and medium-term environmental management goals to actively reduce the negative impact on the environment from the production process to the value chain of distribution and logistics.
- In response to the Paris Agreement's global strategy of limiting global warming to within 1.5°C, we committed not funding climate-denial or lobbying against climate regulations, and achieving the net-zero emissions target for Taiwan's store operations by 2050.

Energy Policy

As we strive to meet customer needs, we have made energy conservation and carbon reduction actions a core value of our business strategy. We use our stores as a base for energy conservation and carbon reduction by maximizing our advantage as a retail channel. We also exert our influence through the benefits of energy conservation.

Our commitments:

- Complying with the government's energy laws and regulations and continuing to make energy improvements.
- Expanding stores with energy saving designs and developing and selling energy-efficient products.
- Optimizing our energy use to achieve sustainable corporate development.

Net-Zero Commitment and Emissions Reduction Policy

As a member of the global village, President Chain Store Corporation lays great emphasis on the use of energy and resources, as well as the environmental impact. To fulfill our corporate responsibilities, we will control and manage the current status of greenhouse gas emissions and promote energy-saving and carbon-reduction plans based on the result of the inventory. President Chain Store Corporation has committed to achieving net-zero for Scope 1 and 2 greenhouse gases within its operations by 2050.

Communications and Incentives

President Chain Store Corporation shares ideas with store employees by integrating policy with practice through a variety of campaigns, online courses education and training, helping each employee incorporate environmental management in their daily routines. In 2024, a total of 20,102 employees completed the campaign and training course related to environmental topics, including employees of directly operated stores and franchisees. In order to increase the awareness of procurement personnel on sustainability issues, a session on trends in carbon reduction and sustainability in the retail industry was organized. In 2024, a total of 15,983 person-hours were involved in environmental-related courses and communications.

Environmental Topics Communication and Training Courses in 2024

Topics	Targets	Person-Hours
Plastic reduction online course	All employees/franchisees	16
In-store recycling and coffee grounds reuse	Store employees/franchisees	5,464
In-store energy-saving and carbon reduction measures	Store employees/franchisees	245
Coffee quality assurance and raw material management of regulations on the use of plastic straws, encourage the use or recycled cups	Store employees/franchisees	1,294
Trends in carbon reduction and sustainability in the retail industry	Procurement unit	39
Water conservation and water restriction course for the stores	All employees	8,925
Total person-hours		15,983
Participants		20,102

To encourage employees to actively manage energy use in stores, President Chain Store Corporation has formulated the "Energy Conservation Incentive Measures for Stores." The measures include the electricity fee management outcomes of newly opened and renovated stores, and take the power consumption management of existing stores and energy conservation improvements into employees, store and regional engineering performance appraisal items. Monetary rewards are given to those who discovered abnormal store electricity bills (Please refer to [4.3 Climate Change Mitigation and Adaptation](#)).

In addition to internal training for employees, President Chain Store Corporation continues to launch various sustainable initiatives to integrate sustainable actions into consumer behavior. This includes taking the initiative to stop offering single-use cutlery in the stores, recycling waste batteries and electronics for cash back, double points for plastic reduction products and so on. In 2024, we continue to expand the OPEN iECO Recycled Cups Renting Service to include affiliated companies such as Starbucks and 21 Plus. In addition, we launched the Intelligent Automatic Recycling Machine service to exchange for monetary reward for recycling, as an attempt to increase the consumers' willingness to recycle PET bottles and batteries. President Chain store Corporation hopes to encourage consumers of all ages to support eco-friendly actions through the stores as well as online and offline channels, making sustainability part of everyone's everyday life.

Water Resource Management

Water supply and quality have a direct or indirect impact on the business model of chain stores regarding the products and services we can provide to the consumers. Especially in areas with tight water resources, how to reduce the operational impact on the local water resources is critical in overall operating value chain. All operating locations of President Chain Store Corporation use tap water. Besides for the freshly-prepared beverages, the overall water consumption is the most for store cleaning. For the moment, water-saving taps and toilets have been introduced in all stores. Some stores are also running a pilot program to use RO (reverse osmosis) residual water and collected rainwater for cleaning the stores.

After analyzing the correlation between operating activities and water consumption of stores, we deducted the water used for freshly-prepared beverages as the base for managing store water consumption. President Chain Store Corporation commits to reduce the water consumption per store by 1% compared with previous year and set the base year as 2019 (after deducting the water used to freshly-prepared beverages). By 2025, the water consumption should be reduced by 5% compared to the base year. In 2024, the total water withdraw of President Chain Store Corporation was 4,092,852.30 cubic meters, and the total water consumption was 143,591.52 cubic meters. The scope covers stores, head office, shopping centers and regional offices. Moreover, the average water consumption per store in 2024 was 499.35 cubic meters, an increase of 9.47% compared with the base year. In the future, we will continue to track the changes in water consumption as a reference for future target setting and water management.

Although the headquarters accounts for a relatively small amount of water consumption, we set an example by closely monitoring the annual water consumption as an internal management indicator, as well as reducing water consumption through water-saving actions. For example, in order to reduce the amount of water coming out of the taps in restrooms and coffee rooms, we installed water-saving devices at the urinals, adjusting the optimal water output of the toilets, reducing the frequency of sprinklers and so on.

Biodiversity Management

In the current era of rapid globalization and urbanization, convenience stores have long been part of people's daily lives. President Chain Store Corporation clearly understands that in addition to the impact on nature, our value chain activities also have a high degree of impact on natural resources. Therefore, protecting biological diversity is the embodiment of our environmental responsibility, as well as the key to sustainable development. In 2022, President Chain Store Corporation passed the Biodiversity and No Deforestation Commitment, publicly promising all operating locations and its supply chain will follow the principles listed in the Biodiversity and No Deforestation Commitment.

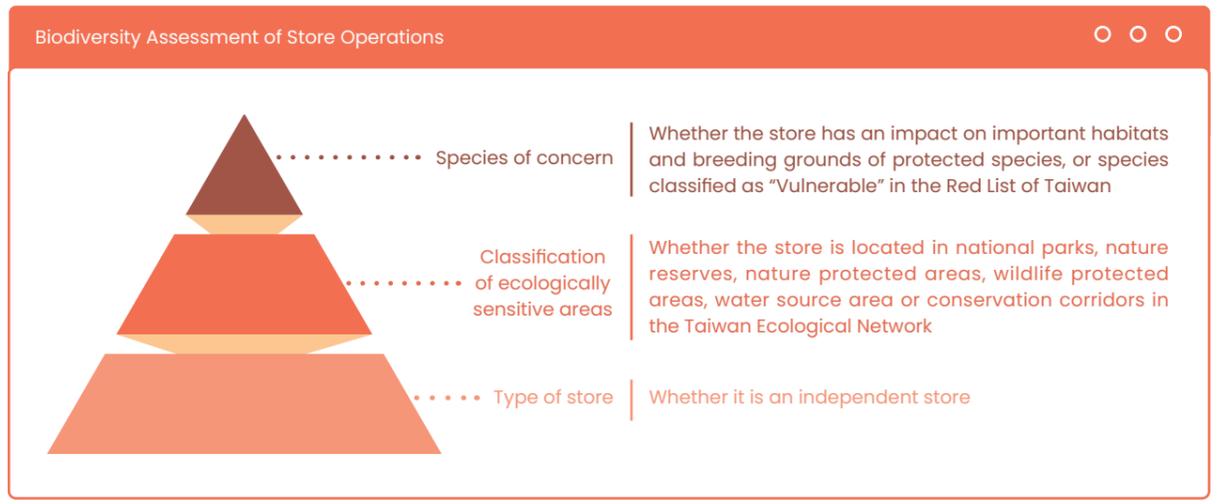
Items	Biodiversity
Scope	All operating locations and the supply chain
Target Year	<ul style="list-style-type: none"> Complete the process formulation and degree of quantifiable impact by 2025 Net Positive Impact by 2050
Execution Policies	Commitment to include a biodiversity assessment in the system
Principles	<ul style="list-style-type: none"> Conducting a biodiversity risk assessment for the value chain by following the mitigation hierarchy, covering operating locations, supply chain and partners (manufacturers and franchisees), as well as selecting material issues based on risk levels, set measurable management goals, take mitigation actions, as well as publicly disclose relevant results and share them with stakeholders. Requirement for the value chain to commit to avoiding operating activities in areas with important biodiversity at home and abroad. The value chain includes operating locations, supply chain, and partners (manufacturers and franchisees). Commitment to play an active role in the value chain of President Chain Store Corporation, covering operating locations, supply chain and partners (manufacturers and franchisees). In addition to entrusting a third-party ecological consulting company to assist in reducing damage to ecological resources with correction, minimization, or compensation measures, the goal of no net loss (NNL) is set in priority areas. Commitment to actively engage in biodiversity discussions with stakeholders to ensure that President Chain Store Corporation and all stakeholders move towards the goal of achieving a net positive impact by 2050.

Items	No Deforestation
Scope	All operating locations and the supply chain
Target Year	<ul style="list-style-type: none"> Complete the process formulation and degree of quantifiable impact by 2025 No Net Deforestation by 2035 No Gross Deforestation by 2050
Execution Policies	Commitment to include a no deforestation verification mechanism in the system
Principles	<ul style="list-style-type: none"> Completion of inspections in order of levels and risks year by year with results published Commitment to follow the principle of no net deforestation for our operating locations, areas adjacent to scope of our operations, supply chain, partners (manufacturers and franchisees) and stakeholder activities. Commitment that the Company will play an active role, participate in afforestation activities, and follow the principle of zero net deforestation. Commitment that the Company's operating locations and supply chain will meet the principle of zero gross deforestation by the target year. Commitment to engage in biodiversity discussions with stakeholders.

+ Biodiversity Assessment and Mitigation Actions +

In order to effectively implement biodiversity protection and mitigation actions, President Chain Store Corporation has formulated a biodiversity risk assessment process for its own operations and adjacent areas to own operations, also including biodiversity issues in its supplier risk assessment. In order to better understand the dependencies and impact of its own operations on biodiversity, we started working with an external environmental consulting firm in 2024. We have also sought assistance from a team of sustainability and biological experts from the National Pingtung University of Science and Technology based on the LEAP approach developed by the Taskforce on Nature-related Financial Disclosures (TNFD), to assess the dependencies and impact of its own operations on biodiversity for stores located around Kenting National Park.

In terms of nature-related dependencies, the operations of President Chain Store Corporation in Kenting are highly dependent on the rich natural environment and a large number of tourists. These ecological resources not only attract tourists and bring business opportunities but also help strengthen the Company's eco-friendly image. In terms of nature-related impacts, the establishment and operations of the stores may also have an impact on the local ecology, including the destruction of native habitats due to changes in land use, the interference of increased traffic on local species, and the potential threats of energy consumption, light pollution, and waste generation to the fragile ecosystem. In order to identify operating locations with different risk levels, President Chain Store Corporation divides operating locations into low, medium- and high-risk areas according to the risk classification definitions, as well as prioritizing medium- and high-risk operating locations for actions:



Biodiversity Risk Level Definitions and Action Plans

Level	Definition	Action Plan
A High-risk	The store is located in nature reserves, wildlife protected areas, important wildlife habitats, nature protected areas, national parks, national nature parks, conservation corridors in the Taiwan Ecological Network, involving important habitats for protected species or species classified as "Vulnerable" in the Red List of Taiwan	If the store is located in an area of high commercial value and may affect biodiversity, it is recommended to reduce its scale and invite ecological experts and the consulting firm to develop countermeasures, such as relocating or abandoning the plan of store expansion to reduce ecological impact. Level A means that there are species that are easily affected by convenience store operations in the area, making it necessary to conduct professional assessment of the negative ecological impact, positive community benefits and store space. If all three conditions are met, it will be upgraded to Level A+ (for example, opening a store considering ecological-friendly concepts)
B Medium-risk	The store is located in nature reserves, wildlife protected areas, important wildlife habitats, nature protected areas, national parks, national nature parks, conservation corridors in the Taiwan Ecological Network, without involving important habitats for protected species or species classified as "Vulnerable" in the Red List of Taiwan	Adopting environmental-friendly decor or actions, ecological education and promotion measures, as well as regularly holding relevant promotion or activities to enhance the environmental awareness of employees and customers
C Low-risk	Independent or street-side stores located in commercial areas or non-ecologically sensitive areas that are not in the aforementioned areas of concern with less impact on the environment	The store is allowed to open as usual

In 2024, 18 stores of President Chain Store Corporation were assessed and surveyed. The on-site survey covered 17 stores in national parks and 1 store near the park, 10 of which are located in the overlapping area of the "Taiwan Ecological Network" and the "conservation corridors of the Coastal Forests of the Hengchun Peninsula," as well as another 3 stores exposed to the conservation corridors. The area is rich in biodiversity, and the assessment found that each store needs to strengthen environmental management measures to reduce potential impacts on the ecosystem and facilitate sustainable operations.

Items	Number of Operating Sites	Area of Operating Sites (Hectares)
Total number of operational sites	7,303	152.29
Operating areas subjected to biodiversity impact assessments (Assessment)	18	0.35
Operating areas with high potential for biodiversity impact(Exposure)	18	0.35
Operating areas affecting biodiversity with implementation biodiversity impact managing and monitoring systems (Management Plans)	3	0.00000006

Based on the assessment results, President Chain Store Corporation selected the following three stores for inspection and management in 2024. These stores are all at a medium-risk level and are expected to launch follow-up action plans in the future.

Eluanbi Cape store

Located near the famous tourist attraction Eluanbi Park with a diverse ecosystem in the surrounding area

Sail Rock store

Close to the Sail Rock scenic spot, located in the ecologically sensitive area of terrestrial crab on the coastline

Dolphin Bay store

Although the store is located outside the national park, it is adjacent to the national park and the store has a large land availability in the hinterland, so it is included in the spot check to strengthen the comprehensive assessment of ecological risks

Main Findings of the Expert On-site Survey and Assessment

Nighttime light pollution

Some stores become the brightest light source at night, attracting photophilic organisms, which may interfere with the reproductive behavior of terrestrial crabs and marine organisms and increase the risk of roadkill by vehicles



Stores are often the brightest light source in rural areas at night

Bird strikes on glass walls

Some stores have large glass walls, and birds may not be able to identify the walls due to sensory limitations, resulting in bird collisions and casualties



Large glass wall in the store

Environment around the store

Eluanbi Cape store as an example, waste and container houses are piled up in the surrounding open space, and the drains emit odors, posing a hygiene risk. Although these problems are ruled out as waste and sewage discharges generated by store operations or customers, if these environmental problems are not dealt with in a timely manner, they may cause long-term pollution to the local water quality and soil, thus causing negative public perception of the store.



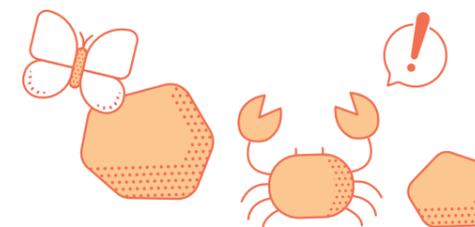
Polluted area around the Eluanbi Cape store

Terrestrial crabs and purple crow butterfly migration routes

The terrestrial crab larvae found outside the Sail Rock store show that the habitat of terrestrial crabs is closely connected to human living quarters. If local ecological protection measures are not strengthened, the species may be negatively affected in the long term. In addition, next to the Maanshan Nuclear Power Plant, Ma'an Mountain has been confirmed in recent years to be the southernmost breeding ground of the purple crow butterfly. The migration route of the purple crow butterfly is quite close to the Youyu store



Terrestrial crab habitat is close to human living quarters Terrestrial crab in the parking lot
Terrestrial crab larvae Terrestrial crab on the driveway



President Chain Store Corporation also launched a purple crow butterfly ecological education program. The areas around the Nanwan and Youyu stores in Kenting are important wintering areas for purple crow butterflies. To raise public awareness of purple crow butterfly conservation, we placed table stickers in the stores. Scanning them will link to relevant information authorized by the Taiwan Purple Crow Ecological Preservation Association and Maolin National Scenic Area. We also placed purple butterfly images in the store. President Chain Store Corporation will continue to stay updated with biodiversity issues, protect the environment and operate in a sustainable manner.



In the future, we will continue to evaluate and invest in other eco-friendly measures to care for more species, including reducing the intensity of light sources at night, adjusting the wavelength of light, and using curtains to reduce interference from photophilic organisms; using anti-collision window bird stickers or other visible signs to help birds identify glass walls and reduce collision incidents, optimizing environmental management for the stores and surrounding areas, sorting and recycling waste to reduce the impact on the ecological environment, reducing rainwater runoff with permeable bricks, promoting soil and water conservation to provide hiding space for small animals, as well as planting native plants to enhance biodiversity and landscaping. In the future, we will hold regular educational activities to enhance awareness of environmental protection for employees and customers.

+ Biodiversity Mitigation Hierarchy +

We adopt mitigation hierarchy to reduce the impact on biodiversity, avoid opening new stores in ecologically sensitive areas, reducing the impact of existing store operations, as well as striving to regenerate, restore and transform to achieve harmonious coexistence with nature.

- Avoid** President Chain Store Corporation introduces an ecological self-assessment mechanism in the process of opening new stores to assess whether the store is located in an ecologically sensitive area or an important habitat for protected species based on the store type and area classification, and pre-identify and avoid operations in high-risk areas (see [the Biodiversity Assessment of Store Operations](#) for details) to reduce impact on biodiversity from the source.

- Reduce** We regularly evaluate site conditions for existing stores. If they are located in high-risk areas, we will invite ecological experts to develop countermeasures and implement ecological compensation. If the impact cannot be avoided, we will consider relocation, downsizing or ceasing operations. Before opening new stores, an ecological impact assessment must be conducted to ensure that the native habitat is not destroyed, and the design or construction is adjusted accordingly to reduce the impact on ecology.

- Regeneration** President Chain Store Corporation invests in the "Sustainable Farm" program to recycle coffee grounds and food waste from the stores, turn it into organic fertilizer for crops while promoting soil regeneration.

- Restore** President Chain Store Corporation procures sustainable raw materials, such as FSC- and PEFC-certified paper packaging materials, coffee with rainforest certification, etc. to ensure our raw materials have limited impact on the environment as well as supporting the restoration of the ecosystem for the raw material (For detailed management measures, please refer to [3.4 Sustainable Procurement](#).)

- Transition** President Chain Store Corporation continues to promote various transition programs to reduce the impact of operations on the ecosystem. To this end, it has launched the Veggie Selection® range of vegetarian products. In 2024, 16,424,723 Veggie Selection® products were sold. Compared with meat, vegetarian food produces lower overall greenhouse gas emissions, facilitates efficient use of land and water resources, as well as reducing the impact of the greenhouse effect on the environment. In addition, in order to raise the public's awareness of purple crow butterfly conservation, President Chain Store Corporation has produced environmental education materials related to purple crow butterfly conservation in its stores near purple crow butterfly habitats.

4.2 Packaging Material Management

Policies and Commitments

As plastic is one of the most common choices among packaging materials in retail industry with its durability and low costs, it is often adopted by supermarkets, convenience stores and hypermarkets that are closely related to everyday lives, with an impact from consumer habits and choices. To respond to the trend in plastic reduction and stakeholders' concerns about packaging materials, President Chain Store Corporation continues to stay updated with the Global Plastics Treaty. Although there was no progress after the fourth round of negotiations in 2024, President Chain Store Corporation has prepared in advance with the Plastic Reduction Task Force taking charge of management, as well as proactively taking actions to ensure that the use of plastic is gradually reduced in cooperation with consumers and suppliers in accordance with the Ministry of Environment's plastic reduction regulations. A comprehensive management policy for the packaging and packaging materials of its private-label products, with the goal of reducing the use of virgin plastic by 30% compared to 2019 by 2030, and converting 50% of its private-label product packaging and materials to environmentally friendly materials. President Chain Store Corporation has also taken more active plastic reduction management actions, combining its private-label products and services, logistics, e-commerce and other operations strategies, in order to achieve the vision of completely eliminating other single-use plastic in its operations by 2050. For detailed plastic reduction milestones and progress in reaching the target in 2024, please see the [Sustainable Goal Management Process](#).

-  The procurement of eco-friendly, certified packaging materials and lightweight packaging should be prioritized in consideration of environmental and ecology protection, while achieving sustainable operations. A target for packaging reduction for private-label products has also been set.
-  To reduce the amount of plastic at the source with the target of reducing the proportion of single-use plastic to under 10% by 2028

 - The stores no longer actively offer customers straws or provide net carriers for free. Net carriers reduced plastic consumption by 19.33 metric tons in 2024, resulting in a 14.55% reduction compared to the previous year.
 - Ice makers were introduced to reduce the amount of plastic packaging used for ice cubes. A total of 3,952 ice makers were adopted to reduce 106.3 million plastic bags were reduced in 2024, the equivalent of 212.5 metric tons of plastic reduction.
-  President Chain Store Corporation worked with President Packaging Ind. Corp., an affiliated company, to establish and develop circular cup renting services to transit from manufacturing single-use containers to developing reusable containers:

 - Introduced the "OPEN iECO Recycled Cups Renting Service" in compliance with regulations. 2,531 stores adopted the service in 2024, exceeding our target of 2,300 stores. 20.91% of consumers brought their own cups, exceeding the annual target of 19.00%
 - We also encourage the consumers to use reusable packaging materials (or containers). A reward is also given for consumers who use their own reusable cups for freshly-prepared beverages. President Chain Store Corporation responded to the regulation in advance, bringing own reusable cup according to the regulations of the Ministry of Environment will entitle the customers to a discount of NT\$5. Moreover, on the first of each month, bringing own reusable cup for "CITY" brand freshly-prepared beverages will entitle them to an NT\$7 discount.
-  FSC-certified packaging materials were adopted by paper cups used in the stores in 2024, and cup holders were made with 100% of recycled paper.
-  President Chain Store Corporation has set up Plastic Reduction Task Force as an internal cross-functional team to consolidate the Company's efforts in plastic reduction. By combining the power of internal employees and external suppliers, Plastic Reduction Task Force promotes packaging plastic reduction strategies, targets, and action plans, while holding regular meetings to ensure the progress of each actions. The task force took about NT\$2.5 million each year in manpower and testing resources, such as task force operations, R&D, testing costs in manpower and raw materials. The Plastic Reduction Task Force also stays on top of information on external competitiveness and the industry with the assistance of consulting company.

+ Plastic Reduction Task Force & Missions +

Plastic Reduction Task Force	Missions
Coffee Division	Reduce the packaging of freshly-prepared beverages, and introduce incentive scheme for reusable cups service, encouraging consumers bring their own cups and use the reusable cups
Fresh Food Division	Reduce the weight of plastic used in fresh food packaging and increase the percentage of paper containers
Product Division	Communicate with suppliers in the value chain, and introduce products with lightweight plastic containers
Operations Division	In-store recycling mechanism optimization and store employees' awareness of plastic reduction build. Introduce Intelligent Automatic Recycling Machine service
Procurement Division	Procurement of store supplies, weight reduction for cutlery, development and introduction of alternative materials. Optimization of packaging weight reduction
Public Affairs Division	Internal and external communications, raising awareness for consumers
Human Resources Division	Internal education and training to increase the awareness of plastic reduction
Administrative Service Division	Internal plastic reduction action planning
Collection Service Division	Reduce paper used in collection services, reducing packaging weight for My Ship deliveries, and introducing eco-friendly materials
Marketing Division	Collaboration and communications with private-label suppliers, development of alternative materials and optimization of packaging weight reduction

Statistics of Packaging Material Consumption

+ Plastic Packaging Materials +

To enhance the efficiency of packaging material management, President Chain Store Corporation has redefined the classification of plastic packaging materials. Plastic consumption in each stage is inventoried for own brand products and services according to "use," "material" and "source." The performance and goal achievement is reviewed every quarter with corresponding plastic reduction action plans formulated.

Plastic Classification		Description
Usage	Reusable plastic	Packaging that can be refilled or reused for the same purpose without ancillary products. They can circulate on the market to make the packaging refillable
	Single-use plastic	Plastic packaging that is single-use or for short-term use. Not reusable
Material	Recyclable plastic	Recyclable plastics as defined by the Ministry of Environment
	Compostable/ decomposable plastic	Compostable and technically recyclable plastic packaging has been developed
	Plastic with recycled content	Plastic products containing plastic that is recycled for reuse
	Other plastic	Plastics that cannot be recycled, composted/decomposed or reused
Source	Virgin fossil-based plastic	Plastic produced directly using natural gas or crude oil and do not contain any recycled content
	Virgin renewable plastic	Made from plant sources such as soy, corn, potato and wood fiber, does not contain any recycled materials
	Post-consumer recycled plastic	Material recovered from materials generated by households or commercial, industrial and institutional facilities as the end user of a product, which can no longer be used for its intended purpose

(Note 1) Even if the garbage bags in the stores and plastic straws are made of recycled materials, they are still considered as single-use.

(Note 2) The Ministry of Environment defines recyclable plastics as PET, PVC, PE, PP, PS, unexpandable PS and others. If the material itself is recyclable without having obtained the recycling label from the EPA, or if it cannot be properly recycled in the current waste disposal system, it is not considered as recyclable.

(Note 3) According to the definition of the Ellen MacArthur Foundation, virgin materials are limited materials, such as iron ore mined from the ground. Recycled materials are materials that are continuously replenished at a rate equal to or greater than that of consumption, such as cotton, hemp, corn, wood, wool, leather, agricultural byproducts, nitrogen, carbon dioxide and sea salt.

In 2024, the total amount of plastic packaging materials consumed by President Chain Store Corporation was 11,760.67 metric tons, an increase of 4.7% from 2023. The overall increase in plastic packaging material consumption is mainly due to the continued growth of store operations, which has an impact on the amount of packaging materials used. President Chain Store Corporation has publicly announced reduction target by aiming at reducing the proportion of other single-use plastic to less than 19% in 2024, less than 10% in 2028, and completely eliminated in 2050. In 2024, other single use plastic accounted for 20.96% of the total plastic consumption. Although the plastic reduction target was not met this year, we continue to monitor the consumption and implement corrective action plans to reduce other single-use plastic in order to achieve the goal of complete elimination by 2050. Considering the Ministry of Environment's regulations of gradually restricting the use of biodegradable materials in cutlery, President Chain Store Corporation has completely replaced PLA boxes for tea eggs with recyclable PET material since 2024, reducing the proportion of "compostable/

decomposable plastic" by 100%. We have also continued to increase the use of "recyclable plastic" with a 5.36% increase compared to 2023. In addition, the use of "plastic with recycled content" has increased by 43.09% compared to 2023. Besides continuing to use 100% recycled plastic for store garbage bags, President Chain Store Corporation also launched "100% recycled PE shopping bags" in September 2024, as well as continuing to increase the use of food containers made with recycled plastic (Recycled PET, rPET). Specific items including mashed potato fresh vegetable egg salad, Japanese Inarizushi and tuna/meat floss double rolls, etc. adopt packaging containing 30% recycled plastic. For detailed management measures, please refer to the "Plastic Reduction Management Action" section.

Changes in Packaging Material Consumption for President Chain Store Corporation's private-label products from 2023 to 2024

Plastic Classification		Weight (Metric Tons)		Differences between the Two Years
		2023	2024	
Total Weight of Plastic		11,232.32	11,760.67	4.70%
Usage	Reusable plastic	22.62	19.33	-14.55%
	Single-use plastic	11,209.70	11,741.34	4.74%
Material	Recyclable plastic	8,803.82	9,276.04	5.36%
	Compostable/decomposable plastic	93.24	-	-100.00%
	Other plastic	2,335.26	2,484.63	6.40%
Source	Virgin fossil-based plastic	10,685.42	1,111.54	3.99%
	Virgin renewable plastic	93.24	-	-100.00%
	Post-consumer recycled plastic (Plastic with recycled content)	453.65	649.12	43.09%

(Note 1) The plastic milk containers for business use were recalculated from 2021 to 2024. The statistical data before 2023 was estimated based on bags (15 milk containers per bag). The number of milk containers used and the unit weight was recalculated in 2024, and the data of the previous three years will be traced back to correct relevant disclosures from 2021 to 2023.

+ Non-plastic Packaging Materials +

President Chain Store Corporation strives to reduce the consumption of plastic packaging materials for private-label products and services, as well as looking to incorporate non-plastic packaging materials with sustainability certification. In line with President Chain Store Corporation's Sustainable Procurement Policy, the targets for private-label products packaging by paper materials with sustainability certification have been set for 2030 and 2050 to reach 70% and 100%, respectively. We also continue to work towards getting sustainably-certified materials for paper bowls and cup sleeves used in the stores. In 2024, the consumption of non-plastic packaging materials (including paper/wood, metal) increased by approximately 10.72% compared the previous year, mainly due to the increase in coffee sales and not offering single-use plastic carrier net, leading to an increase of paper cup holders. Our cup holders are made of recycled paper to reduce the impact on the environment. An increase in metal packaging materials are mainly due to the increase in freshly-prepared beverages leading to an increase in the outer packaging of coffee beans and fresh tea leaves.

Statistics of Packaging Material Consumption in Each Life Cycle Stage for Private-label Products and Services in 2024

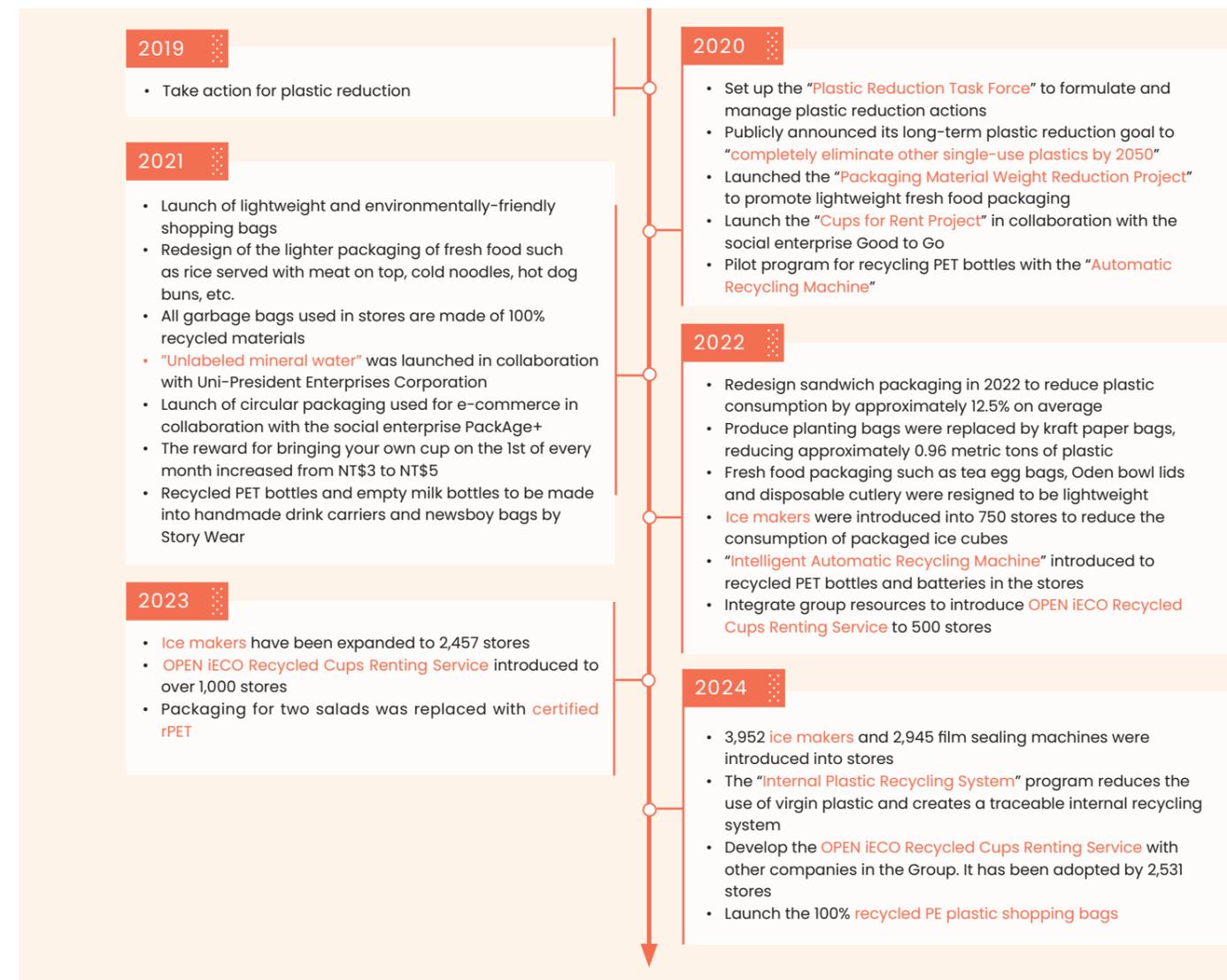
● Plastic ■ Paper/wood ▲ Metal(composite material)

The Life Cycle Stage of Private-label Products and Services		Manufacturing and Production	Supplier/Manufacturer	Logistics Delivery to Stores	Store Sales and Services	Weight (Metric Tons)
Packaging Material		● Fresh food packaging ● Freshly-prepared beverage supplies ● Cutlery	● Fresh food sealing film	■ Delivery cartons	● Shopping bags and garbage bags ● Cutlery and sauce packaging ● Delivery and e-commercial packaging ● Buffer materials and tape ● Cup sealing films	
		▲ Packaging for coffee beans ● Packaging for tea leaves	■ Box packaging ● Paper container for fresh food ● Coffee cup holders and cup sleeves ● Paper bags for reheated food ● Packaging for disposable chopsticks	● Shipping film	■ Cartons from online shopping center and distribution services ● Delivery boxes ● Fresh food cartons ● Paper bowls and store supplies	
Classification		Weight (Metric Tons)				
Usage (Plastic)	Reusable plastic	0.00	0.00	0.00	19.33	11,760.67
	Single-use plastic	7,601.64	0.00	23.80	4,115.89	
Material (Plastic)	Recyclable plastic	6,923.29	0.00	0.00	2,352.74	11,760.67
	Compostable/decomposable plastic	0.00	0.00	0.00	0.00	
	Other plastic	678.35	0.00	23.80	1,782.48	
Source (Plastic)	Virgin fossil-based plastic	7,601.64	0.00	23.80	3,486.10	11,760.67
	Virgin renewable plastic	0.00	0.00	0.00	0.00	
	Post-consumer recycled plastic (Plastic with recycled content)	0.00	0.00	0.00	649.12	
Source (Others)	Paper/wood	1,282.50	911.01	477.60	10,777.94	13,449.04
	Metal	291.69	0.00	0.00	0.00	

(Note 1) The scope of statistics includes the packaging of private-label products of President Chain Store Corporation and the items sold and serviced in the store (in addition to the outer packaging of the items, the materials used for the items and the packaging used for logistics and distribution are also included). The statistics of plastic and non-plastic packaging materials cover 100% of private-label products.
 (Note 2) The inventory of paper/wood includes the statistics of general cartons, paper containers with coating, as well as materials for cutlery packaging and content for store supplies.

Plastic Reduction Management Actions

President Chain Store Corporation has engaged in three aspects to reduce plastic, including "reduction at the source," "innovative packaging" and "encouraging customers to bring their own containers" since 2019. The Plastic Reduction Task Force was set up in 2020 to integrate strategies related to plastic reduction. We have started with the reduction of single-use plastics in private-label products and services, redesigned product packaging to reduce plastic consumption, introduced certified paper materials and recycled plastics, as well as reducing single-use containers by offering discounts and rewards. In addition, President Chain Store Corporation integrated Group resources to set up the "OPEN iECO Recycled Cups Renting Service" in 2022. By the end of 2024, a total of 2,531 stores have been incorporated with the hope of providing convenient services while working towards environmental protection.



+ Single-use Plastic Reduction +

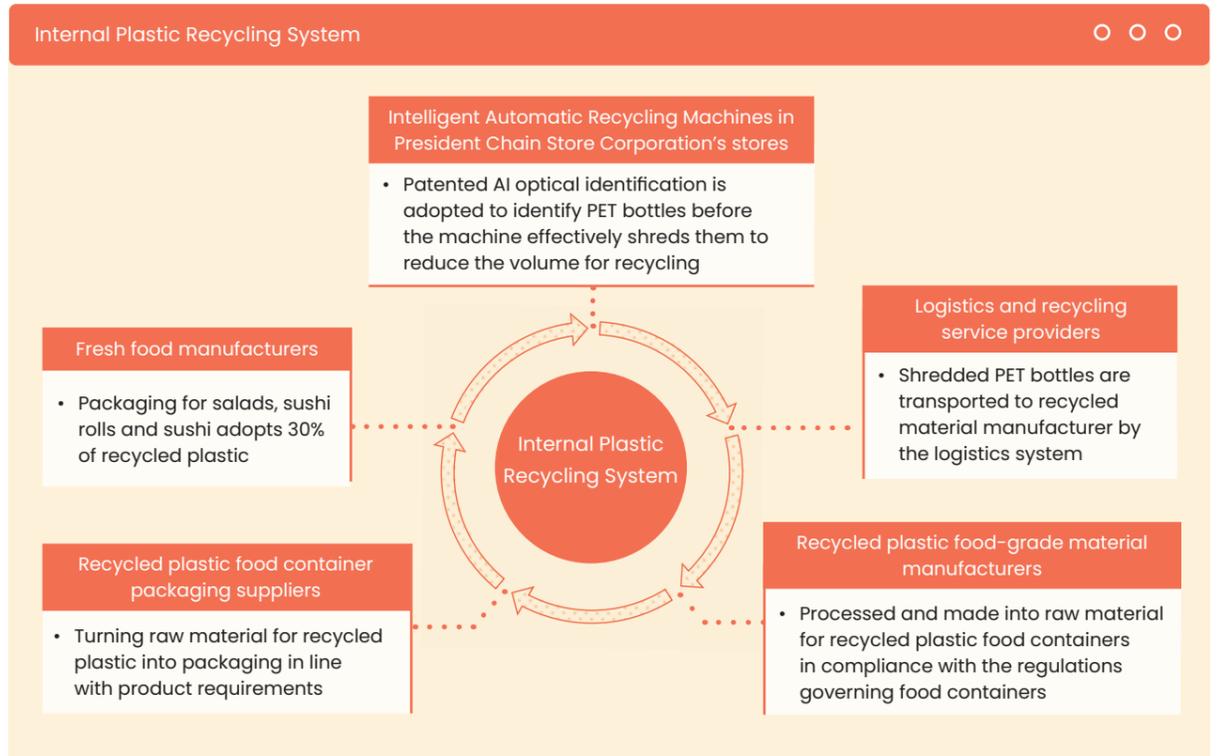
Plastic Reduction for Product Packaging

President Chain Store Corporation are committed to reducing the burden on the earth from product packaging. Since 2019, President Chain Store Corporation has been working on reducing the environmental impact by expanding the use of recycled plastics and continuous promotion of the packaging weight reduction initiative. President Chain Store Corporation launched the "100% recycled PE shopping bag" in September 2024. The shopping bag is made of 95% recycled plastic and 5% recycled plastic from empty milk containers. From September 2024 to the end of the year, a total of about 713,000 environmentally friendly shopping bags were sold, which is estimated to reduce the consumption of 202.2 metric tons of plastic. We expect to sell 5.3 million shopping bags each month, in the future which can reduce the use of about 50.0 metric tons of virgin plastic every month. We also plan to launch the "100% recycled PE shopping bag (extra-large bag)" in 2025 and expect to sell 1.3 million bags a month, which can reduce the use of about 24.4 metric tons of new materials each month to reduce the use of single-use plastic. President Chain Store Corporation is also actively working with suppliers to find the solution of reducing plastic in fresh food packaging. We continue to expand the use of paper lunch boxes, reducing about 91.37 metric tons of plastic in 2024.





In addition, President Chain Store Corporation plans to cooperate with affiliated companies in the "Internal Plastic Recycling System" initiative in 2025 by continuing to develop new materials and technologies to maximize the effectiveness of plastic packaging reduction. PET bottles recycled by consumers at the "Intelligent Automatic Recycling Machine" in stores are converted into recycled plastic (rPET) food containers together with logistics and recycling services, as well as partners that recycle plastic raw materials and manufacture fresh food containers to be used in fresh food packaging containers, such as replacing salad box lids with recycled plastic sealing film. In 2024, a total of 78.47 metric tons of plastic was reduced as a result, creating a traceable internal recycling system and upgrading recycling services.



Plastic Reduction for Store Services

To further reduce plastic consumption in the stores, President Chain Store Corporation actively followed regulations from the Ministry of Environment in 2023 to ensure the stores comply with the rule of not actively offering disposable cutlery, as well as adopting more lightweight packaging for cutlery. In 2024, the total consumption of single-use spoons and forks was reduced by 6.26% compared to 2023. In addition, President Chain store Corporation started introducing ice makers in the stores in 2022 to reduce packaging materials used for ice cubes in freshly-prepared beverages. In 2024, the ice makers were introduced to a total of 3,952 stores, reducing a total of 106.3 million plastic packaging bags and reducing single-use plastic by 212.5 metric tons. We will continue to move towards the goal of introducing ice makers to all stores in the future. In addition, starting from 2023, film sealing machines were gradually introduced in stores to reduce the consumption of single-use cup lids. A total of 2,945 film sealing machines were adopted by the stores in 2024, reducing 27.29 million single-use cup lids and 68.78 metric tons of plastic.



Reducing Disposable Containers – Bring Your Own Cups and Reusable Cups

President Chain Store Corporation encourages consumers to contribute to environmental protection by offering discounts for bringing their own cups and providing cups for rent. Since 2022, the Company integrated the Group to develop the "OPEN iECO Recycled Cups Renting Service." In 2024, President Chain Store Corporation has introduced the service to 2,531 stores, accounting for 35% of the total number of stores nationwide and exceeding the regulatory requirements, providing the largest recycled cup renting service for a single channel.

We provide a user-friendly service for cup rental. In 2024, President Chain Store Corporation integrated the resources of the entire Group, including affiliated logistics companies and cleaning plant, to become the first enterprise that was passed the "Good Service Guidelines for Recycled (Renting) Cups" with six major specifications, including materials and labels, borrowing and returning, cleaning, inspection, environmental protection concept communication and good service logo. The cleaning process complies with the food safety and sanitation regulations. The cleaning plant follows the Food and Drug Administration's "Guidelines for Tableware Cleaning Practices" to test each batch with a simple reagent for fat, starch, protein and detergent residues. If necessary, pathogenic microorganisms will also be tested. At least once every six months, outsourced testing (for fat, starch, protein, detergent residues and pathogenic microorganisms) is conducted in line with the Ministry of Health and Welfare's announcement or recommended testing methods to ensure reusable cups are hygienic and clean. In addition to borrowing and returning recycled cups at the stores, consumers can also borrow and return them at other affiliate companies such as Starbucks and 21 Plus to expand the scope of service of borrowing from A store and returning to B store, allowing consumers even more user-friendly access to the service. The "OPEN iECO Recycled Cups Renting Service" is tied to the member barcode in the OPENPOINT app. An amount prepaid while renting. If the cup is not returned in time, the prepaid amount will be automatically deducted to ensure the consumers return the cups, making the recycled cup service sustainable. The Company also exceeds the requirements of the Ministry of Environment's regulations for specific stores to adopt the "OPEN iECO recycled cup lids" to expand the recycled cup services and ensure the service is a sustainable recycling service.

Recycled Cup Rental Service and Management Process

Recycled Cup	OPEN POINT integration	Store cup returning service	Integrated logistics service	Professional cleaning plant
<ul style="list-style-type: none"> Both the cup and lid are recyclable Recycled cup is insulated with no need for heat insulation cup sleeve 	<ul style="list-style-type: none"> The OPEN POINT membership platform allows consumers to borrow and return cups with ease 	<ul style="list-style-type: none"> Cup return machines are introduced to President Chain Store Corporation and Starbucks store to facilitate recycling Cups can be returned to the counters to collect the cups in a designated bucket 	<ul style="list-style-type: none"> Affiliated logistics companies work with the stores for reverse logistics Used recycled cups are shipped to cleaning plants to maintain a clean and hygienic service 	<ul style="list-style-type: none"> High-performing cleaning plant is entrusted to clean the recycled cups Some stores that do not work with the logistics system adopt automatic cleaning machines to clean the cups in-store



Through the optimization of the “OPEN iECO Recycled Cup Renting System” and the NT\$5 discount for bringing their own cups, President Chain Store Corporation has achieved outstanding results in reducing the use of single-use containers. Through the efforts of various promotional activities, a total of 102.4 million cups were sold by 2024, reducing the use of plastic by about 112.72 metric tons. However, in the process of investing in the recycled cup service system, we have observed that consumers tend to bring their own cups. Therefore, while maintaining compliance with regulatory standards, President Chain Store Corporation has adjusted its 2025 target to 21% of consumers bringing their own cups. While continuing to improve the results of reducing plastic in beverage sales, we also respond to special holidays such as Earth Day, World Environment Day, DJBICI and other specific periods to work with stores on expanding promotions for bringing their own cups and recycled cups. E-learning is provided for staff on recycled cup service to increase utilization of the recycled cup service.

Online shopping packaging reduction and recycling materials

Regulations require that the weight of average online shopping packaging is reduced by at least 30% in 2025. President Chain Store Corporation started the initiative to reduce the weight of online shopping packaging material in 2022, making MyShip mailing bag packaging lighter and introducing the development and use of degradable material mailing bags. In 2024, the mailing bags reduced plastic consumption by about 8.34 metric tons compared to the previous year, and the proportion of degradable material mailing bags reached 16.64%. In addition to reducing the weight of the mailing bags themselves, President Chain Store Corporation also replaces virgin plastic with recycled plastic. MyShip mailing bags increased the proportion of recycled plastic by 50% with a total of 21.61 metric tons of plastic reduced. In addition, ibon has developed a mailing service label machine. The mailing receipts have adhesive backing and can be directly pasted, reducing the amount of dedicated mailing bags, reducing plastic consumption by 12.90 metric tons in 2024, as well as unnecessary paper and plastic use.

4.3 Climate Change Mitigation and Adaptation

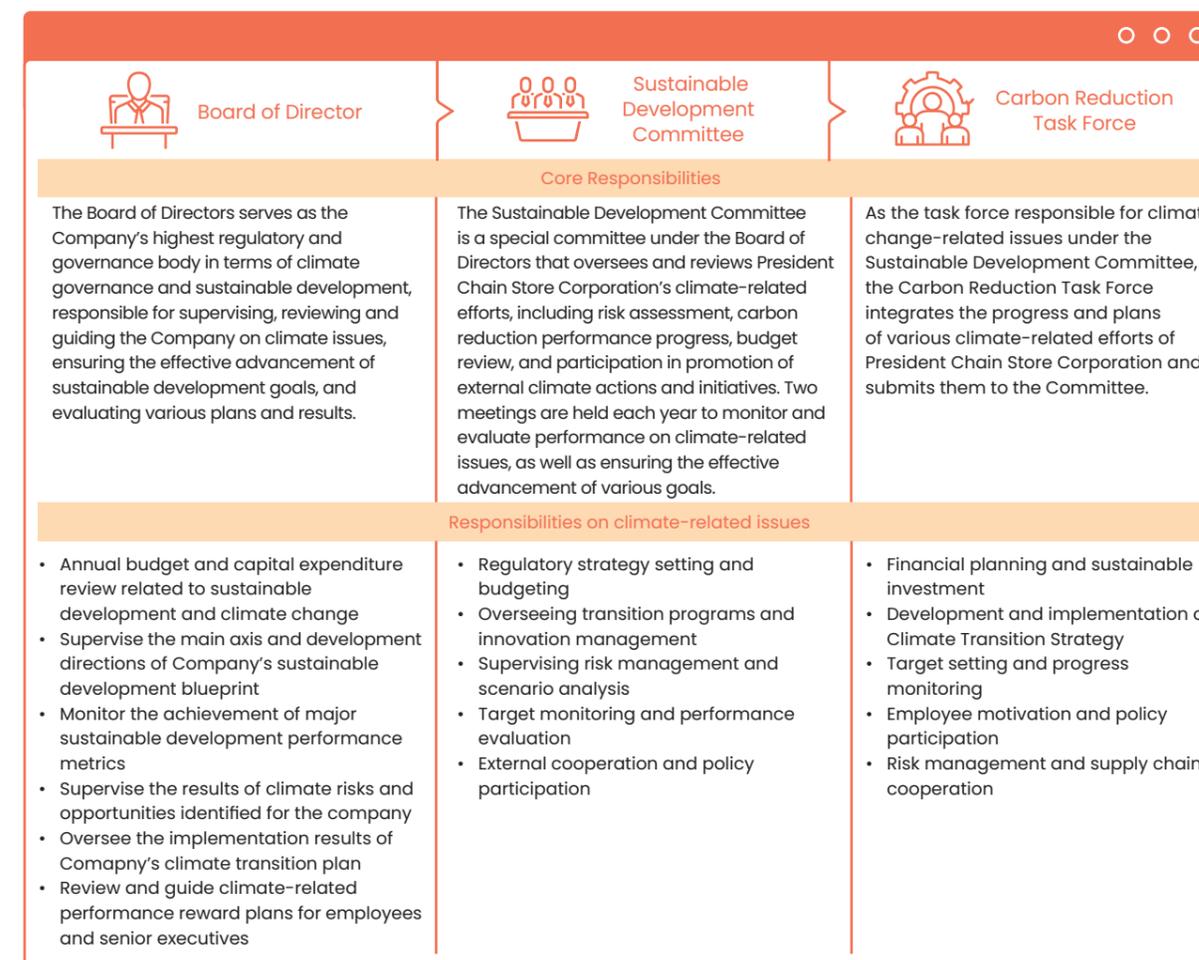
Facing the global challenges brought about by climate change, President Chain Store Corporation actively responds and adapts to the impact of climate change, not only embodying our environmental responsibilities but also ensuring the key to sustainable development. To this end, we respond to domestic and foreign climate initiatives, commit to abiding by the principles of the Paris Agreement to limit global temperature rise to a maximum of 1.5°C above pre-industrial levels, as well as declaring our support for the Ministry of Environment’s Pathway to Net-Zero Emissions in 2050. To this end, we follow the PDCA cycle to formulate a net-zero transition plan for President Chain Store Corporation and developed a comprehensive climate governance structure, so as to gradually make our pathway to net-zero emissions a reality and exert a positive influence.

Climate Governance

+ Climate-related Monitoring Mechanisms and Actions +

President Chain Store Corporation’s governance structure of climate change issues has the Board of Directors as the highest governing body, with the Sustainable Development Committee underneath supervising and reviewing climate-related issues. The Sustainable Development Committee is responsible for developing and implementing various sustainable development strategies, as well as managing the Company’s climate transition actions and target performance.

In response to the development in climate change issues, President Chain Store Corporation set up a Carbon Reduction Task Force in 2021 as a dedicated unit for climate-related issues. The task force is chaired by a member of the Sustainable Development Committee and sets up task groups based on the business scope of each department to ensure cross-departmental collaboration and promotion. The core responsibilities of the Carbon Reduction Task Force include conducting preliminary assessments of major climate change risks and opportunities, incorporating the assessment results into comprehensive discussions, and further formulating response strategies. In the meantime, the Carbon Reduction Task Force has four major projects to execute, including formulating the blueprint strategy, procuring and developing low-carbon products and services, introducing energy-saving and carbon reduction measures and equipment, and promoting energy-saving solutions for logistics. Each project team formulates implementation strategies, medium- and long-term targets, as well as action plans based on its own responsibilities, and tracks progress through monthly meetings to ensure the smooth promotion of various plans (for details of the overall structure of the Committee, see [1.2 Sustainable Development Committee](#)).

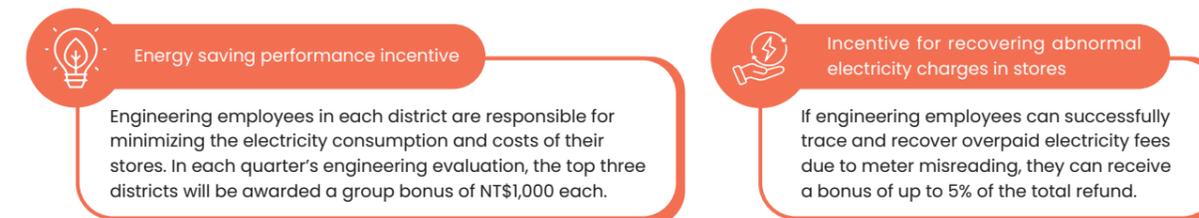


+ Climate-related Management Incentive Mechanism and Results +

President Chain Store Corporation supports the Paris Agreement and actively responds to the government’s Pathway to Net-Zero Emissions by 2050, promising to achieve net zero targets for Scope 1 and Scope 2 of greenhouse gas inventory in its own operations by 2050. In order to improve carbon reduction efficiency, President Chain Store Corporation has set up a “Climate Change Incentive Program.” According to the results of ISO14064-1 greenhouse gas inventory each year, if the emission intensity (metric tons of CO₂e/million NT\$ revenue) decreases compared with the previous year and meets the Company’s annual carbon reduction target, a monetary incentive will be granted. The incentive recipients include members of the senior management team and related units of the Carbon Reduction Task Force.

In addition, in order to encourage employees for actively managing store energy use, President Chain Store Corporation has formulated the “Store Energy Saving Incentive Program,” which include the base electricity fee management results of new and renovated stores, as well as the electricity consumption management and energy saving improvements of existing stores into the individual, store and regional performance assessment. Monetary incentives are granted to those who find abnormalities in store electricity bills. There are two incentives methods in the President Chain Store Corporation’s Store Energy Saving Incentive Program. A total of NT\$14,762 in bonuses was issued after recovering abnormal electricity charges in stores in 2024. From 2022 to 2024, a total of NT\$64,246 in bonuses were issued after recovering abnormal electricity charges in stores.

President Chain Store Corporation Energy Saving Incentive Program



Assessment for Climate-related Risks and Opportunities

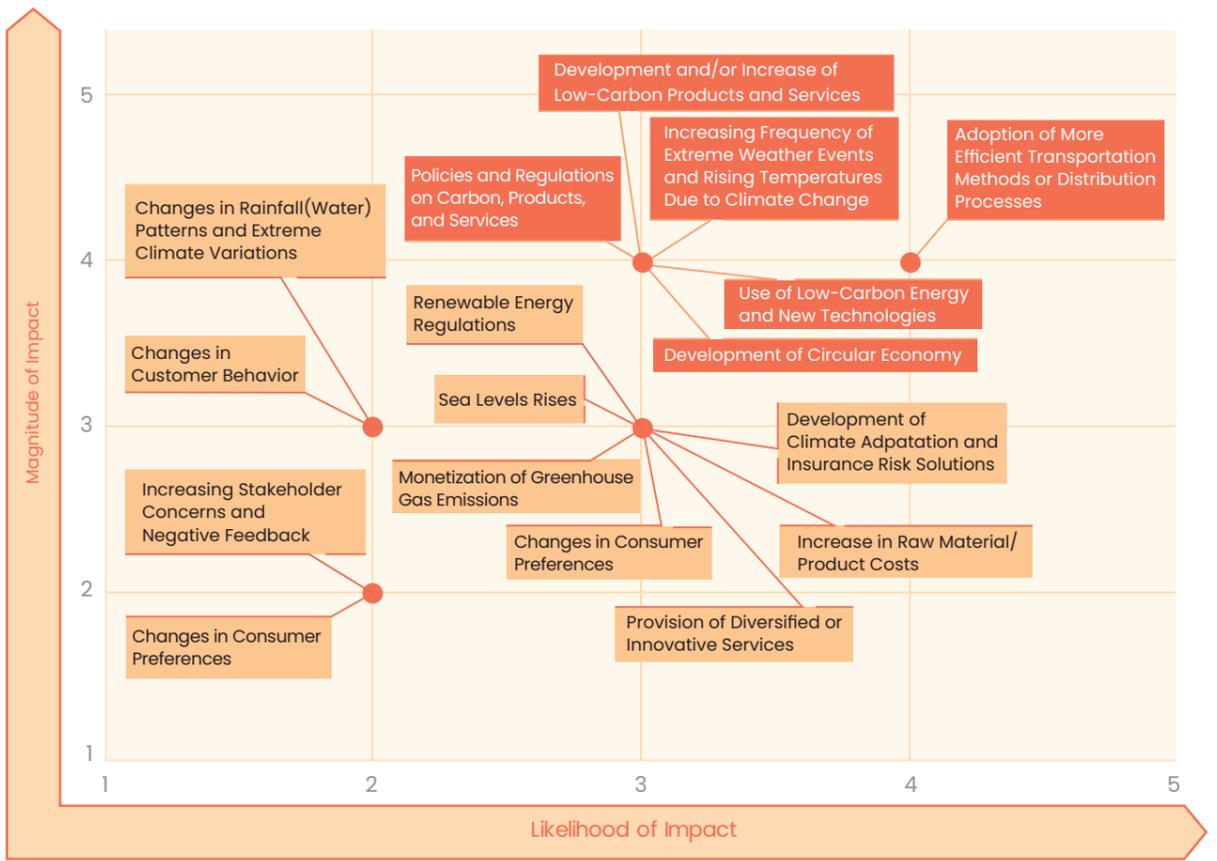
In terms of climate-related topics management, 17 climate-related risks and opportunities were identified in 2023 through the process below. Six major issues were further identified based on the Carbon Reduction Task Force's assessment principles for substantive financial and strategic impacts. The "likelihood of occurrence" and "level of impact" of the climate issue are considered during the assessment, with the time range clearly defined as short-term (0-3 years), medium-term (3-5 years) and long-term (5 years and above). The scope of assessment also covers the upstream, own operations, and downstream of the value chain. As climate topics continue to evolve, the identification of related risks and opportunities also needs to be adjusted in a timely manner. Therefore, a comprehensive review will be conducted every two years to ensure the countermeasures keep pace with the times and strengthen corporate resilience and sustainable development. For details of the climate risks and opportunities assessment process and implementation, please refer to the "President Chain Store Corporation Climate-related Disclosures Report."

In order to understand the impact of climate change issues on the operations of President Chain Store Corporation, scenario analysis and financial impact quantification are conducted for 6 major climate risks and opportunities. As there have been no major changes in President Chain Store Corporation's business model and operating strategy in recent years, the assessment results of major climate-related risks and opportunities of the previous year will continue to be adopted in 2024, and a reassessment is expected to be conducted in 2025 to stay updated with the financial impact of physical risks and transitional risks.

Assessment for Climate-related Risks and Opportunities



Climate-related Risk and Opportunities Matrix



Results of Impact Assessment of Major Climate-related Risks and Opportunities

+ Description of Impact from Major Climate-related Risks +

Risk	Description	Timeline	Impact on Value Chain	Impact Assessment on Operations and Finances	
Transitional risk	Low carbon energy and new technologies	In response to the global trend towards net-zero emissions, the Ministry of Environment's Climate Change Response Act, and the development of policies and regulations such as electricity price increases, companies are gradually shifting towards the use of low-carbon energy. President Chain Store Corporation primarily rely on electricity used in stores. However, the transition to low-carbon energy is constrained by the business model and operational framework unique to convenience stores. The initial investment required may involve significant costs, potentially posing risks to operations.	Long-term	Own operations	<ul style="list-style-type: none"> Electricity tariff might increase in the future, and may raise operating expenses. Investing in renewable energy and purchasing clean energy will increase operating expenses.
Physical risk	The number of extreme weather events and temperature continue to increase with climate change	With the temperature continuing to rise and extreme weather events such as droughts, floods, typhoons or landslides occurring more frequently, the probability of damage to President Chain Store Corporation's equipment and road disruptions will increase, causing interruptions in product transportation and supply.	Long-term	Upstream, own operations, downstream	<ul style="list-style-type: none"> Implementing measures in response to extreme weather events will lead to increased operating costs. Capital expenditures will also increase due to damage to store equipment and increased power demand with an impact on the revenue.
Transitional risk	Policy and regulation requirements on carbon, products and services	Considering that the Ministry of Environment amended the Climate Change Response Act, it is expected that carbon price will be charged for large carbon emitters in 2025. Although the act has not been extended to the residential and commercial sectors at this stage, with the government's net-zero emission policy, President Chain Store Corporation has a high probability of being included in the regulations in near future. In response to the global trend of plastic reduction and Taiwan's regulations on plastic restriction (such as banning single-use straws, providing discounts for bringing your own cups, stores obliged to gradually increase the proportion of recycled cups, etc.). Currently, we have seen an impact from plastic reduction regulations as well as proactively taking actions to comply with regulatory requirements.	Mid-term	Own operations	<ul style="list-style-type: none"> If President Chain Store Corporation fails to comply with regulatory requirements, fines or fees might be imposed by the government, leading to increased operating costs. Recycled cup services provided by President Chain Store Corporation require capital expenditures such as system development and cup procurement. Investment in cleaning, logistics, transportation and manpower is required to run the services, resulting in increased management costs.

+ Description of Impact from Major Climate-related Opportunities +

Opportunity	Description	Time-line	Impact on Value Chain	Impact Assessment on Operations and Finances
Resource efficiency	Adopting more efficient shipping methods or distribution processes	Short-term	Upstream and downstream	Adopting efficient transportation or distribution processes will reduce fuel and labor costs, thereby reducing operating costs. However, this may also increase costs for vehicle replacement and R&D.
Products and services	Develop and/or increase low-carbon products and services	Short-term	Own operations and downstream	<ul style="list-style-type: none"> Providing low-carbon products and services to increase consumers' willingness to purchase, thereby increasing revenue. Developing low-carbon products and services requires additional R&D and management costs.
Resource efficiency	Incorporation of circular economy	Short-term	Own operations	<p>Recycled Cups Service</p> <ul style="list-style-type: none"> Recycled cups service reduces the use of single-use paper cups for freshly-prepared beverages and operating costs from material procurement. The discount given to recycled cups service encourages consumers to purchase, bringing revenue from freshly-prepared beverages to the stores. <p>Intelligent Automatic Recycling machines</p> <ul style="list-style-type: none"> Reward money for recycling PET bottles in Intelligent Automatic Recycling machines encourage consumers to spend in the stores, increasing revenue. Recycling rPET bottles into products for sale to increase revenue. <p>iLove Food and Sustainable Farm</p> <ul style="list-style-type: none"> Promoting iLove Food to reduce the weight of food waste to be removed, reducing costs for transportation and product scraps.

+ Major Climate-related Risks and Opportunities Scenario Analysis and Quantitative Assessment Results +

In order to identify the actual financial impact of climate-related risks and opportunities on President Chain Store Corporation, we first classified various issues and assessed their main impact on the Company. We then further introduced scenario analysis to assess the impact of risks and opportunities in various scenarios and their financial impact, ensuring that we formulate appropriate response strategies to enhance operational resilience and sustainable development capabilities. For the results of scenario analysis and financial impact assessment of various risks and opportunities, please refer to the "President Chain Store Corporation Climate-related Disclosures Report." Additionally, this report exclusively addresses the risks and opportunities for the year 2024, assessing the impact on the financial performance. It serves as the basis for tracking the financial impact of risks and opportunities, with the aim of continuously enhancing climate resilience management and improving corporate sustainable competitiveness. Due to the impact of Typhoon Krathon in 2024, regular operations of certain stores were affected in response to the typhoon warning, which in turn caused a certain degree of financial impact. According to the statistics, the financial impact was estimated to be approximately NT\$14.73 million due to suspended operations in the stores.

Type of Risk and Opportunity	Main Impact on Operations	Assumptions of the Scenario	Parameter
Physical Risk	The number of extreme weather events and temperature continue to increase with climate change	<ol style="list-style-type: none"> Maintaining the current 1°C increase in mid-century according to the IPCC AR6 assessment. 2°C increase in mid-century according to the IPCC AR6 assessment. 4°C increase in mid-century according to the IPCC AR6 assessment. 	Flood Risk Levels for All Regions Across Taiwan Under Three Scenarios.
	Rising average temperatures affect sales of seasonal goods.	According to the 2024 Scientific Report on Climate Change, summer will last nearly 7 months at the end of the 21st century under the SSP5-8.5 scenario.	Estimated number of days in summer and winter in 2030.
Transitional Risk	Low carbon energy and new technologies	Considering that the Climate Change Response Act has been amended, the expanding operations might lead to the carbon pricing policy having an impact on operating expenses in the future.	<ol style="list-style-type: none"> Under the net-zero scenario in 2050, the carbon price in 2030 is NT\$3,075/tCO₂e. Under the NDC scenario, the carbon price in 2030 is NT\$723/tCO₂e.
	Policies and regulatory requirements for carbon, products and services	With the continued promotion of carbon pricing policies and the trend of rising electricity tariffs in the future, the development of low-carbon energy and technologies will have a significant impact on finances.	Based on the continued increase in low-carbon energy demand and power generation costs, we assume that Taiwan's electricity prices will continue to rise by 2030.
Opportunities	Use of more efficient modes of transport or distribution processes	If the efficiency of development and investment in transportation is improved, the operating costs may be reduced.	The Ministry of Environment's reduction plan for the transportation sector lays emphasis on the improvement of energy efficiency of the transportation system and vehicles.
	Development and/or expansion of low-carbon goods and services	Low-carbon product development may increase revenue.	Consumers' rising awareness of sustainable consumption makes providing low-carbon products an important direction for industrial transformation.
	Development of circular economy	Building a circular economy operating model may bring new business opportunities and increase revenue.	Respond to regulatory trends at home and abroad, more and more consumers are becoming more aware of sustainable development and are beginning to pay attention to issues related to plastic reduction and food loss and waste in the retail industry.

Climate Adaptation and Transition Strategies

President Chain Store Corporation identifies climate-related risks and opportunities in the entire value chain, and conducts quantitative assessments of the impact of related risks and opportunities on finance or future development based on President Chain Store Corporation's own operating conditions. However, we realize that the risks and opportunities faced by each stage of the value chain are different, so we incorporate the concepts of mitigation and adaptation into the planning of major climate risks and opportunities, integrating them into two main axes of net-zero transition and climate adaptation. We also plan and implement various transition and adaptation strategies from different stages of the supply chain.

Climate change response strategies	Net-zero transition			Climate Adaptation	
	Energy transition	Industrial Transition	Lifestyle Transition		
Value Chain Action Plan	Upstream	<ul style="list-style-type: none"> Setting energy efficiency specifications for store equipment procurement. 	<ul style="list-style-type: none"> Request logistics-related companies to optimize logistics routes, procure new high-efficiency logistics vehicles, and implement energy-saving and carbon reduction measures in logistics centers, achieving a total energy saving of 590.78 GJ in 2024. Purchase sustainably sourced and certified raw materials such as FSC. 	<ul style="list-style-type: none"> Managing food waste at the manufacturers to reduce wasting raw materials. Using rPET for more food containers and shopping bags. Converting food waste into organic fertilizer through sustainable farming practices to be used for contract agricultural products. Launched the "Coffee grounds Circular Economy" program to recycle coffee grounds into performance fabrics and shoe materials. 	<ul style="list-style-type: none"> Understanding the quality and supply of each raw material, actively developing diverse and alternative material sources to ensure smooth operations of the supply chain.
	Own Operations	<ul style="list-style-type: none"> Introducing the energy management system. Introducing energy-saving and carbon reduction measures in the stores with a total of 447,307.84 GJ saved in 2024. Coaching for stores with high electricity bills. Introducing energy-saving measures in the head office building. 	<ul style="list-style-type: none"> Selling low-carbon products such as Veggie Selection, low-carbon rice and fresh boxed meal with paper packaging. The "Internal Plastic Recycling System" program reduces the use of virgin plastic and creates a traceable internal recycling system. 	<ul style="list-style-type: none"> Reducing fresh food scraps in the stores with iLove Food to increase revenue. Increasing consumers' willingness to spent at the stores and further increasing revenue through incentive mechanism for circular economy services, including recycled cups service and efficient PET bottle recycling machines. Launched shopping bags made with 100% recycled PE. 	<ul style="list-style-type: none"> Formulating "Construction Specifications for Flood Control Gates and Dwarf Walls in the Stores Located in Low-lying Areas". Setting up the "Weather Information Distribution System" to immediately notify the stores of the weather and issue flood warnings, so as to reduce the risks caused by flooding. Formulating emergency response procedures for risks, standardizing the logistics and distribution contingency mechanisms, and purchasing property insurance against natural disasters for the stores to reduce the financial impact of losses. In response to the rising temperature, President Chain Store Corporation actively introducing energy-saving measures in the stores and headquarters to optimize energy efficiency.
	Down-stream	<ul style="list-style-type: none"> Encouraging consumers to reduce the consumption of paper and plastic cups through recycled cups service and posters. Encouraging consumers to recycle PET bottles through Intelligent Automatic Recycling Machines and incentive mechanisms. Sharing knowledge on carbon reduction, plastic reduction, food waste reduction, biodiversity etc. through Good Neighbor Funfest to communicate President Chain Store Corporation's sustainability philosophy with consumers. Participating in the Ministry of Economic Affairs' "Micro-carbon Offset" initiative to conduct lighting tests at 4 stores in Taipei City. The lamps were replaced with LEDs. The external verification unit BSI was entrusted to verify the amount of carbon reduction and before submitting to the Environmental Protection Administration for review in line with relevant guidelines. Participating in the Ministry of Interior's "Store Energy Consumption Classification" program to support the government's building energy conservation and carbon reduction policies, as well as becoming the first convenience store to receive the "Nearly-Zero Building" label issued by the Ministry of Interior. Participating in the Ministry of Environment's "Plastic Reduction" & "Guidelines for Best Practice Regarding Circular Cups" programs and actively promoting plastic reduction actions. Taking part of the Society of Wilderness' "Earth Hour" initiative. 			

+ Store and Logistics Energy Conservation and Carbon Reduction Actions +

In order to effectively improve the energy efficiency of stores, President Chain Store Corporation has formulated basic requirements for equipment and store environment management for new stores by incorporating energy-saving measures such as heat insulation, energy-saving signboards, lamp reduction, reduction of window area, frequency conversion system and LED lamps, and indoor lighting management, as well as introducing the energy-saving windbreak room depending on the stores. Existing stores actively evaluate the feasibility of introducing various energy-saving measures and gradually replace high-efficiency equipment.

In 2024, President Chain Store Corporation stores successfully saved 124,252,177 kWh of electricity through the energy-saving program, the equivalent of 61,380.58 metric tons of CO₂e indirect emissions. In addition to the replacement of energy-saving equipment, all store employees have been trained to conduct regular inspections on air-conditioning, circulation fans, lighting, refrigerators and freezers, signboard windows and other equipment in accordance with the "Self-Inspections on Store Energy-Saving" to ensure that the equipment can maintain efficiency. We also cooperate with the government and relevant academic institutions to improve the energy efficiency of our stores.

Store Energy-saving and Carbon Reduction Measures and Strategies

- Inverter system:** Introducing refrigerators, air conditioners and freezers to improve energy efficiency with an inverter system.
- Store building insulation:** Taking advantage of each store's geographical environment and architectural design concepts to reduce solar exposure.
- LED lamps:** The introduction of LED lamps saves 43% energy compared to T5 lamps.
- Store lighting management:** Changing the configuration of store lamps to reduce the total number of lamps.
- Signboard energy saving:** Reducing unnecessary lamps through the intelligent lighting system and the improvement of signboard materials and designs.
- Reducing the window area in the stores:** Maintaining energy efficiency by reducing the window area of the store.
- Improving the heat exchange environment:** Preventing cold air from leaking by introducing energy-saving windbreak rooms and improving the efficiency of air conditioning.

President Chain Store Corporation's commitment to energy conservation and carbon reduction extends beyond its operations. In order to take advantage of opportunities brought by the climate and low-carbon transition, we also actively influence long-term affiliated logistics partners to gradually invest in corresponding management plans or actions. Various energy-saving and carbon-reduction methods have been adopted to improve energy efficiency and reduce environmental impact, as well as continuously adapting operations strategies to respond to the needs of low-carbon operations and increasing the positive benefits brought about by addressing climate change issues in a timely manner.

Logistics Energy-saving and Carbon Reduction Measures and Strategies

- Introduction of new environmental-friendly logistics vehicles:** President Chain store Corporation's affiliated logistics companies plan to phase out 222 phase 4 and phase 5 logistics vehicles from 2024 to 2026, and purchase 279 phase 6 logistics vehicles.
- Same-time delivery of frozen and refrigerated goods:** Since from 2021, President Chain Store Corporation's affiliated logistics companies has transform single-temperature layer logistics vehicles into logistics vehicles with two layers of different temperature settings (refrigerated and frozen) to improve loading efficiency.
- Distribution automation:** Incorporating automatic distribution equipment to the internal operating environment and equipment of the logistics center, such as efficient automatically guided electric trailers, electronic picking and sorting systems, labor-saving lifting tailgates into vehicles, etc. Not only does this significantly reduce the personnel costs of logistics distribution, but also reduces the workload of personnel picking goods.
- Energy saving and carbon reduction measures for logistics centers:** Introducing carbon reduction measures to affiliated logistics companies to continuously improve the energy consumption of daily operations.

Store Energy-saving Actions		Quantity in 2024	Energy Saved (kWh)	GJ Energy Saved (GJ)	Greenhouse Gas Emission Reduction (Metric Tons of CO ₂ e)	Contribution to Energy-Saving Project Results
Inverter system	Inverter air-conditioning	2,746	56,686,222	204,070.40	28,002.99	45.62%
	Third-generation combination refrigerator	4,528	53,665,382	193,195.38	26,510.70	43.19%
	New energy-saving freezer	125	505,192	1,818.69	249.56	0.41%
Reduction in lamp number, LED lamps and indoor lighting management	Arcade lighting energy-saving upgrade	16,243	2,294,591	8,260.53	1,133.53	1.85%
	Lighting upgrade in stores	63,532	9,068,394	32,646.22	4,479.79	7.30%
Energy saving for signboards	Energy-saving improvement of horizontal signboard	5,785	762,522	2,745.08	376.69	0.61%
	Turning off signboards during specific hours in the early morning	1,500	640,800	2,306.88	316.56	0.52%
Improve heat exchange environment	Energy-saving windbreak room	87	629,074	2,264.67	310.76	0.51%
Total		94,546	124,252,177	447,307.84	61,380.58	100%

(Note 1) Since the grid emission coefficient for 2024 had not been published at the time of the greenhouse gas verification, the coefficient of 0.494 kg CO₂e/kWh announced in 2023 was adopted as the greenhouse gas emission parameter to calculate the amount of carbon reduction.
 (Note 2) The energy saved from the store energy saving action plan is calculated based on the measured value before and after the improvement of a single equipment for lighting equipment, and the energy saving of non-lighting equipment is estimated by the average cost saving benefit of dynamic tests done in the stores. The annual energy saving is estimated by multiplying the energy saving of each program by the number of equipment replacements per month.

Logistics Company	Energy-saving Action	Amount of Energy Saved (kwh)	Amount of Energy Saved (GJ)	Greenhouse Gas Emission Reduction (Metric Tons of CO ₂ e)
UPCC	Replacement of 9 inverter air conditioners	9,551.00	34.38	4.72
Retail Support International	Replacement of air conditioners (in the office, Cosmed work area, warehouse meeting room)	39,988.14	143.96	19.75
Wisdom Distribution Service Corp.	An energy monitoring and management system (EMS) was installed, three old chiller pump motors were replaced, and inverter controllers were installed on the pumps in 6 zones	114,566.00	412.44	56.60
Total		164,105.14	590.78	81.07

(Note 1) UPCC and Retail Support International replaced old air-conditioning equipment and calculated the energy saved based on the difference in energy consumption before and after the replacement and decommissioning of the air-conditioning equipment. The formula for calculating energy consumption is the number of equipment (unit) * hours of use * use rate * number of months.
 (Note 2) Wisdom Distribution Service Corp. installed an energy monitoring management system (EMS) and replaced old motors with new ones. The energy saving data was calculated by monitoring the energy consumption of the new motors by the EMS system and the product of the operating power and operating hours of the 6 original fixed-frequency motors before the replacement. The energy consumption data monitored by the EMS system has been verified by the public sector.
 (Note 3) Since the grid emission coefficient for 2024 had not been published at the time of the greenhouse gas verification, the coefficient of 0.494 kg CO₂e/kWh announced in 2023 was adopted as the greenhouse gas emission parameter to calculate the amount of carbon reduction.

Key Performance Metrics and Targets

+ Greenhouse Gas Emissions +

President Chain Store Corporation's main business locations include stores such as retail stores and shopping centers, as well as administrative facilities such as head office, regional offices and training centers around Taiwan and on

outlying islands. We have conducted greenhouse gas inventory in line with ISO 14064-1:2006 since 2017, as well as adopting the updated version of ISO 14064-1:2018 in 2020. We have passed independent third-party certification to ensure the data complies with international standards. Moreover, we have continued to expand the scope of sites on inspection. The scope of the greenhouse gas inspections in 2024 covered 7,261 bases, with the coverage rate of 99.42% for the greenhouse gas inspection boundary.

Operating Locations with ISO 14064-1:2018 Certification in 2024

Stores (convenience stores and shopping centers)	Offices and training center	
7,249	12	7,261 operating locations in total

(Note) The 7,229 stores inventoried in 2024 include the 155 stores that have moved or closed in 2024.

Greenhouse Gas Emissions in 2024

Type of Emissions	Description	Volume (Metric Tons of CO ₂ e)
Direct Emissions (Scope 1)	Refrigerant, marsh gas, company vehicles, CO ₂ for beer on tap	25,562.65
Indirect Emissions (Scope 2)	Electricity consumed by stores, the headquarters, shopping centers and regional offices, training center	564,564.64
Indirect Emissions (Scope 3)	Including emissions from product procurement, upstream electricity emissions, upstream transportation, waste disposal, business travel, employee commuting, and waste disposal of products sold	5,781,597.27

Total Greenhouse Gas Emissions **6,371,724.56**

(Note 1) Greenhouse gas inventory adopts the ISO 14064-1:2018 methodology. The organization boundary is set using operational control. The greenhouse gas emission coefficient refers to USEEIO, Electricity Emission Coefficient set by the Bureau of Energy of the Ministry of Economic Affairs, the Ministry of Environment's Emission Coefficient Management Table 6.0.4 and the the Ministry of Environment's Product Carbon Footprint Information Network. GWP adopts AR6 values.
 (Note 2) The calculation method for indirect emissions from outsourced power is locate-based. Since the grid emission coefficient for 2024 had not been published at the time of the greenhouse gas verification, the coefficient of 0.494 kg CO₂e/kWh announced in 2023 was adopted as the greenhouse gas emission parameter to calculate the amount of carbon reduction
 (Note 3) The types of greenhouse gas covered by the inventory include carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF₆) and nitrogen trifluoride (NF₃).
 (Note 4) The carbon dioxide emissions from biological sources are zero.

+ Direct Emissions +

The main source of direct emissions from President Chain Store Corporation is the refrigerant leaked from store freezing, refrigeration and air-conditioning equipment. The emissions are calculated based on the refrigerant refill of the equipment warranty system for the refrigerant equipment failure maintenance. The result accounted for 92.27% of the direct emissions, with the proportion of refrigerant not containing ozone-depleting refrigerant as 100%.

+ Indirect Emissions +

The 2024 indirect emissions survey was evaluated in accordance with the principle of materiality. Significant indirect greenhouse gas emission sources include indirect greenhouse gas emissions from purchased electricity, upstream emissions, cargo distribution and waste treatment. Among them, the emission of purchased electricity is the main source of indirect greenhouse gas emissions.

The greenhouse gas inventory shows total purchased electricity used by all the inventoried operating locations in 2024 was 1,142,843.4 MWh, resulting in indirect greenhouse gas emissions of 564,564.64 metric tons of CO₂e, an increase of 9.9% compared to 2023 emissions. The amount of purchased electricity increased by 10.10% compared to 2023, mainly due to 249 new stores and additional freezers, electronic displays, and ice makers in response to changes in the customers' shopping habits during COVID-19 pandemic. President Chain Store Corporation will continue to promote energy saving in stores and offices, carbon reduction in logistics and transportation, as well as evaluating the expansion of photovoltaics or the purchase of renewable energy so as to gradually achieve the reduction target for 2025.

Indirect Emission Source		Indirect Emissions (Metric Tons of CO ₂ e)	Percentage of Indirect Emissions (%)
Electricity	Emissions from purchased electricity ^(Note 1)	564,564.64	8.90%
Purchased products	Upstream emissions of purchased fuel	111,238.68	1.75%
	Emissions from purchased products	5,583,270.89	87.98%
Emissions from upstream transportation and distribution of goods	Diesel used for transportation from the logistics center to the stores	61,393.06	0.97%
Emissions from solid and liquid waste disposal	Waste disposal in the stores	16,456.22	0.26%
Emissions from business trips	Emissions from transportation during employee business trips	1,274.92	0.02%
Emissions from employee commute	Emissions from transportation during employee commutes	6,690.97	0.11%
Emissions from end-of-life stage of products	Disposal of packaging materials	1,272.54	0.02%

(Note 1) 100% of purchased electricity comes from electric grid.

+ Energy Use +

In 2024, the total electricity consumption of all the inspected locations reached 1,142,843.4 MWh, with the total energy consumption of 4,114,384.59 GJ energy consumption. Purchased electricity accounts for 99.95%. 0% of renewable energy was consumed in 2024. Due to the operational characteristics of convenience stores, the energy consumed includes not only the fuel used by company vehicles and electricity for operating bases, but also a significant proportion from upstream transportation. In 2024, the transportation of goods from logistics centers to stores primarily consumed diesel, totaling 18,485,902.82 liters, equivalent to 649,698.15 GJ of energy consumption. We are also gradually integrating renewable energy into store designs. President Chain Store Corporation has implemented photovoltaic systems in the Yawan store and will continue to enhance the development and use of renewable energy in the future.

Energy-consuming Equipment	Source of Energy	Unit of Consumption	Consumption	Energy Consumption (GJ)	Percentage of Energy Use (%)
Gas used for company cars	Gas	Thousand liters	64.21	2,095.43	0.05%
Gas used for company cars	Diesel	Thousand liters	1.83	64.34	0.00%
Electricity consumed by operating locations	Purchased electricity	kWh	114,284.34	4,112,224.81	99.95%
Total Energy Consumption				4,114,384.59	100.00%

+ Energy Efficiency Indicators and Targets +

Since most stores are open around the clock, their electricity consumption pattern is different from that of the headquarters, regional offices and training center. To effectively monitor the electricity consumption of stores and gradually improve their energy efficiency, we set up an EUI and reduction targets for stores as well as tracking the progress each month.

The electricity intensity reduction target for stores in 2024 was 822.3 kWh/m², a decrease of 0.5% compared to 2023. The actual energy intensity of our stores was 874 kWh/m² in 2024, showing an 5.75% increase from 2023. We have not reached our energy intensity reduction target this year. In response to the diversification of retail channels and the rapid growth of frozen and refrigerated food in 2024, more energy-consuming equipment was adopted by the stores than previous years to support our business expansion. This growth is mainly driven by increasing performance, and equipment configuration will be adjusted in the future depending on business development. In the meantime, we continue to stay updated with equipment energy efficiency and promote energy-saving solutions to improve energy efficiency.

EUI ^(Note)								
Year	2017	2018	2019	2020	2021	2022	2023	2024
EUI	1,008	962	947	919	891	833	826	874
Percentage of Decrease	-0.30%	-4.56%	-1.56%	-2.96%	-3.05%	-6.46%	-0.81%	5.75%

(Note) The EUI of stores is calculated as the electricity consumption per ping (approximately 3.3 square meters) based on the data provided by Taiwan Power Company each month. The EUI for stores in areas without any data from Taiwan Power Company is estimated on the same basis. The two are added to produce the total electricity consumption that month, which is then divided by total floor area before adding up the EUI value of 12 months.

+ Greenhouse Gas Emission Intensity Metrics and Targets +

As President Chain Store Corporation's main source of greenhouse gas emissions comes from electricity consumption in stores, the emission is closely related to the size of the stores, equipment configuration and operating model, which is ultimately reflected in the overall operating income. Therefore, we calculated the emission intensity per NT\$ million in revenue as reference for the carbon reduction target for the intensity of greenhouse gas emissions. In order to further optimize management effectiveness, we reviewed the previous target setting methodology in 2024 to extend the diversion of greenhouse gas emission targets for own operations and value chain management, as well as strengthening relevant management strategies to ensure that carbon reduction actions are more precise and optimize resource allocation. For our own operations, the Scope 1 and Scope 2 greenhouse gas emission intensity of the 2020 greenhouse gas inventory of 2.99 metric tons CO₂e/million in revenue was adopted as the baseline to set a medium- and long-term reduction target of 60% by 2035. In 2024, the greenhouse gas emission intensity was 2.80 metric tons CO₂e/million in revenue, an increase of 1.76% over the previous year. Due to the impact of business growth, the greenhouse gas emission intensity for this year did not reach the target. In the future, we will continue to search and implement feasible carbon reduction measures to improve energy efficiency and operational optimization to achieve long-term carbon reduction targets. In order to strengthen our own operational carbon reduction management, President Chain Store Corporation introduced an internal carbon pricing mechanism in 2024, prioritizing the management of Scope 2 greenhouse gas emissions based on shadow price. According to the carbon price announced by the Ministry of Environment in 2024, the internal carbon price has been set at NT\$300/ metric ton CO₂e. Internal carbon pricing is mainly used to manage Scope 2 emissions related to purchased electricity. It is hoped that internal carbon pricing will encourage energy saving and carbon reduction actions to improve energy efficiency. Starting from 2024, President Chain Store Corporation took internal carbon pricing into consideration for major investment and procurement, as well as conducting cost-benefit analysis, such as evaluating the payback period of equipment investment and making a comprehensive comparison of the total cost after adding internal carbon pricing. To ensure that investment projects follow carbon reduction management targets, the subsequent plan is including internal carbon pricing in management reports to track changes in greenhouse gas emissions. The implementation of internal carbon pricing also helps us consider climate issues in our business strategies with an impact on key financial planning. In addition, although President Chain Store Corporation has not yet been included as a target under the government's regulations, the implementation of internal carbon pricing can also cope with potential financial impacts brought about by future regulations in advance.

In terms of value chain management, we are actively optimizing the inventory items and practices of Scope 3. In the future, we plan to introduce Science-based Targets (SBT) to strengthen carbon management of the entire value chain, and update mid- and long-term reduction targets, so that President Chain Store Corporation can exert the influence of the industry and promote the achievement of net-zero goal.

4.4 Food Waste and Waste Management

Food Waste and Waste Management Strategy

The busy pace of modern life gives rise to the services of compound retail stores such as convenience stores, making life easier for consumers through continuous product and service innovations. However, increased convenience also leads to an increase in single-use products and packaging materials, bringing challenges to resource consumption and waste management. With a large number of stores and a wide distribution, President Chain Store Corporation is fully aware of its responsibilities in managing food waste and other waste. To this end, it actively promotes relevant management measures to reduce environmental impact. The waste generated by the service model of convenience stores is mainly domestic waste and food waste. In 2023, President Chain Store Corporation formulated the “[President Chain Store Corporation Waste Management Policy](#)” and planned medium- and long-term goals, management strategies and reduction actions to effectively manage the waste generated by operations and implement its commitment to sustainable development.

+ Food Loss and Waste Management Strategy +

The lifecycle of food loss and waste generated by President Chain Store Corporation operations can be divided into four phases according to the supply chain process, including food loss produced by upstream manufacturers, waste in logistics and transportation operations, scrapped fresh food, and food waste from store operations. Food loss and waste that cannot be properly disposed of is not only a waste in food ingredients but will also lead to food security problems. Furthermore, it will also emit greenhouse gas while decomposing in landfills, aggravating the greenhouse effect. After announcing the target of halving food waste by 2030 in 2020 (with 2019 as the base year), President Chain Store Corporation took a detailed inventory to find out where food waste went and started implementing four metrics in 2021, including reducing the amount of scrapped fresh food year by year, reducing production loss at the manufacturers, reducing loss during logistics operations, and increasing the recovery of food loss and waste in the stores. Executives of the highest level from the Fresh Food Division, Marketing Division, Logistics Division and divisions related to operations hold monthly food waste management meetings, regularly tracking performance through these four metrics and continuing to reduce food loss and waste at the source in the three stages of production, logistics and distribution, as well as retail.

+ Waste Management Strategy +

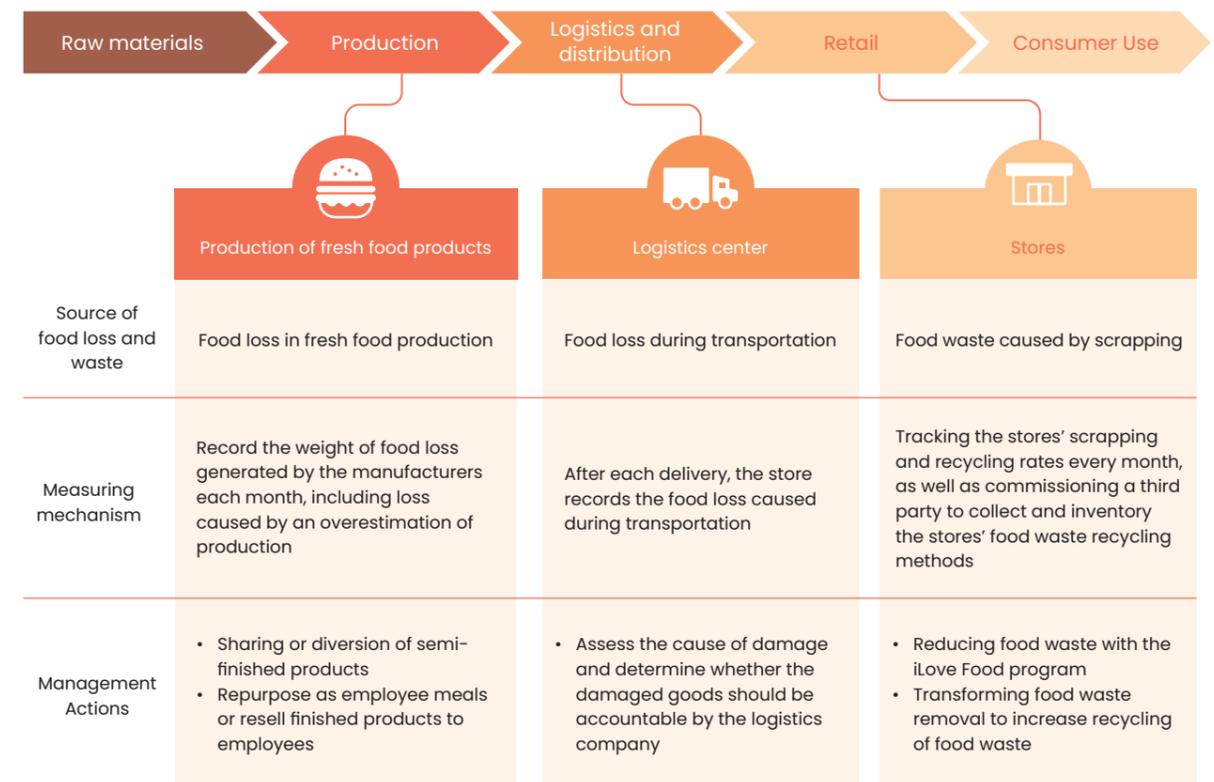
The waste produced by President Chain Store Corporation is mainly domestic waste, which belongs to the general waste and general industrial waste as categorized by the Ministry of Environment with no hazardous industrial waste. The generation of bulk waste is closely related to store operations, including operational waste from upstream fresh food manufacturers, general waste (food waste, general household waste, etc.) generated by store services, and recyclables materials from the stores’ reverse logistics mechanism, etc. To this end, President Chain Store Corporation has set clear targets for waste reduction while tracking the performance on an annual basis. To reflect the feasibility of the reduction plan, we reviewed the waste reduction target and adjusted the original reduction target in 2024. By 2028, the waste collection volume of each store will be reduced by 45%; the 2024 target is to reduce the waste collection volume of each store by 20% (with 2019 as the base year).

In 2024, the non-recyclable waste generated by the stores and headquarters activities reached 41,427.87 metric tons, accounting for 0.94% of the national waste for incineration. If President Chain Store Corporation fails to properly handle and reduce waste, not only will it put a heavy burden on the incineration plants, but it will also exacerbate the subsequent environmental impact caused by waste incineration. President Chain Store Corporation follows the 3R principles in the overall waste management strategy to reduce, recycle, reuse, as well as minimizing non-recyclable waste. In terms of our own operations, we are concerned about the impact of plastic on the environment that is difficult to decompose and fulfill our corporate social responsibilities. To this end, President Chain Store Corporation engages in three aspects to reduce plastic, including “reduction at the source,” “innovative packaging” and “encouraging customers to bring their own containers,” as well as expanding the recycling mechanism in the stores to gradually decrease the dependence on single-use plastic and ensure proper treatment of waste from our operations. We are also actively concerned with waste from the downstream waste of the value chain by combining “convenience” and “recycling” through our many bases. To this end, we recycle PET bottles with Intelligent Automatic Recycling Machines, help people recycle electronic waste, and turn waste into resources to fulfill our social responsibilities (for detailed packaging material management measures, please refer to [4.2 Packaging Material Management](#)).

Food Loss and Waste Generation and Process Flow Management

According to the UN Food and Agriculture Organization (FAO), over 40% of the food produced in the world is discarded or wasted, and 2.5 billion metric tons of food was never purchased, with food loss and waste costing the global economy more than \$1 trillion each year. Statistics from the Ministry of Environment shows that the amount of food waste in Taiwan in 2023 was as high as approximately 470,000 metric tons. Food waste is not simply about wasting ingredients, it involves the loss of resources consumed during food production, including land, water, energy and labor, etc. The decomposition of food waste in landfills also produces 8-10% of greenhouse gases in the world each year. Not only does this exacerbate climate change, it could lead to food safety problems. The multiple environmental impact of food waste shows that the urgency of reducing food waste is self-evident.

President Chain Store Corporation is closely intertwined with people’s food and consumption on a daily basis. To this end, it has taken the responsibility in reducing food waste from the overall supply chain from three stages including “production,” “logistics and distribution” and “retail,” monitoring and recording food loss and waste that may occur at each stage of operations for better management, shouldering the responsibilities and obligations of the retail industry on the issue of food waste. In 2021, the Food Waste Reduction Task Force was set up under the Sustainability Development Committee, regularly reporting the progress of the project to the Sustainability Development Committee.





Production: Food Loss and Waste from the Production of Fresh Food Products

To effectively manage the amount of food loss and waste generated by production, 12 exclusive contract manufacturers of President Chain Store Corporation are required to report the weight of food loss and waste, revenue and other information regarding their production by e-mail every month. The food loss generated by the manufacturers includes loss during production, daily loss and other scrapped products. Starting from 2024, in order to ensure the accuracy of the food loss and waste data provided (such as weight of food loss and waste, amount of scrap, etc.), we added clauses about forgery and false reporting as major breach of contract to the contract clauses to ensure that the manufacturers provide correct data. In addition, we will introduce an information verification mechanism in 2025 and entrust an impartial third-party to spot check the accuracy of the data provided to President Chain Store Corporation.

President Chain Store Corporation reduces food loss and waste from production process through three major changes. First of all, production is now initiated upon order receipt instead of estimation to better control the production volume. The second reducing the loss and waste of raw materials through the centralized production of various items. Last but not least, two adjustment of raw material estimates are performed prior to production to avoid excessive material in stock caused by weather changes or order fluctuations. The surplus after production is provided as employee meals. Finished and semi-finished products are also resold to employees to reduce food waste. In 2024, the production losses (amount of food waste per NT\$ million of revenue) decreased by 47.58% compared to the base period of 2019.



Logistics and Distribution: Food Loss and Waste during Transportation

President Chain Store Corporation has set up a monitoring mechanism for food loss during distribution to track and manage potential food loss during transportation. Since the distance between stores and contract manufacturers is relatively short, they are mainly delivered by logistics vehicles without requiring long-distance transportation. Therefore, there is no food loss from exceeding the shelf life caused by long transportation time. Losses during distribution mainly come from collisions, squeezing or deformation, making the products unsaleable. If this situation occurs, store employees will accurately document the products and hand over to the logistics personnel for collection, the logistics personnel or logistics company will take responsibility for any losses incurred. In 2024, President Chain Store Corporation did not incur actual food loss during the distribution process, and will continue to optimize the monitoring process to ensure the effective use of resources.



Retail: Food loss and waste caused by scrapping

President Chain Store Corporation actively reduces the amount of scrapped food and food waste at the store through a comprehensive monitoring mechanism and the implementation of reduction actions. Store scrap data is tracked on a monthly basis, and the total amount of scrapped food of various types (such as salad, cooked food, noodles, boxed meals, baked goods, etc.) is recorded. In addition, President Chain Store Corporation has commissioned a third party to collect and inventory the recycling methods of store food waste to ensure the transparency and effectiveness of the waste management mechanism and continue to optimize the food waste management strategy. To improve the food waste inventory in the store, the statistical method for the scrap weight of sweet potatoes has been developed in 2024 and included in the food waste statistics.

In terms of specific reduction actions, President Chain Store Corporation introduced the "iLove Food" program that takes advantage of the "smart labeling system" that was originally used for flagging expired products to prevent expiration. Besides managing the shelf life of food, this allows for better control over the "best before" time (8 hours prior to expiration). A 35% discount is given 8 hours prior to expiration on over 100 products. The "iLove Food Map" was also launched on the OPEN POINT APP to check on the stock as well as subscribing for product availability notifications. In 2024, the "iLove Food" program reduced the generation of leftover food by approximately 17,866.94 metric tons, with a 30.19% growth compared to last year. In the future, President Chain Store Corporation also plans outsource cleaning and transportation to certain stores, all of which will join the food waste recycling process. President Chain Store Corporation will continue to increase the recycling rate of store kitchen waste by taking 3 specific actions, including reviewing the methods of handling food waste in newly opened stores and stores with low recycling rates; encouraging stores to join the Company's cleaning mechanism to ensure that food waste can be handled in compliance with the law, communicating with operating units every quarter, emphasizing the legality of outsourcing collection to ensure that food waste is properly recycled.

+ Food Loss and Waste Management Performance +

In addition, President Chain Store Corporation inventories the production and sales of private-label products from manufacturing to retail to understand the amount of food loss and waste at each stage, to better organize more appropriate measures for reducing food waste. The total weight of food loss and waste generated in 2024 was 12,495.66 metric tons, with a 1.9% increase from 2023. The reasons include the increase in number of stores and continuous growth in fresh food sales. The food used for alternative purposes ratio was 74.26% (mainly for animal feed/compost) in 2024, with a significant growth compared to 70.95% in 2023. The proportion of food waste recycled by contract manufacturers has reached 100% for two consecutive years. Total discarded weight of food waste was 3,216.35 metric tons with a decrease of 9.7% from 2023. President Chain Store Corporation will continue to strive to lower food loss and waste, increase the food waste recovery rate at stores, optimizing our collaboration with outsourced cleaning companies, as well as encouraging all stores to follow our lead in making an effort towards food waste management.

Food Loss and Waste Management Performance



To actively reduce food loss and waste, President Chain Store Corporation analyzes the categories of food waste in addition to understanding its weight distribution through the value chain. Food loss and waste is divided into 10 categories, with the proportion estimated and ranked based on the weight of private-label products to propose management actions targeting commonly seen categories of food waste. In terms of food waste categories in 2024, the highest proportion was 16.68% of noodles, as the sales volume and figures are both high. The second highest was rice balls, taking up 16.29%, as the sales volume is high due to the product has a close expiration date. Therefore, it is easy to be scrapped. Noodles, rice balls and other fresh food products with rice constitute the top three categories of food waste. President Chain Store Corporation aims at reducing food waste with advanced orders, centralized production and processing plant stocking accuracy, and two iLove Food discount time slots to increase product sales opportunities. We worked on three aspects including production, order and delivery and retail, as well as convening with different divisions to formulate measures for managing food waste.

Proportion of Weight by Categories of Food Loss and Waste

Category of Food Waste (Note 1)	Store										Manufacturers	Headquarters	Total proportion
	Cooked Food	Noodles	Salad	Hot dogs	Tea eggs	Boxed Meals	Rice	Rice ball	Freshly-prepared Food	Refrigerated Conditioned Bread			
Proportion of Weight	6.61%	16.68%	3.76%	3.64%	3.67%	5.47%	11.60%	16.29%	2.84%	5.42%	23.88%	0.13%	100.00%

(Note 1) The proportion of food waste categories is estimated based on the weight of private-label products. Braised food was launched in 2024 and listed as "freshly-prepared food" together with oden.

Reusing and Reducing Food Loss and Waste

+ Upgraded iLove Food Program and Reducing Food Waste with Technology +

As the leading company in the retail industry, President Chain Store Corporation is committed to reducing food waste. President Chain Store Corporation launched the iLove Food Map in the app in 2022 for consumers' easy access to the iLove Food availability in each store, allowing them to take advantage of the convenient program. In 2024, iLove Food prevented the generation of 17,866.94 metric tons of food waste with an increase of 4,143.63 metric tons from 2023. In addition to working together with consumers to reduce food waste, we extended the shelf life of food in 2023 by taking advantage of new technologies, such as the high-temperature sterilization equipment and special sealing film to reduce food waste from overstock.

+ Coffee Grounds Recycling Program Promotes Circularity +

To promote circular economy and resource recycling, President Chain Store Corporation launched the "Coffee grounds Recycling Program" in 2024 to convert coffee grounds from store operations into performance fabrics and shoe materials. Coffee grounds are systematically recycled in the store and processed in an innovative method to create a series of recycled products to reuse, conveying the concept of green fashion and environmental protection to young consumers. As part of the plan, we launched the "Coffee Grounds - Urban Trend Points Collection Program" to encourage consumers to actively participate in recycling and point collection activities, as well as making products made from recycled coffee grounds as gifts, including 2,000 T-shirts, 2,000 bucket hats, 1,500 pairs of socks, and 1,000 travel cups. These products are made of recycled coffee grounds, and reusable eco-friendly bags and other products were launched during the event to improve the efficiency of recycling. In 2024, the program promoted the recycling of coffee grounds with 10,000 people participating and 1.064 metric tons recycled. The program also expanded the scope of applications to improve resource use efficiency and reduce the impact of waste on the environment.

+ Sustainable Farm: A New Eco-friendly Food Option +

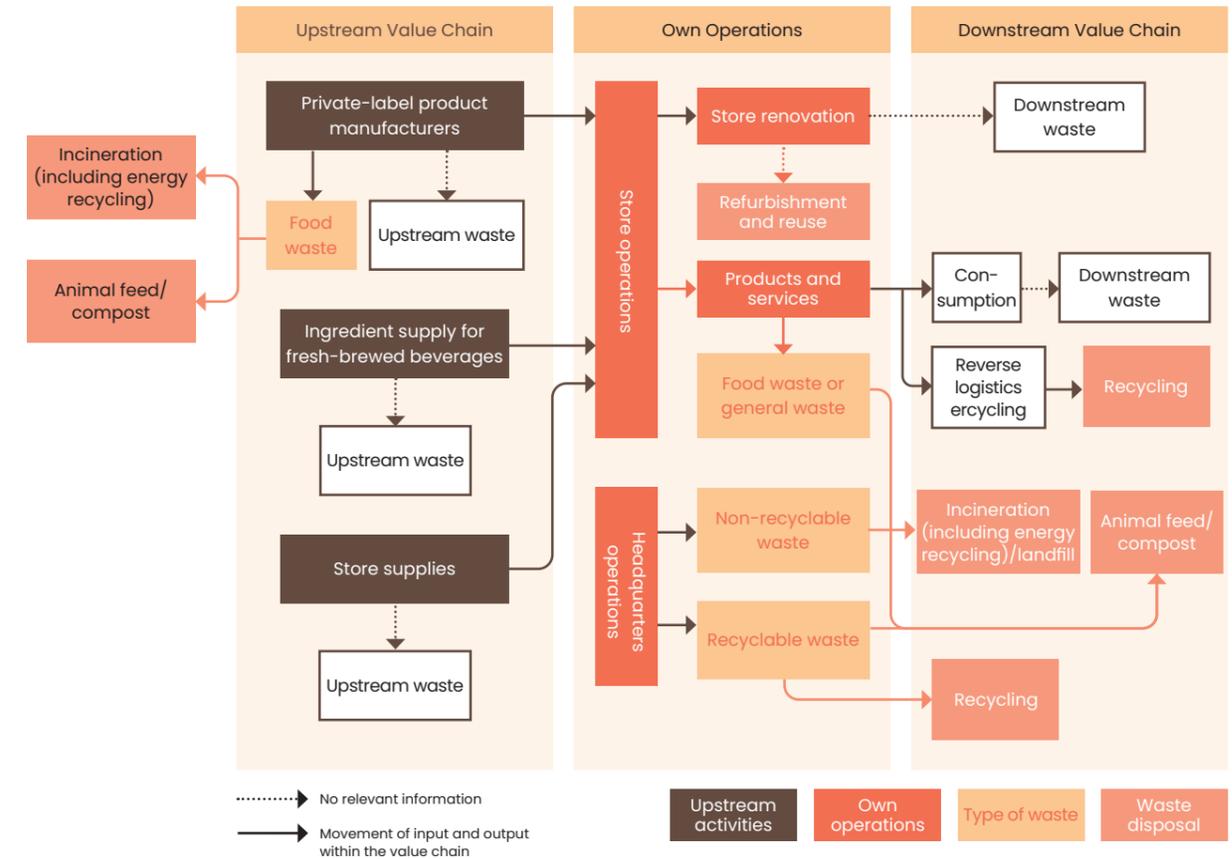
In continuous search of a sustainable circular economy solution, President Chain Store Corporation launched the "Sustainable Farm" circular program in 2023. With "being friendly to the earth with a cup of coffee" as its starting point, President Chain Store Corporation systematically recycles expired, opened or defective scrapped products and coffee grounds through stores, and collaborates with an agricultural biotechnology team to use black soldier fly automated breeding equipment to convert food into safe and non-toxic organic fertilizers for contracted farm. This fertilizer is rich in organic matter, which helps improve soil fertility and ecological health, while promoting the development of low-carbon agriculture. After the agricultural waste is recycled and reused, the fruits and vegetables will go back to the stores as side dishes for fresh food or for sale. In addition, to further expand the scope of resource recycling, President Chain Store Corporation is also evaluating the possibility of including food sludge from fresh food manufacturers in the recycling program in the future to continuously maximize the impact of green agriculture.

In 2024, the Sustainable Farm program was expanded to turn coffee grounds and scrapped food products from specific stores into organic fertilizers through agricultural biotechnology for growing fruits and vegetables. The scope of cooperation has been expanded to four agricultural product manufacturers to increase crop yields. In 2024, a total of 3.5 metric tons of coffee grounds were recycled and converted into fertilizers to produce crops such as cabbage, bananas and corn on contract farms, before being sold in the stores, allowing more consumers to participate in and support a sustainable diet, as well as further realizing the targets of resource recycling and environmental protection.

Waste Generation and Process Flow Management

+ Waste Generation Flow +

To understand the amount and process flow of waste, President Chain Store Corporation collects and calculates the amount of waste at each operating site on a yearly basis. The headquarters building signs an agreement with a waste management company, which calculates the amount of waste generated and treats various types of waste in a manner that complies with the laws. Regarding the retail stores, only Taipei City, New Taipei City, Taoyuan City and Tainan City at present require convenience stores to dispose of waste separately from other entities, while waste from stores located in other countries and cities is disposed of with household waste. Besides the stores that are obliged to dispose of waste separately, President Chain Store Corporation has formulated a plan in 2024 to encourage stores from other cities and counties to also outsource waste management with the aim to better control the amount of waste generated by retail stores. In addition to its own operational waste, President Chain Store Corporation also attaches great importance to the waste management of fresh food manufacturers in the upstream value chain. We regularly calculate the amount of food waste generated by the manufacturers and track the food waste disposal methods. To improve information accuracy in 2024, a third-party review mechanism was introduced to ensure that the food waste remains under control. The recyclable waste from the stores mostly comes from packaging cartons and the electronic waste people bring in. Please refer to the "Convenient Recycling Platform" section for further details.



+ Waste Management Performance +

In 2024, a total of 1,167 stores and the head office building have entrusted waste management to dedicated companies. The companies reported the amount of waste collected and disposed as well as removal and treatment methods for different kinds of waste, including food waste and general household waste, whereas waste produced by other stores and offices (general household waste) with no waste removal company on contract is harder to measure. Therefore, the amount of waste produced by a single store or per capita is used for estimation. Moreover, scrap items are estimated based on the date of expiration, and the disposal method of waste that was not outsourced to cleaning companies is speculated based on national waste disposal announced by the Ministry of Environment for the current year.

In 2024, the total amount of non-recyclable waste from store operations and headquarters activities was 41,427.87 metric tons. To effectively manage non-recyclable waste (excluding food waste) in stores, President Chain Store Corporation takes 2019 as the base year and sets the average waste generated by a single store as the management target. Based on the evaluation of the rationality of the target, the uncertainty of data from some stores that do not have a waste removal company, and the consideration of diversified growth in operations, the target was reviewed this year and adjusted to a 20% decrease in the waste removal volume per store in 2024 compared to the base year, and a 45% decrease in the waste removal volume per store in 2028 compared to the base year. The waste removal volume per store in 2024 was 6.27 metric tons, a decrease of 25.63% from the base year, achieving the 2024 target. The categories of fresh food and other services will continue to increase and expand to meet consumer demand, and we still need to continue to introduce various waste reduction measures to achieve the target. In the future, we will continue to optimize data quality, implement recycling, reuse and plastic reduction actions, as well as enhancing the management of non-recyclable waste from the stores.

President Chain Store Corporation Waste Generation and Disposal in 2024

Waste Disposal (Note 1)	Waste Composition	Location of Waste Generation (Note 2)		
		Upstream (Metric Tons)	Own Operations (Metric Tons)	
Off-site	Animal feed/compost (Note 3)	Food waste	2,984.49	6,278.44
	Incineration (including energy recovery)	Food waste	—	2,831.53
	Landfill	Food waste	—	384.83
	Recycling	Recycled plastics	—	1,213.38
		Paper	—	11,807.62
		Metal	—	47.57
		Batteries	—	503.99
		Optical discs	—	84.40
	Landfill	Electronic appliances	—	103.67
		General household waste	—	4,209.73
Incineration (including energy recovery)	General household waste	—	34,386.62	

(Note 1) Waste disposal data at the headquarters building and the stores that outsource waste management was collected from the outsourced cleaning companies. The proportion of waste incineration and landfill at other stores and operating bases was considered as 88.04% based on 2024's National General Waste Disposal published by the Ministry of Environment.

(Note 2) The scope of data for our own operations includes the headquarters, regional offices and stores. The scope of data from the upstream covers 12 manufacturers.

(Note 3) The data before 2021 only covers Taipei City, New Taipei City and Taoyuan City. The data from 2022 covered all stores.

Waste Reduction Actions

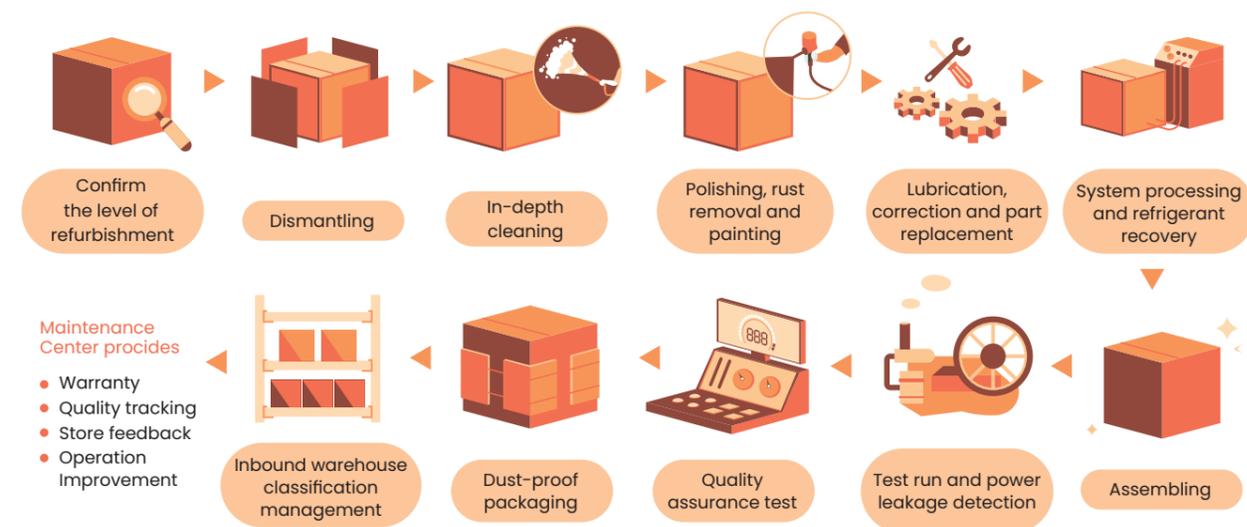
+ Waste Reduction in Headquarters +

To encourage employees to save resources, the President Chain Store Corporation head office set "paper-saving" as an internal management metric to review the performance of paper reduction. The paper consumption per capita in 2024 decreased by 1.5% compared with the previous year. We will continue to optimize administrative processes by replacing paper with electronic files, increasing utilization of digital documents, as well as implementing double-sided printing to reduce the amount of paper used in office and administrative processes. In addition, the head office building has also continued the recycling program. In 2024, the weight of recycling reached a total of 19,077 kilograms, an increase of 3.54% over 2023 due to the cleaning days we had at the first and second halves of the year. We aim at increasing the amount of recycling in the head office building by continuing to promote waste reduction and classification each quarter.

+ Store Equipment Reuse +

In order to provide the most convenient products and services, President Chain Store Corporation relies on a large number and variety of machines. As the wear and tear as well as out-of-service machines cause a great burden on the environment, we have made good use of our flexible dispatch system and a great number of stores to set up the Equipment Refurbishment Center. The recycling system works on existing equipment from renovated and shut down stores, such as air conditioners, refrigerators, oden cooking machines, microwave ovens and so on. It is returned and put to use after inspecting, cleaning and repairing to reduce waste of resources and waste generation, while also saving on equipment procurement costs. In 2024, 34 types of equipment were refurbished and put to use, with the total number of 2,803 machines and saving a total amount of equipment procurement costs of NT\$93,712,458.

+ Equipment Refurbishment Process +



+ Convenient Recycling Platform +

By taking advantage of the multiple bases, President Chain Store Corporation effectively combines "convenience" with "recycling" in helping people recycle electronic waste, including batteries, laptops, optical discs, mobile phones and chargers. To encourage people to recycle through convenience stores, President Chain Store Corporation provides NT\$3 to NT\$120 of credit as reward.

To realize the vision of circular economy, President Chain Store launched the Intelligent Automatic Recycling Machine after a year of research with President Packaging Ind. Corp. It was the first smart recycling system in Taiwan that offers a more efficient and convenient recycling method. With a patented AI optical imaging and material recognition technology, the machine can recycle PET bottles and batteries in a simple and timely manner. The unique "shredding" function can shred PET bottles into pieces, reducing the volume by 75%, improving recycling efficiency and reducing carbon footprint. Plastic from recycled PET bottles is turned into recycled materials by professional manufacturers from President Packaging Ind. Corp. The materials can be made into store uniforms or products for sale. Meanwhile, President Chain Store Corporation also collaborates with PET bottle manufacturers to develop a "bottle to bottle" recycling system in central and southern Taiwan as well as outlying islands, and the recycled PET bottles will be remade into new PET bottles through professional technology to create a sustainable supply chain.

In 2024, President Chain Store Corporation continued to increase the number of recycling machines, setting up in 6 stores Yilan, Hualien and Taitung to make "24/7 Services from Our Stores All over Taiwan" a reality. A total number of machines installed was 246 as the brand with the most recycling machines among all channels. In addition, in order to improve the utilization rate of equipment and promote the mechanism of turning around sub-standard stores, the equipment configuration will be adjusted in a timely manner for stores whose recycling volume does not meet expectations, with the relocation accelerated to maximize the benefits. In 2024, a total of 5 stores had the machines relocated. Overall, in 2024, a total of 23.17 million PET bottles and 5.2 million waste batteries were recycled through the Intelligent Automatic Recycling Machine and processed through distribution and reverse logistics systems to ensure the best use of recycled resources. In 2025, we will continue to set up more recycling machines with reaching a total of 380 machines as the target.

Employee Welfare

President Chain Store Corporation is committed to creating a healthy and safe workplace that is competitive on the market, as well as encouraging the employees to develop in a variety of ways with salary higher than statutory standards to stabilize the workplace. In terms of occupational safety and health, we identify and evaluate high-risk hazards to fully ensure that all employees have a safe and hygienic working environment, as well as guaranteeing equal labor rights.



Management Policies

Policies and Commitment

- President Chain Store Corporation [salary policy](#) is based on the principle of equal pay for equal work
- [Occupational Safety and Health Policy](#)
- Four Major Occupational Safety Plans
- [Human Rights Policy](#)

Management Actions

- President Chain Store Corporation promotes programs such as redesigning work responsibilities for middle-aged and elderly employees to create a friendly workplace in the context of declining birthrate and aging population. The Company employs 2,724 people over the age of 45, accounting for 29.7% of all employees.
- Passed the annual follow-up of ISO 45001 Occupational Safety and Health Management System with "zero defect," with 100% of private-label food manufacturers passing ISO 45001

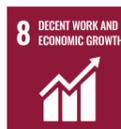
Sustainable Goal Management Process

Material Topic	Management Metrics	Medium-and long-term Targets	2025 Targets	2024 Targets & Performance
Talent Attraction and Retention	Average training hours per employee	15	14	↑ 13 14.66
Labor Rights	(1) Number of shutdowns (2) Number of days idle due to shutdowns	(1) 0 time (2) 0 day	(1) 0 time (2) 0 day	✓ (1) 0 time (2) 0 day (1) 0 time (2) 0 day
Occupational Health and Safety	Frequency severity indicator (FSI)	Lower than the retail industry's average rate over the past three years according to the Ministry of Labor	Lower than the retail industry's average rate over the past three years according to the Ministry of Labor	↑ Lower than the retail industry's average rate of 0.37 in the past three years 0.25 according to the Ministry of Labor
	Lost Time Injury Frequency Rate (LTIFR) (Disabling Injury Frequency Rate, FR) - Employees - Outsourcing companies (employees of contractors, franchisees, and manufacturers)	Lower than the average FR in the retail industry over the past three years according to the Ministry of Labor	Lower than the average FR in the retail industry over the past three years according to the Ministry of Labor	↑ Lower than the average FR in the retail industry over the past three years according to the Ministry of Labor: 3.26 • 1.48 for employees • 0.13 for outsourcing companies
	Disabling Injury Severity Rate (SR) - Employees - Outsourcing companies (employees of contractors, franchisees, and manufacturers)	Lower than the average SR in the retail industry over the past three years according to the Ministry of Labor	Lower than the average SR in the retail industry over the past three years according to the Ministry of Labor	↑ Lower than the average SR in the retail industry over the past three years according to the Ministry of Labor: 44 • 40.88 for employees • 4.05 for outsourcing companies



Passed the annual follow-up of **ISO 45001** Occupational Safety and Health Management System with "zero defect"

The frequency-severity indicator was **0.25** lower than the retail industry's average rate of 0.37 in the past three years (2022-2024) according to the Occupational Safety and Health Administration, Ministry of Labor



Female managers in revenue-generating functions (including store managers, district consultants, department managers and heads of business operation departments) account for **55.79%**

5.1 Talent Attraction and Retention

Employment

+ Overview of Human Resources +

Besides our head office in Taipei, President Chain Store Corporation has nine business operation departments to meet the needs of stores and consumers in each region. As of December 31, 2024, President Chain Store Corporation has a total of 9,186 employees ^(Note1). The types of workers who are not employees include the Chairman of the building's Management Committee, a secretary, an electrical and mechanical engineer, 9 cleaners and 6 security guards in the head office building for a total of 18 people. The total number of franchise store staff was 43,851 as of the end of December 2024 ^(Note2). Female employees account for 57.33% ^(Note3) of all President Chain Store Corporation employees, while 55.79% of sales supervisors are female. The female ratio for department managers in 2024 was 15.79%, with combined 53.97% of females in positions including TEAM managers, store managers, district consultants and department managers. Mid- to long-term targets are being set for aforementioned aspects, namely 17% and 50% by 2028 ^(Note 4), showing that President Chain Store Corporation values gender equality in the work environment and talent recruitment ^(Note 5).

(Note 1) Includes back-office staff and directly operated store personnel.

(Note 2) Franchise store personnel are the most common type of non-employee workers, with the total number calculated based on the number of people audited for National Health Insurance and labor insurance as of December 2024. Stores that opened less than a month ago were not audited. Therefore, personnel from these stores are excluded.

(Note 3) The statistics in this section and the following sections do not include franchise stores.

(Note 4) The targets set for 2025 had been met already. Therefore, new targets have been set to reach 17% of female department managers and a combined 50% for TEAM managers, store managers, district consultants and department managers.

(Note 5) Please refer to the [historical data](#) in the appendix for relevant statistics.

We do not hire people under the age of 15 as workers in accordance with the "Labor Standards Act." We also follow the philosophy that "employment is the most direct way of helping the disadvantaged achieve independence." Besides providing job opportunities for people seeking re-employment and part-time job opportunities for student jobseekers, we also collaborate with senior high (vocational) schools to provide students with job opportunities and launch internship programs together with colleges and universities, attracting college interns to do an internship through college internship programs. Student interns are encouraged to learn more about the workplace through actual practice by combining operational details and key to management for the retail industry. Interns who perform well are encouraged to start their employment after the internship so that they have their first job upon finishing their studies. In addition, we employ more people with disabilities than the statutory quota to make equal employment opportunities a reality. In 2024, the President Chain Store Corporation head office and directly operated stores hired a total of 274 employees with disabilities, accounting for 2.98% of our total workforce and being 2.98 times higher than the statutory quota. President Chain Store Corporation also hired 122 indigenous employees, accounting for 1.33% of all employees.

Labor-management Communication

President Chain Store Corporation values the opinions and feedback from every employee. We provide numerous communication channels to listen to and understand the opinions of our employees, including the Integrated Services Center, dedicated email, and stakeholder section, encouraging employees to directly communicate with management about workplace issues that are in dire need of improvement, as well as enhancing their trust in the organization. In addition to the channels above, we established an internal proposal system for employees to fully express their opinions on the Company's operations. If employees have any suggestions for the Company or feel that their rights and interests have been violated, they can report through channels. When we receive employee complaints about working conditions, regional managers are required to tackle the issue with relevant information such as labor regulations provided to help them process the case. We set a 5 working day deadline for them to report back in order to uphold employee rights and interests, as well as preventing the situation from being aggravated. A total of 270 reports related to employee rights and interests were submitted in 2024. Although there were more internal enquiries, fewer cases were presented externally, showing that the employees continued to raise questions and voice feedback through internal communication channels as they had faith in them. Most cases were related to the tone and attitude of the supervisors while coaching the employees, overtime bonus, reduced shift, salary not being paid on time and disagreements with franchise stores. All aforementioned cases were processed by regional managers. All overtime bonus and salary were made up as they should have been, and deficiencies were addressed in line with the franchise agreement. Moreover, we provided guidance and suggestions on the tone and attitude of supervisors when coaching employees. Any misunderstanding of the system was also cleared up. All cases reported in 2024 were properly addressed in the same year.

We formulated Labor-Management Negotiation Regulations in accordance with the law and regularly hold labor-management meetings, which are attended by 5 representatives from each side. Employer representatives include department heads, and employee representatives are assigned by Labor Union and represent 100% of the employees. Employee and management representatives can communicate directly to negotiate on benefits and systems, employment, improvement of the work environment and labor management cooperation during the meeting, to ensure and improve the effectiveness of communication. A total of 4 labor management meetings were held in 2024, with topics covering topics of flexible working hours, administration in the office building, employee subsidy measures and so on. The results should be implemented by the departments involved. Moreover, the President Chain Store Corporation Labor Union was formed at the end of 2019 by the employees. It aims at improving labor rights, level of happiness and laborers' knowledge and skills. Although Labor Union has not requested the company to negotiate a collective bargaining agreement so far, and no collective bargaining agreement has not been signed as a result, the Company will continue to maintain good interactions with the union in the future. In the meantime, we uphold our [Human Rights Policy](#) and comply with local labor laws and regulations and will continue to engage in communication through different channels to create harmonious labor management relations and a win-win labor environment.

President Chain Store Corporation continues to communicate with its employees with no strike or suspension in 2024. Furthermore, in the event of a situation specified in Article 11 of the Labor Standards Act, President Chain Store Corporation communicates with employees in advance, and gives notice 10 days in advance for employees who have worked at President Chain Store Corporation for three months or more but less than one year. A notice is required 20 days in advance for employees who have worked at President Chain Store Corporation for one year or more but less than three years. A notice is required 30 days in advance for employees who have worked at President Chain Store Corporation for over three years.

In 2024, the overall turnover rate of President Chain Store Corporation is 36.45%, lower than the 44.08% in 2023 ^(Note). This achievement comes from our efforts in employee care and workplace improvement. President Chain Store Corporation continues to optimize the working environment, reduce the turnover rate, attract and retain outstanding talents, as well as lay a solid foundation for stable development.

(Note) The total turnover rate refers to the number of employees who resigned in the year/the number of employees in service on December 31 of the year. For relevant data, please see the appendix of [historical data](#).

Welfare, Remuneration and Care

+ Remuneration +

The President Chain Store Corporation remuneration policy ensures that all full-time employees receive higher payment than the statutory minimum wages, considering the price levels of various regions in Taiwan and the survey results of the average salary of new recruits in the retail industry. President Chain Store Corporation also takes the living wage ^(Note 1) into consideration when deciding on the salary for new employees, as well as assessing the rationality of existing employees' salaries in order to offer more competitive and reasonable salaries. President Chain Store Corporation reviews whether the employees' salary levels are market-competitive and in line with employee needs by adjusting the starting salary of new recruits in January each year. In 2024, the starting salary of store personnel is based on the 50th percentile (middle income level) of new recruits in the retail industry, and the starting salary of logistics personnel is the 70th percentile (high income level). In addition, President Chain Store Corporation provides employees in areas with higher price levels with an additional allowance of 5-10% of the salary so that the employees and their families have enough for a decent life. The variable compensation of full-time employees of President Chain Store Corporation is based on individual performance, including financial indicators such as the Company's gross profit and profitability, and is evaluated based on their contribution to the overall operations, with reference to market salary levels and the Company's operating performance. Bonus distribution is based on the Company's rules on bonus and performance management, while taking into account the Company's annual operating performance and individual performance. If employees receive unfair treatment in terms of salary, they can report it through the labor dispute communication channels of the President Chain Store Corporation Integrated Services Center and the Audit Office.

(Note 1) President Chain Store Corporation refers to the living wage research report of the Chung-Hua Institution Economic Research when calculating the living wage: "Wages should meet the minimum (basic) living needs of the workers themselves and their families (dependent family members)." Therefore, "Divide the annual food, clothing, housing, medical, transportation, communication and education-related consumption expenditure of each household in Taiwan by 12 months, divide by the average number of people in households, and multiply by (laborer + ratio of dependents)" was adopted to estimate the average living wage in 2023. The relevant calculation quoted the results of the 2023 household income and expenses surveys published by the Directorate General of Budget, Accounting and Statistics and the average number of dependents of employers, self-employed owners, specialized occupations and technical personnel who are self-employed in Taiwan's national health insurance in 2024 published by the National Health Insurance Administration, Ministry of Health and Welfare in the latest year, and concluded that the average living wage in Taiwan was NT\$27,411 ^(Note 2).

(Note 2) In 2023, the average annual expenditure on food, clothing, housing, medical care, transportation, communication and education per household in Taiwan was NT\$588,273, including food and non-alcoholic beverages, clothing and footwear, housing, water, electricity, gas and other fuels, furnishings, household equipment and routine household maintenance, health, transport, communication and education. In 2023, the average number of people per household was 2.79, and the average number of dependents of employers, self-employed owners, specialized occupations and technical personnel who are self-employed in Taiwan's national health insurance was 0.56 in 2024.

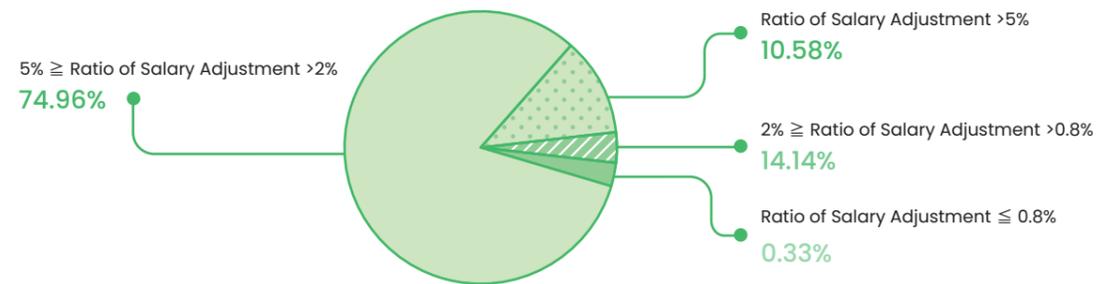
The starting salary for the new recruits at President Chain Store Corporation is equal for men and women for equal work, and the salary and benefits do not differ based on gender or age. In 2024, the ratio of starting salary to basic salary (NT\$27,470) for new back-office staff who are college graduates is 1.33 times, and 1.55 times for those with a master's degree. There is no significant difference in the remuneration ratio between men and women in 2024, and the basic salary plus year-end bonus ratios of all types of employees are within 1.05 times. In terms of salary adjustment, most of the adjustment was between 2% and 5% in 2024, accounting for 74.96% of all employees. 10.58% of the employees received over 5% of adjustment.

Ratio of Salaries for Male and Female Employees in 2024



(Note 1) Compensation consists of basic salary and annual bonuses.
 (Note 2) The scope covers full-time employees who are still working at the end of December 2024 (but excluding interns and those who were newly recruited or transferred for less than half a year as of March 15, 2024), based on their total salary of 2024.

Ratio of salary adjustment for full-time employees in 2024



(Note 1) For those with a salary adjustment of >2%, ratio = (No. of employees with a salary adjustment of >2%)/Total number of full-time employees.
 (Note 2) The scope covers full-time employees who are still working at the end of December 2024 (but excluding interns and those who were newly recruited or transferred for less than half a year as of March 15, 2024), based on their total salary of 2024.

We disclosed the number of full-time non-management personnel Note as 5,594 in 2024 in line with Article 4 of the Corporate Social Responsibility Report Authoring and Reporting Guidelines for TWSE/TPEX-listed Companies, with the average salary of NT\$1,080 thousand and median salary as NT\$908 thousand. The number of full-time employees in 2024 increased by 241 people compared to 2023. The average salary in 2024 decreased by NT\$3 thousand compared with 2023, and the median salary decreased by NT\$14 thousand.

(Note) Full-time non-management employees are not managers defined in the official document Tai-Cai-Zheng-San-Zi No.920001301, and the employees' number of work hours reached the normal work hours (152 hours a month) stipulated by the Company. The scope of statistics covers employees excluding managers for the entire year.

+ Work-life Balance +

President Chain Store Corporation offers a variety of employee benefits. In addition to year-end bonuses and various allowances, it also provides four major benefit programs including the Benefit Saving Trust Fund, Good Life, Flexible Leave and Healthcare. Parental leave is also accessible in accordance with the law to favor employees' work-life balance. President Chain Store Corporation also has a comprehensive appointment system that allows the employees to be employed full-time or part-time, giving them the flexibility in terms of work. Together with 9 reinvested enterprises (7-ELEVEN, Uni-president Department Store, Starbucks, COSMED, President Transnet Corp., Cold Stone Creamery, Mister Donut, President Logistics International and UniPresident Superior Commissary Corp.), President Chain Store Corporation was awarded gold for the Happy Enterprise Award in the 2024 Happy Enterprise Selection organized by 1111 Job Bank. All welfare and parental leave application status are listed in the table below.

President Chain Store Corporation Employee Benefits

Benefit Saving Trust Fund

A long term saving trust fund has been created for the employees, allowing them to enjoy annual dividends and the Company's long term profitability. Employees are free to opt in and out of the program. The trust invests exclusively in President Chain Store Corporation shares. Participants can transfer 6% of their monthly salary into the trust account each month, and President Chain Store Corporation provides an additional 1.8% as a bonus share. The program is accessible to employees who have obtained permanent contracts after passing the probation period. As of December 31, 2024, a total of 9,175 people are eligible (excluding senior management).

Good Life

- Breastfeeding rooms are available in the offices
- Contracts are signed with childcare institutions to provide preferential prices
- Office staff can also choose when they go to and from work
- "Work from Home Measures" allow back-office staff to work from home
- A fixed amount of travel vouchers are given each year
- Gifts are offered during pregnancy and when the baby is one-month old
- The Happiness Corporative Society is set up to help the employees deal with issues involving physical/mental health and family
- 3 hours of free consultation is offered to each employee on an annual basis

Flexible Leave

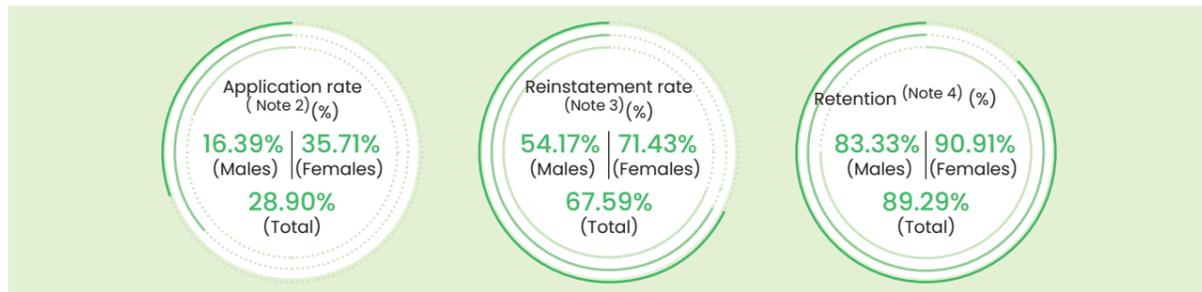
- Maternity leave and miscarriage leave superior to that of the legal requirement. With no condition on seniority, all employees are paid their full salary
- Main caretakers are offered 9 paid weeks for prenatal checkups and maternity leave
- Non-main caretakers are also given 7 days of paid parental leave before and after their spouses give birth
- Special care leave: If employees need to personally take care of their dependents due to a major incident, they can take a maximum of 3 days of paid "special care leave" to provide employees with flexibility in responding to the unexpected events and taking care of their families.

Healthcare

- Annual health checkups
- Occupational disaster insurance
- Group insurance for employees and dependents
- Family Day and health promotion activities
- Full-time nurses and doctors are regularly stationed

Employee reinstatement and retention rate after taking parental leave in 2024

Items	Number of Males	Number of Females	Total
Employees eligible (Note 1) for taking parental leave in 2024	122	224	346
Employees who applied for parental leave in 2024	20	80	100
Expected reinstatement after parental leave in 2024	24	84	108
Actual reinstatement after parental leave in 2024	13	60	73
Actual reinstatement after parental leave in 2023	18	66	84
Employees still on the job 12 months after returning from taking an parental leave in 2023	15	60	75



(Note 1) Eligible applicants refer to employees who applied for childbirth subsidies in 2022-2024.
 (Note 2) Application rate: employees eligible for applying for parental leave/actual number of employees applying for parental leave
 (Note 3) Reinstatement rate: Actual reinstatement after taking parental leaves/Expected reinstatement after taking parental leaves
 (Note 4) Retention rate: Employees still on the job 12 months after returning from parental leaves/Actual number of employees reinstated after taking parental leaves (during the previous period).

+ Franchisee Benefits +

The number of President Chain Store Corporation stores exceeded 7,000 in 2023, with a total of 3,643 (Note) franchisees. President Chain Store Corporation continues to stay updated with franchise profits to take good care of the franchisees, building a franchise environment with peace of mind and stable profits. President Chain Store Corporation also has the physical care and leisure activities of the franchisees in mind. In 2024, President Chain Store Corporation spent NT\$18.64 million in budget for vacation subsidies and other subsidies for franchisees.

(Note) President Chain Store Corporation encourages franchisees to own multiple stores, meaning the number of stores increased and franchisees decreased.

Insurance subsidies and benefits enjoyed by franchisees	
Insurance Subsidy	
Group insurance	Franchisees receive 15% of their premiums in subsidy
Franchise owner/employee mutual support association	A mutual-support mechanism between franchise stores that mainly provides funeral assistance for direct dependents
Covid-19 mutual support association	The mutual help mechanism allows franchisees to apply for consolation money when infected with COVID-19
Benefits	
Franchisee benefits trust	Subsidy for investment is given to encourage investment
Health checkup subsidy	Senior franchisees over the age of 41 with more than 10 years of experience are eligible to receive health checkup valued at NT\$16,000 once every two years along with their spouses who work in the same store
Discounts	Offers from affiliated enterprises, promotions for leisure activities, birthday presents

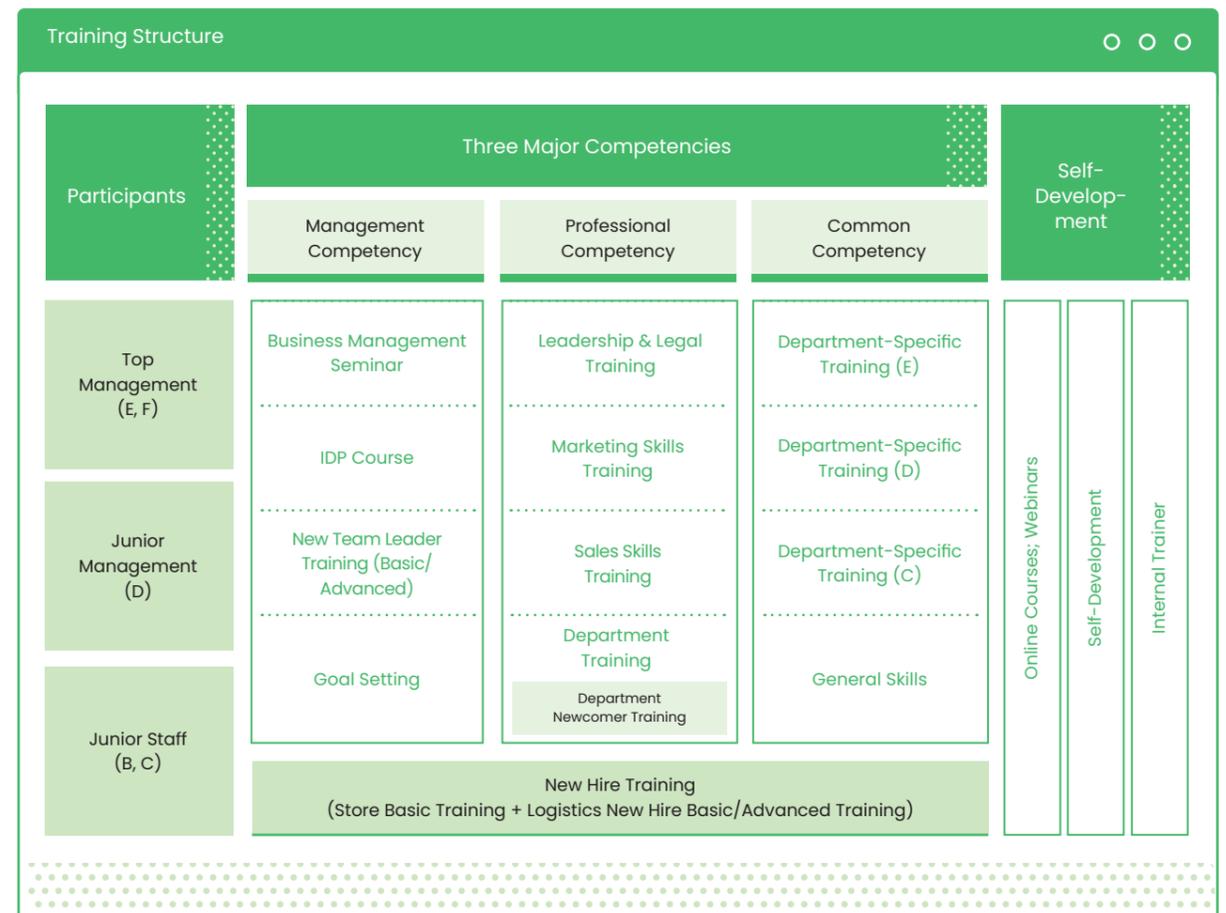
Talent Development and Cultivation

+ Employee Education and Training +

Education and training are key drivers of organizational growth. To this end, President Chain Store Corporation has spared no effort when it comes to the training and development of our employees. There is no difference in the training and development of male and female employees, and we fully support employees in learning new knowledge and improving their skills. We established the "Common Ability Structure of Office Staff and Regulations for Training Courses" and "Training Management Regulations," detailing the competencies required and corresponding courses that all employees must attend with training activities defined, assisting them in reinforcing positive behavior or skills. Our goal is to strengthen the sales/marketing training framework, expand group-level training and plan internal and external seminars. The Human Resources Division Talent Development Team and Operation Planning Department Sales Training Team are responsible for implementing education and training throughout the Company.

+ Training Structure +

We have invested in a wide range of channels for continuing education, including guidance from supervisors and peers, knowledge management systems, external training courses, internal training courses, seminars and symposiums, e-learning, on-the-job training, in-service education, as well as training employees into professional internal lecturers who are enthusiastic and happy to share for passing on professional knowledge. In addition to education and training, we provide scholarships for on-the-job training and subsidies for learning foreign languages. We encourage employees to gain work related knowledge when they are off work. In the meantime, we collect employees' feedback on education and training as the foundation for evaluating and adjusting the courses. Employees can express their opinions on education and training through the Integrated Services Center, human resources email, stakeholder section and internal communication platform.



+ Key Talent Development Program +

Key positions master the core of success and professional capabilities in the enterprise, playing a vital role in the enterprise's operation and shouldering the important responsibility of making decisions. Any vacancy not filled in time has a significant impact on the enterprise. To effectively ensure sufficient supply of key talents for President Chain Store Corporation and its reinvestment businesses, we have built a reserve talent pool for managers. In addition to developing and evaluating potential employees through the talent evaluation mechanism, professional evaluation tools are adopted to measure the management capabilities of potential talents to shorten the period of vacancy and stabilize the overall operations without interruption. The development of key talent pool and the design of job development plan will foster outstanding talents in the retail industry, fulfill corporate social responsibilities and help the industry move forward.

President Chain Store Corporation developed a mechanism for cultivating reserve TEAM supervisors, regularly inventorying and inspecting potential talents, as well as formulating a development plan with practice as the core. The specific measures are as follows:



President Chain Store Corporation conducts an annual review of successor candidates at all levels, and builds key talent pools for different units, customize "personal development plans" for potential talents, encourages cross-unit rotation to support talent development. By 2024, 47 talent review meetings have been held, and a total of 411 people have been included in the reserve talent pool.

President Chain Store Corporation also hopes to provide employees with cross-unit experience opportunities through job rotation to expand their horizons and cultivate outstanding talents. The internal transfer rate Note in 2024 was 63.03%.

(Note) The number of transferred employees at President Chain Store Corporation / the total number of vacancies for the year at President Chain Store Corporation.

+ Statistics on Education and Training +

President Chain Store Corporation invests considerable resources into education and training each year, designing and planning different training courses for employees on different levels in different departments, including new recruit training, level-specific training, stores, public courses for office staff, general education courses and specialized training for each unit. We invested a total of NT\$86,888 thousand in education and training in 2024, with the average training expense of NT\$9,459 per person, with an increase of NT\$2,424 per capita compared to last year. The total education and training hours were 134,624 hours with an average of 14.66 hours per person (Note). In response to the work style of all employees in 2024, a digital learning environment is created in addition to the physical courses, including lectures on trends and many courses on digital tools. After a year of training, employees have acquired the cognition and knowledge of new technologies which will be gradually incorporated into their daily work. President Chain Store Corporation provides training courses for all levels with a variety of online digital courses, so that the employees can enjoy a good learning environment and satisfy their needs for learning with the dual-track system of flexible independent learning with no time or space constraints and online certification.

(Note) The denominator is calculated based on the average number of employee education and training hours for 9,186 employees on December 31, 2024.

Average hours of employee training in 2024 (classroom, online courses, online tests, external training)

Type of employees	Store employees		Management employees		Non-management employees		Total	
Number of total training hours	16,309.0	32,298.5	9,785.5	2,001.5	34,380.5	39,148.5	60,475.0	74,148.5
Total number of employees (Note)	2,750	3,887	238	62	977	1,317	3,920	5,266
Average hours of training per employee	6.03	8.31	41.12	43.57	35.19	29.73	15.43	14.08

+ Education and Training Courses +

Development for Mid-level and Senior Managers

In 2024, in view of the trends in digital transformation and AI applications related to retail distribution, MART TECH, Harvard Business School cases, ESG, etc. required by the Group, President Chain Store Corporation took advantage of the academic resources of National Taiwan University of Science and Technology to develop core knowledge and business ideas from the perspective of managers, as well as building diversified learning channels to improve corporate competitiveness. A total of 26 courses were held with a total of 520 supervisors passing for a total of 2,250 training hours.



New Supervisor Training

Hybrid learning was designed in 2024 to enhance the managerial and leadership capacity of new supervisors, including management courses, corporate visits, supervisor training, presentation, senior supervisor experience sharing and exchange and so on to provide them with relevant trends and knowledge. Peer exchange and co-learning was facilitated to encourage sharing. A total of 35 new convenience store supervisors and 19 new BU supervisors received the training. A total of 233 new convenience store supervisors passed the training, with a total of 1,479 training hours.



Reserve Business Supervisor Training

District manager training: President Chain Store Corporation worked on the gap between reserve district managers and district managers to enhance their capabilities and shorten the exploration period of their role as district managers. The training lasted 3 months, during which the personal development plan is implemented to bring deeper and practical behavioral changes to the reserve district managers. In 2024, a total of 13 people were trained, of which 11 reserve district managers have been promoted to district managers.



District consultant competency enhancement: The Company enhanced competency of district consultants, including sales persuasion, expression, customer orientation, work management, decision-making ability, result orientation, and building trust, to help district consultants enhance cooperation and communication with franchisees and build relationships. A total of 190 people completed the course with a total of 1,274 training hours.

Online Learning Curation

President Chain Store Corporation followed the Company's digital transformation strategy in 2024 to assist the organization and employees in coping with the ever-changing digital environment. To this end, employees are encouraged to develop knowledge and skills in the application of digital technology, data analysis, artificial intelligence, information security, etc., promoting greater efficiency and flexibility, as well as creating innovative operational opportunities. We have carried on with our Online Learning Curation with short courses under half an hour, as well as launching e-newsletters with external resources to allow employees to learn in their spare time. A total of 3,727 people completed the course.



OPEN Masterclass

OPEN Masterclass offered multiple digital lectures by industry masters to share exclusive knowledge, successful working methods and the key to corporate success, so that all employees can learn and stay on top of trends at any time. In 2024, digital trend lectures were offered to all employees with no restrictions on the topics. A large amount of external digital trend knowledge and technologies were collected and shared with BU. A total of 12 lectures and 2 online courses were hosted with a total of 1,338 President Chain Store Corporation employees passing, and BU participated a total of 2,076 times.



TK Culture Promotion – ISE (In store Education)

To practice a bottom-up approach and make sure the supervisors understand how things work in the stores, President Chain Store Corporation means to solve problems in the stores in a timely manner by finding the way to support store staff through learning about key store operations and exchange. Since 2015, we have assisted supervisors in conceiving solutions from the perspective of the stores through customized store experience. Renamed ISE (In-Store Education), the reform plan was launched in 2021 and extended to all back-office staff, allowing office staff and store employees to communicate based on theme learning and working together.

A total of 8 batches were organized in 2024 and for 627 supervisors. A total of 216 batches have been organized so far with 3,751 people engaging in the experience.

General Legal Education

We utilized the group's resources and provided legal education with our parent company Uni-President Enterprises Corp., to increase the supervisors' legal awareness in decision-making. Other common elective courses were also launched to share education and training resources.

Legal Education	
Target audience	Supervisors above team level at President Chain Store Corporation must receive 3 hours of legal education a year. The course is elective for managers of other levels.
2024 achievements	<ul style="list-style-type: none"> Classroom courses/online courses/lectures: 28 in total Basic legal course: 60,759 people, 34,267.5 hours

Course content	
Ethical corporate management regulations	Two courses (both physical and online) on labor laws for management were organized, each lasting 3 hours with 326 people passing, for a total training of 978 training hours. There was also half an hour of advanced ethical corporate management training (prevention of insider trading), with 530 people passing for a total of 265 training hours. An hour of online course on ethical corporate management and personal asset management with a total of 410 people passing for a total 410 training hours. We aim at reducing operational risks through education, training and awareness-raising, as well as enhancing the philosophy of ethical corporate management of the personnel.
Food safety regulations	Courses on illegal food advertising, introduction to food safety laws, etc. were offered in half an hour with a total of 243 people passing during a total of 121.5 training hours. We continue to prioritize food safety and build a comprehensive food safety protection network for consumers.
Labor safety regulations	Courses such as overview of the Labor Standards Act (2 hours with 60 people passing, for a total of 120 training hours), four courses on the Prevention of Workplace Violence and Sexual Harassment with 51,792 people passing for a total of 24,259 training hours, 8 courses on Occupational Safety and Health Act with 3,634 people passing for a total of 3,478.5 training hours, allowing all employees to help build a friendly workplace that values occupational safety and health.
Information security regulations	Four courses on preventing information security vulnerabilities were offered with 2,719 people passing for a total of 3,742.5 hours, 6 courses on personal data management analysis with 1,045 people passing for a total of 892.5 hours to improve the organization's and employees' ability to protect and manage data and privacy, as well as developing awareness for information security.

Cultivation and Promotion of ESG Talents

President Chain Store Corporation launched the Sustainable Management – Environmental Protection, Plastic Reduction and Eco-friendliness in 2024 to look back on plastic reduction actions, as well as communicating their implementation strategies and results in the past. The course looks into President Chain Store Corporation's actions and results for sustainable operations, as well as encouraging all employees to participate in eco-friendly actions to make "Planet Sustainability In Our Everyday Life" a reality. A total of 7,980 people completed the course (Note).

President Chain Store Corporation also continues to organize classroom courses to promote the concept of sustainable management, including "What Does Sustainable Development Have to do with Me?" in the All-staff OPEN Masterclass series with a total of 60 people passing, a well as "The Future of Carbon Rights: Trends, Challenges and Opportunities" in the All-staff OPEN Masterclass series with a total of 26 people passing. 60 people passed the "Practical Cases of Sustainable Development" course in the "ESG Management Lectures, and 144 people passed the "ESG Course" (with carbon reduction and logistics at the core) in the Mid-level and Senior Management Project.

In addition, President Chain Store Corporation believes that sustainable talents are a crucial part of the Company's future core competitiveness. To this end, it hopes to enhance the concept of ESG for all employees through various education and training, as well as encouraging them to combine the concept with their work. In 2024, we aimed at cultivating talents in sustainability in the face of climate change and the tide of sustainable development, exploring the impact on corporate internal control from the perspective of ESG risk and corresponding measures to enhance the corporate value in sustainability, as well as improving risk management systems and so on. A total of 11 employees were sent to participate in training courses organized by external professional institutions.

(Note) The Sustainable Management – Environmental Protection, Plastic Reduction and Eco-friendliness course was launched at the end of 2023, and was taken offline in on August 31, 2024.

Enhanced Cybersecurity Education

President Chain Store Corporation continued to enhance the concept of information security and develop awareness of information security crisis, thereby reducing the risk of leakage of important personal and company information, as well as improving the overall cybersecurity protection with 3,384 people passing the course in 2024. Eleven people were sent for external training on "Cybersecurity Protection," "Cloud Security" and "Cybersecurity Identification." Departments also organized training on "Social Engineering Attack Prevention" with 229 people passing, online courses on "Cybersecurity Vulnerability Prevention," "Social Engineering Attack Prevention," "Cybersecurity and Cyber Crime Vulnerability from the Perspective of ChatGPT Generative AI," and "Phishing Prevention," with a total of 3,144 people passing the training.

Digital Literacy Promotion Program

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

Effort-Saving Operations - AI Ordering System Training

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

Quality Management Training

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

+ Franchisee Education and Training +

President Chain Store Corporation invests tens of millions of dollars in lectures every year, organizing training courses for franchise owners and encouraging them to grow through the selection of outstanding store managers. Franchisee training can be divided into two categories, namely basic training for franchisees and training for store managers. The basic training for franchisees refers to a total of 172 hours of intensive training lasting for 4 consecutive weeks, during which the knowledge and skills required to serve as a store manager, such as management ability, account management, quality assurance and expiration date management, as well as knowledge about business laws and regulations are taught. Qualifications for franchisees can only be obtained upon completing the training and passing the test. In 2024, training was completed for a total of 214 franchisees. Store manager training revolves around the annual business theme and the on-site operations. It targets all store managers to boost their management abilities. In 2024 a total of 6,019 people completed the store manager training with the theme of "Case Study of AI Ordering System."

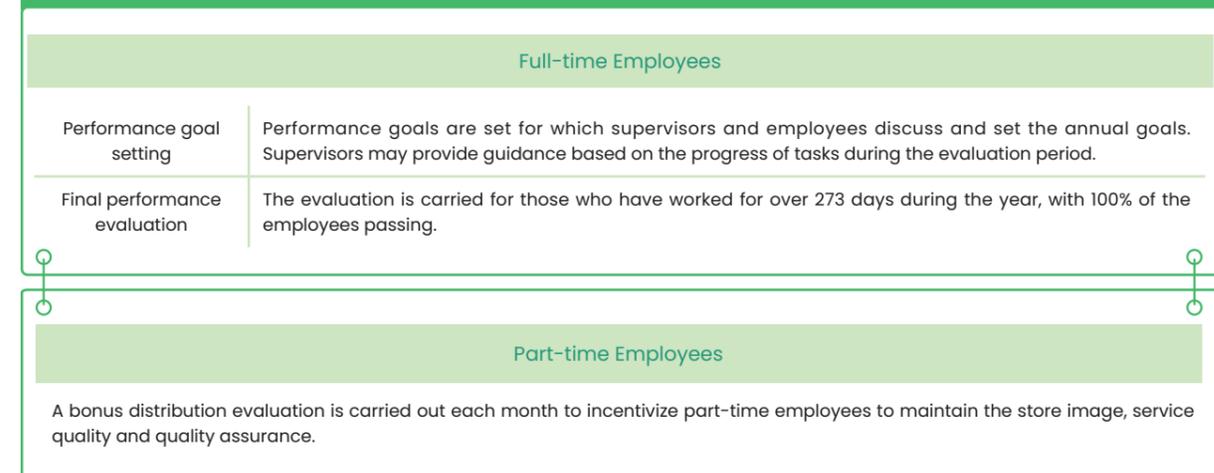
+ Performance Management +

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

Performance Management Cycle

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

Performance Management System



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

5.2 Human Rights Management

Human Rights Policy

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

Human Rights and Labor Audits

To protect employees' labor rights, lower the operating risks of affiliated enterprises, and ensure compliance with labor laws and regulations, President Chain Store Corporation provided training regarding the Labor Standards Act to 261 people in 2024. In addition, President Chain Store Corporation regularly conducts human rights and labor audits on its headquarters, regional offices, directly operated stores, tier-1 suppliers, and joint ventures within its scope of operations. In addition, in the case of outsourcing of labor services such as dispatched workers or labor contractors, the Company proactively conducts annual labor condition audits on the labor conditions of dispatched workers to ensure compliance with relevant laws and regulations. During the period when dispatched personnel provide services, the Company also stays updated with how well they adapt to the workplace and provides assistance. For the results of the audits, related risk mitigation measures, and other human rights risk assessments and mitigation measures, please refer to "President Chain Store Corporation Human Rights Management" and "President Chain Store Corporation Human Rights Due Diligence Procedure".

Workplace Violence Prevention

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

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

Prevention and Handling of Discrimination

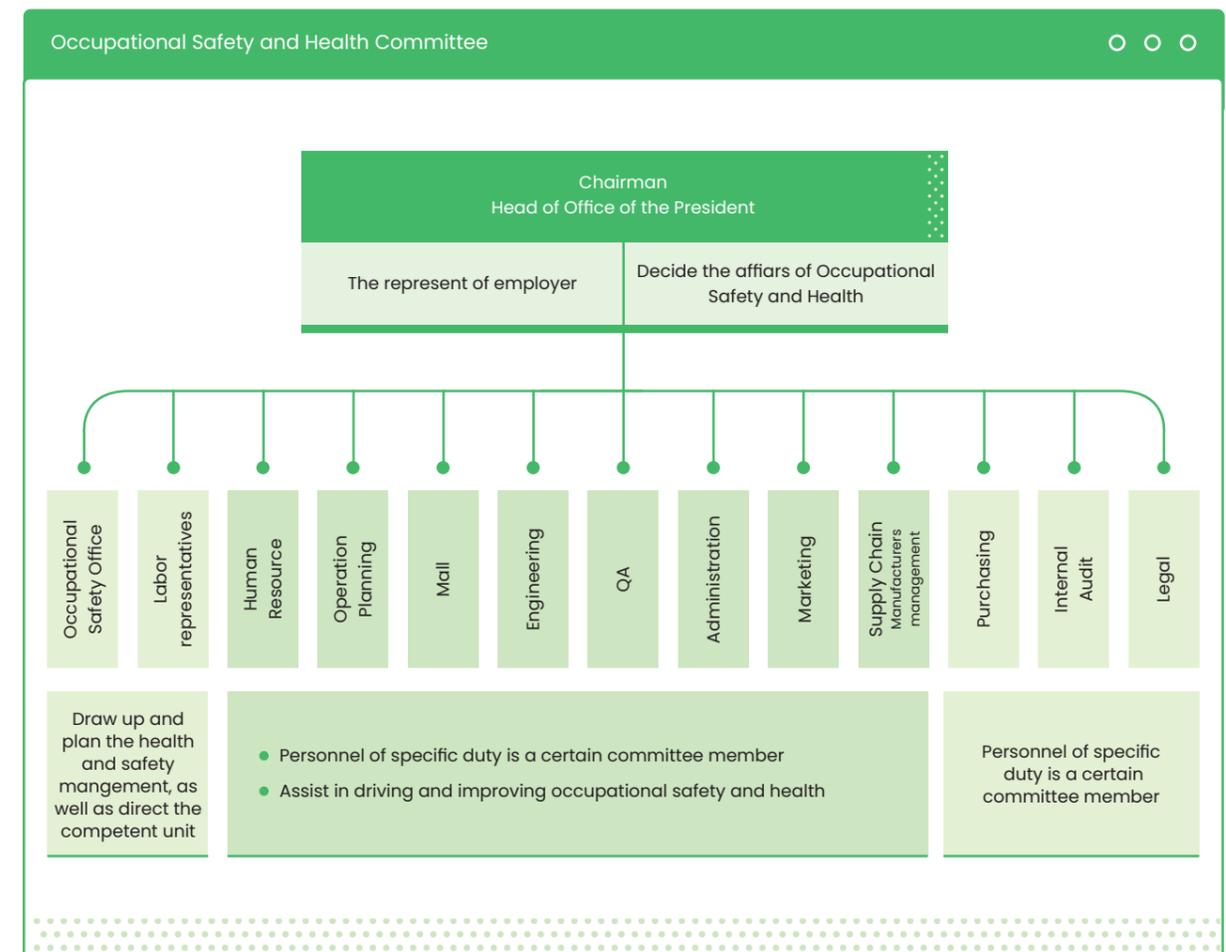
President Chain Store Corporation attaches great importance to equality and inclusiveness in the workplace. In addition to its commitment to prohibit any illegal discrimination, sexual harassment, illegal physical and mental abuse, as well as intimidation in the workplace in its Human Rights Policy,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

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

5.3 Occupational Safety and Health

Occupational Safety and Health Committee

To ensure that all employees have a safe and healthy work environment, we established a level 1 Occupational Safety Office and an Occupational Safety and Health Committee in accordance with the Occupational Safety and Health Act. The committee has a total of 29 members, in which 10 are labor representatives elected by employees, accounting for 34.48% of all members. The Occupational Safety Office has 4 full-time staff members (1 occupational safety and health manager, 1 safety manager, 1 health manager, and 1 safety and health manager). The committee convenes on a quarterly basis, with the employer representative serving as the chairperson and the Occupational Safety Office and nurses giving quarterly reports during the meeting. All units give presentations on target programs, with supervisors of the highest level of each unit and labor representatives to discuss the Company's safety and health matters. The meeting also establishes occupational safety targets, discusses the progress, with a management review meeting each year reviewing, coordinating and making recommendations on safety and health matters, ensuring the suitability and effectiveness of occupational safety and health. In addition to the aforementioned meetings, stakeholders can express their opinions on occupational safety and health through the Integrated Services Center, dedicated email, stakeholder section and internal communication platform. In case of an occupational safety and health incident, the Occupational Safety and Health Committee will convene supervisors of relevant units and labor representatives to coordinate, suggest and review occupational safety and health matters. Actions are taken in accordance with the PDCA (Plan-Do-Check-Act) management system process to ensure reliability, as well as improving occupational safety and health.



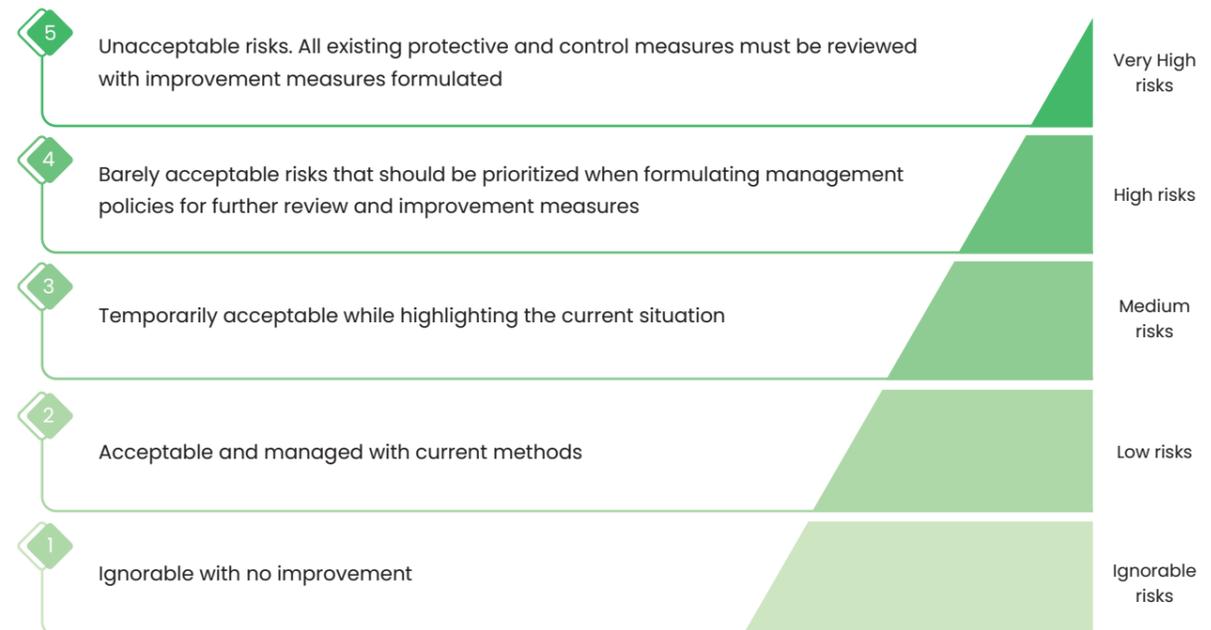
Occupational Safety and Health Policy

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

President Chain Store Corporation conducts a risk assessment every year, and all risk assessment personnel and internal auditors received 6 hours of education and training in 2024 to ensure the quality of the process and the ability of personnel to identify relevant hazards and consequences according to different operations. In the meantime, existing protective measures are confirmed to assess and classify risks based on the severity of the occurrence, as well as determining whether the risk can be reduced through control measures. The residual risk after improvement measures will also be continuously monitored and measured. If the dedicated unit adds new equipment, operating procedures or changes operating procedures, occupational incidents and non-conformities that affect risk performance are not included the scope of routine assessment. In 2024, a total of 86 operations were evaluated in 6 different venues, including the stores, shopping centers, construction sites, laboratories, private-label manufacturing factories and offices. The result of identification shows 27 risks in the first level, 41 risks in the second level, and 18 in the third level. Overall, there was no high risks of the fourth and fifth levels. In other words, only acceptable risks were identified and current management measures remain valid.

Risk Level Criteria

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



Flow of Incident Occurrence



Four Major Occupational Safety Plans

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

Four Major Occupational Safety Plans	
Overload prevention plan	There were 91 cases risking overwork in 2024, with the employees who needed medical consultations completing their doctor's visits. Health management, medical treatment or stress relief suggestions were provided, and the risks are deemed as acceptable.
Human factor hazard prevention plan	In 2024, doctors and nurses followed up with 218 employees who were suspected to be at risk in the questionnaire on musculoskeletal symptoms, providing them with health promotion or medical advice. The re-evaluation results showed that there was no work-related hazard.
Illegal violence prevention plan	In 2024, a total of 17 illegal infringement cases were reported through the internal channel, all of which have been closed. President Chain Store Corporation provided medical assistance, job function adjustments, and psychological counseling in line with the individual circumstances of the victims. Violators were punished depending on the severity of the case, with their job functions adjusted or taken to the police to pursue their criminal responsibility. We re-examined and evaluated, as well as promoting improvement measures to prevent similar incidents reoccurring afterwards.
Maternity health protection plan	In 2024, medical staff completed maternal health protection for a total of 149 employees who were pregnant, within a year of childbirth or breastfeeding in accordance with the law. All potential health hazards caused by the workplace were assessed with preventive care recommendations provided. The risk were kept on the first level.

Emergency Response Mechanism

President Chain Store Corporation has formulated the "Support Service Group Administrative Service Notice No. 019 Emergency Response Measures for the Head Office" with emergency escape drills in the first and second half of 2024 to strengthen the awareness of employees. In addition, the relevant management mechanism operation planning notices for the stores include "Operation Group Crisis Management and Emergency Response Specifications" and "Store Personnel Accident Handling and Response Procedures", etc. Specific response measures, response action drills, reviews and revisions are implemented in line with the aforementioned methods, as well as strengthening the emergency response capabilities of personnel through education and training.

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

Implementation of Occupational Health and Safety

In addition to the scope of occupational safety and health, education and training fire safety drills have been included in education and training so as to improve the resilience when disasters occur. A total of 30 Tier-1 suppliers for private-label food products were invited to the "Private-Label Manufacturer Occupational Safety and Fire Safety Exchange Session" this year to enhance the ability to identify safety hazards in equipment operations, and to help suppliers understand the system management and operational framework so that they can review the safety conditions of the plants. In 2024, 100% of Tier-1 suppliers of private-label food products with an annual transaction value of NT\$30 million have obtained ISO 45001 occupational safety management system certification.

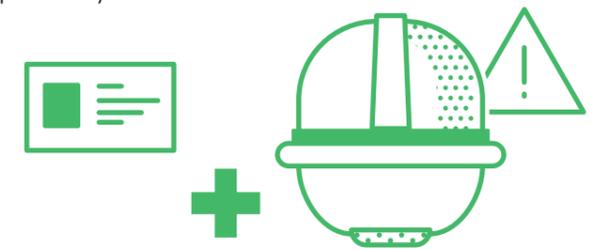
Safety and Health Training	
Description	2024 Performance
Certification training (Class C occupational safety and health/first aid): Outsourced for a training unit to provide training on safety and health certification needed for work to enhance knowledge and skills on safety and health.	2,451 people certified in total
"Building Escape Drill" course: Impromptu escape drills were organized to improve the vigilance and speed of escape of the employees for enhanced safety.	1,180 people completed training
Course on "Occupational Safety and Health Education and Training for Newcomers": To prevent occupational accidents, newcomers should understand the risks in the workplace while strengthening concepts on safety and health.	239 people completed training
On-the-job Occupational Safety Training: Providing employees with courses related to workplace safety and health, enhance safety and health knowledge and reduce the risk of disasters.	2,222 people completed training

Environmental Monitoring (Head Office)	
Description	2024 Performance
The quality of drinking water receives inspection each quarter. The concentration of carbon dioxide and lighting are checked every six months.	The results exceeded standards.
The disinfection frequency was once a quarter in 2024.	

Contractor Management	
Description	2024 Performance
Supplier security agreement organization meeting: The meeting was hosted in June 2024 for contractors all over the country (for decoration, utility, signboard, general repair).	102 suppliers attended the meeting.
In 2024, the risk assessment of the construction site ^(Note) exposed unsafe behavior and environment.	The order of the top five risk factors included failure to wear a safety helmet, failure to complete the necessary forms, cutting, falling and electric shock.
Agreement organization meeting for new contractors: In 2024, an agreement organization meeting was held for new contractors to obtain information on safety and health operation	10 meetings (for 16 suppliers)

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

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



Occupational Safety and Health Management System and Health Certification

President Chain Store Corporation continued to pass regular inspections for ISO 45001 Occupational Safety and Health Management System with zero deficiencies in 2024, with the internal audits and external certifications covering the scope of the 842 employees working in the head office in line with the management system, accounting for 9.17% of all employees, while internal occupational safety and health audits were conducted on 99.13% of the stores. As the head office implements the drafting, planning, supervision, promotion and overall management of occupational safety and health management matters, the internal management guidelines of the Company have been formulated in accordance with the transition to the ISO45001 occupational safety and health management system to extend to all employees (for directly-operated and franchise stores). To show our determination in building a safety culture in line with international standards, we will engage all employees to create and maintain a friendly and safe workplace. We will also continue to include contractors in these efforts. In order to make sure the suppliers comply with occupational safety and health regulations and supplier code of conduct, the Occupational Safety Office and the Supply Chain Management Department promote the "Five-Year Plan of Occupational Safety Certification," which runs from 2019 to 2024. Pre-communication preparations were carried out in 2019, and comprehensive counseling is carried out from 2020 to 2022 to strengthen the concept of occupational safety and health in the factories through self-inspection, on-site counseling and education and training. Suppliers for private-label products are encouraged to obtain ISO45001 third-party certification, as the threshold for signing subsequent manufacturers for private-label food products. The end goal is having all suppliers for private-label products receive ISO45001 third-party certification.

Occupational Health and Safety Audits

The Occupational Safety Office conducted occupational safety and health risk assessment and unannounced audits for different working environments, with the items and number of audit sessions reviewed each year. Our target in 2024 was 214 sessions with a total of 222 inspections conducted, of which 26 had zero defects, with 389 defects improved at an improvement rate of 100%. The number of inspections decreased by 14.9% compared to the year before mainly due to the adjustment of audit objectives and the shift in focus. In 2024, we focused on large-scale construction projects (such as the Qingshui Shopping Center construction site).

Audit Action	Audit Frequency	2024 Results	Mitigation Measures
Directly Operated Stores			
Store self-inspection and district advisor reviews for occupational safety and health	Each June to September	The store performed self-inspections and reviews	Mitigation measures are tracked by store managers

Note: No penalty was received for violating occupational safety and health regulations in 2024.

Franchises			
Store self-inspection and district advisor reviews for occupational safety and health	One self-inspection a year (prior to the universal inspection done by a third-party)	The stores performed self-inspections and reviews	Follow-up guidance and tracking was arranged by store supervisors for stores with abnormalities
Contractors			
Unannounced occupational safety and health inspection at construction sites	Each month	A total of 131 construction site inspections were conducted, of which 1 had zero defects. The number of inspections decreased by 6.4% compared to the year before.	An agreement organization meeting was organized for suppliers (for decoration, utility, signboard, general repair) in June 2024 with a former labor inspector serving as the lecturer, explaining relevant safety and health regulations in order to strengthen the safety concept of contractors and reduce the probability of disasters.

Statistics on Occupational Injuries

President Chain Store Corporation strives to reduce occupational injuries. We have achieved zero cases of work-related fatalities or critical injuries for 7 consecutive years through various safety and health management plans, and the frequency severity indicator was 0.25 in 2024, lower than the retail industry's average of 0.37 in the past three years (2022-2024) according to the Occupational Safety and Health Administration, Ministry of Labor. The recordable occupational injury rate of all employees in 2024 was 1.48, lower than that of the previous year through confirming the incident, exploring the cause, understanding the problem, and then taking improvement measures such as facilities, management (education, training, campaigns, etc.), personal protective equipment, etc. to prevent similar incidents. The scope of occupational injury statistics in this report covers employees in the head office and directly-operated stores, franchise stores contractors and manufacturers. Please refer to the [appendix](#) for the statistics.

Number and type of injuries by employee gender in 2024 (excluding traffic incidents)

Type of Injury	Falling, tumbling	Tripping	Object falling	Collision	Being hit	Objects collapsing	Caught/ Trapped	Cuts, lacerations, scrapes	Exposure to high/low temperatures	Improper maneuver	Others	Total
Employees	1 ^(Note)	10	1	3	2	3	0	5	3	3	2	33
Franchises	2	4	0	1	0	0	0	0	1	3	1	12
Contractors	0	0	0	0	0	0	0	0	0	0	0	0
Manufacturers	0	3	0	0	1	0	1	0	1	0	0	6

(Note) One serious occupational injury occurred this year due to an employee accidentally falling while checking for water leaks on the upper ceiling. After investigation, the employee did not report the issue for repair in accordance with regulations. In the same year, the construction monitoring has been improved with vertical poles and fall-arrest system set up in the passage to provide contractors with safety belt hooks during maintenance to prevent the risk of falling. In addition, administrative management was strengthened to raise awareness based on the case, including posting warning signs in maintenance sites to prohibit non-professionals from entering.

Health Promotion Activities

Employees are a vital asset of the Company, and keeping employees healthy is one of President Chain Store Corporation's goals for creating a happy enterprise. The Happy Cooperative Society was established in 2010 to help the employees cope with stress from life and work, as well as building a healthy body, mind and interpersonal relationships. Professional trainers were hired to train employees with passion as volunteers. Volunteers would approach employees or referred them to professional help to provide them with effective assistance in a timely manner. As of 2024, volunteers spent 3,001 hours caring for 3,920 people. Health promotion activities, and a friendly environment for pregnant women and mothers, etc. were also adopted so that employees can maintain their health and maintain a sense of happiness.

+ Resources and Services +

2024 Performance	
Health Check and Follow-up	Employees are offered regular health checkups as well as health checkups dedicated to those in the catering business each year. A total of 6,558 people received checkups in 2024, with percentage reaching 92.2%. Advanced health checks are provided for senior employees, with a total of 1,803 people eligible for subsidies to prevention diseases by early diagnosis and early treatment.
Individual Healthcare Services	We provide 10 on-site doctor services each month superior to legal requirements. A total of 701 employees received health consultations from doctors, and another 211 received health consultations from nurses.
Health Promotion App	<ul style="list-style-type: none"> Health and fitness: A "Fitness Life Circle" was set up for the employees through the app. Four events were organized in 2024 (each lasting a month), including Daily Good Luck, Green Planet, Climbing Event and Autumn Fishing Fun, as well as the "Around the World" group event that exchange the accumulated number of steps for miles. Completing all levels could earn employees tickets to various destinations in the world to make the event more fun. In addition, a total of 6,213 people participated in the measurement and recording event, with a total of 24.75 million calories burnt (the equivalent to approximately 4,595 kilograms) from walking throughout the year. In addition, three waves of "New User Recommendation" activities were launched in 2024. Employees were encouraged to invite colleagues who had not joined previously. A total of 130 people were successfully invited to join during the year, increasing the number of participants in health promotion. Mental health: In order to help employees effectively manage stress from work, life and health, as well as maintaining good physical and mental condition and interactions, team-building online events were held during the year such "Sharing Moments." Participants could share moments of happiness in their lives and randomly learn about moments of happiness from other participants through a random lottery. This boosted the mood of the participants and relieve the pressure from everyday life. In addition to easing the physical and mental pressure, it also helps the organization build relationships with the employees. A total of 392 people participated in the event on the app.
Vaccination	A total of 4 vaccination sessions were held at the vaccination station in 2024, with a total of 258 people receiving vaccinations, including 124 for influenza vaccine and 134 for next-gen vaccine.
Gifts for Mothers-to-Be	In addition to implementing a maternal health protection program in accordance with the law, a gift was offered to all employees that announced their pregnancies in 2024. We hope to make work arrangements through voluntary reporting in order to minimize work-related health hazards. A total of 110 gifts were offered in 2024.
Happiness Cooperative Society	To facilitate work-life balance and help employees deal with issues from physical and mental health as well as family, the Company coached volunteers for offering psychological care. Since 2021, a total of 154 people have completed training and certification to expand the scope of care. The volunteers cover a variety of topics, including interpersonal relationships in the workplace, work adaptation, family, gender relations and health. The cases are graded for management. A total of 3,920 people have been cared for so far.
External professional consultation services	Providing employees with 3 hours of professional services each year. A total of 12 people took advantage of the program in 2024.

6

Promotion of Social Welfare & Charity

Building upon our core operations, President Chain Store Corporation fosters connections within the community to better understand our consumers' needs, build trust and confidence. We use our resources to implement goals such as promoting health & well-being, eliminating hunger, developing sustainable communities, fostering education, protecting the environment, circular economy, etc. - building a better, more sustainable future with our consumers and the 7,000+ stores across the local area. Our mission is to become the indispensable neighbor that spreads love and ensures safety in the community.



President Chain Store Corporation integrated its resources to form the Good Neighbor Meal Delivery Team, providing nearly **90,000** meals in 2024 with over **18,000** digital pickups to help the elderly in different towns



What Time Is It? Café Project connects **20** welfare groups for the elderly, hospitals and nursing homes, and has helped more than **5,000** elderly people with dementia integrate into the community.

Organized a total of **1,850** Health Funfest with over **20,000** participants



A total of over **200,000** people took advantage of the Sustainable DIY materials

Encouraged more than 8,000 children to improve their reading skills with point collection as incentive, with over **210,000** books read



The Youth Deep Roots Program has worked on a total of **41** projects with youth organizations

Social Welfare

Policies and Commitments

- Philanthropic Strategy

Management Actions

- Good Health and Well-being: What Time is it? Café, Good Neighbor Health Classroom, Millennium Blood Pressure Monitoring Station, Good Neighbor Healthcare Funfest
- Zero Hunger: Good Neighbors Meal Delivery Team
- Sustainable Cities and Communities: Youth Deep Roots Program
- Quality Education: Sustainable Funfests, Deep Roots in Sustainability Project, Reading Encouragement Program
- Environmental Protection: Sustainable Circular Economy Project

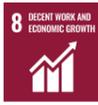
Sustainable Goal Management Process

Material Topic	Management Metrics	Medium- and long-term Targets	2025 Targets	2024 Targets& Performance
	In-store change donation/amount of goods donated <small>(Note 1)</small>	NT\$274 million by 2028	NT\$244 million	↑ Exceeded ✓ Achieved — Not Achieved NT\$234 million → NT\$284 million
Social Welfare	Sessions of Good Neighbor Funfest organized and number of participants	2030 Total number of sessions : 20,000 Total number of participants : 300,000 Session with a social welfare theme (Memory Café, Good Neighbor Classroom, etc.) : 5,000 sessions	Total number of sessions: 15,000 Total number of participants: 200,000 <small>(Note2)</small> Session with a social welfare theme (Memory Café, Good Neighbor Classroom, etc.): 5,000 sessions	— Total number of sessions: 17,000 Total number of participants: 150,000 Total number of sessions: 12,000 Total number of participants: 110,000

(Note 1) The fundraising schedule is adjusted each year according to the needs of external groups and society. Therefore, it is difficult to set targets based on the performance of the previous year. The target is achieving continuous and stable growth instead.

(Note 2) Based on the actual performance in 2024, and adjusting according to the needs dictated by the social climate each year, the target for 2025 has been adjusted to an estimated growth of 25%.

President Chain Store Corporation prioritizes on the promotion of health and well-being, nutritional and food needs, and sustainable cities & communities, which will achieve the SDG 2 Zero Hunger, SDG 3 Good Health and Well-being, SDG 11 Sustainable Cities and Communities, respectively. Furthermore, we are also concerned with SDG 4 Quality Education, SDG 12 Responsible Consumption and Production and environmental protection, therefore we continue to utilize our wide network of channels to create platforms for charity donations. The vision of President Chain Store Corporation's influence: Creating a charity-friendly store with the densest local service network, building a bridge between social welfare groups and the public to share goodwill, continuing to promote sustainable mutual benefits, and striving to become an irreplaceable good neighbor in the community that delivers warmth and peace of mind.

Major Aspects	Strategies	Topics	Actions	SDGs
 Zero Hunger	Taking care of the vulnerable elderly in remote areas and improving care for the elderly living alone by organizing a team of volunteers for meal delivery to fill gap of social welfare groups, alleviate the problem of insufficient meals for elderly living alone in areas where grocery-shopping is inconvenient	Neighborhood care, sufficient meals	Working with five major social welfare groups to solve issues related to elderly care by focusing on meal delivery services, and expanding store meal delivery and meal sharing by combining iCash2.0 mobile pickup to make sure the elderly are provided for. —Good Neighbor Meal Delivery Team	 
 Good Health and Well-being	Preventing common diseases the perspective of preventive medicine	Community care, Good Neighbor	Health education, care for the disadvantaged and elderly in stores, blood pressure and waist circumference measurement, as well as dementia prevention. —Good Neighbor Health Funfest	
	Raising awareness of liver diseases which are the most common in Taiwan through fundraising and charity health checkup services, calling on people to "take the initiative to screen, actively seek medical treatment and treat early" to protect their health.	Healthcare	7-ELEVEN works with the Liver Disease Prevention & Treatment Research Foundation to raise funds. Stores near District Health Service Centers offer health checkup services to turn certain 7-ELEVEN stores into an information hub for health education focused on liver diseases. —In-store change donation	
 Sustainable Cities and Communities	President Chain Store Corporation supports youths in returning to their hometowns to develop a variety local industries with the "Youth Deep Root Program"	Local industry development, Youth	President Chain Store Corporation's Good Neighbor Foundation observed issues young people encounter when trying to stay in their hometowns. In 2024, it supported local youth groups in 8 different counties and cities to connect them with large retail channels. —Youth Deep Root Program	  
 Quality Education	Working with the Good Neighbor Foundation to organize "Good Neighbor Funfest" with a large variety of experience activities to turn 7-ELEVEN into a community activity platform.	Foundation in sustainability, Good Neighbor Funfest	Organizing Good Neighbors Funfest with the stores to launch activities with themes including environmental protection, education, health and social welfare to make Good Neighbors Funfest more educational. —Good Neighbors Funfest	

Major Aspects	Strategies	Topics	Actions	SDGs
 Environmental Protection	Promote environmental protection to connect the public with the environment and care for the environment.	Environmental protection promotion, strength from the crowd, carbon reduction, habitat protection	Helping The Society of Wilderness conduct ecological surveys, habitat protection, monitoring and restoration to maintain the ecological environment, holding various environmental education activities and lectures, training volunteers for the Society, as well as inviting the public to engage in environmental protection actions. —In-store change donation	  
	Working towards a sustainable earth and common good for the society through recycling to reduce plastic and carbon emissions, making a sustainable lifestyle and green consumption a reality.	Circular economy	Recycled PET bottles from 7-ELEVEN stores are turned into yarn before being made into packaging materials for recycled low-carbon gift boxes. The boxes are assembled by those with Down Syndrome. The public is invited to order for the boxes to be sent to the recipients as an attempt to increase social inclusion. —In-store change donation	 

By engaging in community services, donations (money & goods), points donations, and other charitable fundraising, we not only fulfill our goals for promoting health, eliminating hunger, developing communities and education quality, as well as protecting the environment, but also better understand the needs of the community (e.g. nutritional health or local economic development) through our interactions with the public. These can then be transformed into future business opportunities to promote sales of healthy, ready-to-eat food products, achieving sustainable development for both social welfare and economy.

6.1 Philanthropic Participation & Fundraising

Philanthropic Participation

President Chain Store Corporation brought its corporate influence into full play in social welfare and charity events. The monetary equivalent of the amount of time and other contributions that President Chain Store Corporation invested in social welfare and charity in 2024 are as follows. The monetary equivalent of time and other costs contributed by President Chain Store Corporation in charity events in 2024 (unit: NT\$)

Item	Amount	%
Cash (excluding marketing expenses)	26,865,000	16.34
Time cost (voluntary services done during paid working hours) <small>(Note)</small>	17,996,952	10.95
In-kind donations (products or services, programs, partnerships or similar)	113,665,000	69.15
Management overhead	5,842,318	3.55
Total	164,369,270	100.00

(Note) Calculations are based on factors such as the number of hours individuals contributed, salary, operational and management costs for fundraising platforms and the number of events held. Cash contributions include charitable donations of NT\$26,600,000, including donations to Good Neighbor Foundation, Millennium Health Foundation, as well as NT\$265,000 in costs for the Health Station program.

(Note) This year's overall investment decreased by NT\$46 million, or 22.1%, compared to last year. This is caused by issues with 7-ELEVEN's manpower as well as external factors such as low birth rate, aging communities, increased digital applications and digital natives, which had an impact the number of store events and the number of participants. In addition, social welfare DM racks were suspended since the second half of 2023, so the overall investment was reduced compared to 2023.
 (Note) Number of Sustainable Funfest * 4 people * number of hours * hourly wage

Charity Donation

President Chain Store Corporation has long hoped to utilize our vast and convenient network to maximize our influence on philanthropy, and "Bring Back the Love" charity fundraising platform is one of the biggest all-round channel for donation in Taiwan. Moreover, we have created several different platforms for charitable donations, including OPEN POINT app online donations, in-store cash donation, ibon machine donation, membership point donation and pledge donation of goods to enhance the general public's awareness of social welfare issues. In 2023, a total of NT\$707 million was raised for charitable donations, with a decrease of NT\$10 million (Note), allowing corporate resources to be invested in health and well-being, hunger eradication, urban and rural sustainability, education and empowerment and environmental protection, creating a wonderful and sustainable society together with everyone through over 7,000 stores. In 2024, OPENPOINT APP online donation joined hands responded to the occasion of International Day of Charity (September 5), as well as connecting internal and external social welfare communities to call on the public to engage in charity through online donation features such as the "Coin Purse", maximizing the function of the fundraising platform to help the disadvantaged and starting a cycle of social good.

(Note) The main reason for the decrease in donations this year is that in 2023, the Ministry of Health and Welfare and World Vision launched an emergency fundraising for the victims of earthquakes in Turkey and Syria. Therefore, the amount of donations in that year increased significantly. In comparison, the scale of donations has decreased this year.

App Online Donation

Working with 92 social welfare organizations in 2024 to raise a total of over NT\$57.33 million

In 2023, the amount of recurring fixed-amount donation exceeded 20%. In 2024, the Coin Purse donation feature was enable so that people could donate as little as NT\$1, committed to the sustainable operations of the charity ecosystem. In addition to launching recurring fixed-amount donation promotion activities every quarter in 2024 by offering free gifts, we responded to the International Day of Charity (September 5) in launching the fundraising campaign for the International Month of Charity. Additional OPENPOINT points were offered to fixed amount of donations made on OPENPOINT APP, calling on the general public to engage in charity. Moreover, we have worked with internal and external charity communities on the initiatives to offer help to those in need. One out of every five consumers who use the OPENPOINT APP to donate has made their fixed-amount donation recurring, with a single donation up to NT\$180,000 and multiple recurring fixed-amount donations up to NT\$20,000.

Online Fundraising Milestones

- 2021

○

Launched the OPENPOINT APP online donation feature
- 2022

○

Launched the recurring donation feature
- 2023

○

Regular donations exceeded 20% of the total amount
- 2024

○

Launched the Coin Purse donation feature
- 2024

○

Launched the International Month of Charity fundraising program to encourage people to donate by working with social welfare groups



In-store Cash Donation

A total of approximately NT\$222 million raised through In-store Cash Donation in 2024

We launched the "Bring Back the Love" charity campaign in 1988, setting up over 7,000 in-store donation boxes. We also carefully keep track of and audit donations regularly to ensure that all matters regarding fund transfers and financial accounts are handled with transparency – reassuring the public that their generosity is going to a good cause. As Taiwan becomes a super-aged society, "care for elders" was added to our in-store cash donation program starting in 2014. By now, the program had been running for 10 years. To observe current needs and address social issues, environmental issues were included in 2021 to focus on "Green Lifestyle" and "Age-friendliness." In 2024, we continued to work on issues such as elder care by focusing on meal delivery services to solve the demand for food for disadvantaged groups living in areas with fewer resources to fill in the gap. Moreover, we continued to focus on environmental protection by working with social welfare organizations in this field to promote environmental protection and encourage people to go outdoors. In 2024, a total of NT\$222 million was raised through in-store cash donation.

	Partner Organizations	Program Details	Amount raised
1st Quarter	Down Syndrome Foundation R.O.C	<p>In addition to supporting diversified services, we have launched sustainable recycled products to contribute to environmental protection and social welfare. We have set up the first "Green Energy Sheltered Workshop" for those with Down Syndrome in Taiwan with change donations, introducing green electricity to help social welfare groups assist more people with Down Syndrome and people with mental disabilities in employment training. A recycled low-carbon gift box was launched during the Mother's Day period in 2024 with packaging material made of scarves from recycled PET bottles from 7-ELEVEN stores. The gift box is assembled by those with Down Syndrome and sent to the recipients from Down Syndrome Foundation R.O.C, Chinese Christian Relief Association and Double Bliss Welfare and Charity Foundation after people have pledged donation to contribute to the cycle of love and kindness, as well as promoting social inclusion. The initiative also gives access to employment opportunities for those with Down Syndrome in sustainable sheltered workshops. We pay it forward with change donations and reduce the burden on the earth. - Down Syndrome Foundation Mother's Day Low-carbon Gift Box</p> 	NT\$55.22 million
2nd Quarter	The Society of Wilderness	<p>We joined hands with the Society of Wilderness to improve biodiversity conservation and environmental protection through diverse environmental education tools, connecting people with the land and helping them engage with the environment. We encourage people to go outdoors and protect the environment through a series of activities, including habitat protection, eco-park initiative, the international City Nature Challenge initiative and Earth Initiative. As summer is the peak period for electricity consumption, the Society of Wilderness held a summer solstice lights-off market event to promote energy saving, calling on the public to contribute to energy saving through small actions at home. The Society of Wilderness</p> 	NT\$54.55 million

	Partner Organizations	Program Details	Amount raised
3rd Quarters	Liver Disease Prevention & Treatment Research Foundation	<p>Liver disease is the most prevalent in Taiwan. According to the Ministry of Health and Welfare, there are about 1.6 million hepatitis B carriers and about 400,000 to 600,000 patients with chronic hepatitis C. Abdominal ultrasound is the best tool for early detection of liver disease. In the third quarter, we joined hands with the Liver Disease Prevention & Treatment Research Foundation to launch the "Have You Had an Abdominal Ultrasound This Year" charity fundraising event. Working with stores near District Health Service Centers, free blood tests, abdominal ultrasound and other health check services were provided. Follow-up consultations were provided by registered nurses afterwards, making specific 7-ELEVEN stores information hubs for liver health education. People are encouraged to "take the initiative to screen, actively seek medical treatment and treat early" to protect their health and eliminate liver disease as soon as possible. - Liver Disease Prevention & Treatment Research Foundation</p> 	NT\$18.64 million
	A Kernel of Wheat Foundation, the Sisters of Our Lady of China Catholic Charity Social Welfare Foundation, Hondao Senior Citizens Welfare Foundation, Pingtung Christian Hospital	<p>7-ELEVEN is committed to becoming a good neighbor who provides services for the community. From August 2024 to March 2025, we joined hands with four charity organizations including A Kernel of Wheat Foundation, the Sisters of Our Lady of China Catholic Charity Social Welfare Foundation, Hondao Senior Citizens Welfare Foundation, Pingtung Christian Hospital, to provide consistent support for vulnerable elders in rural areas as well as areas with insufficient resources. In the meantime, we expanded the scale of our dementia-friendly action dramas and connections on campus to optimize existing charity services offered by the stores. For example, the Good Neighbor meal Delivery Team was combined with iCash2.0 mobile pickup and meal sharing services to alleviate the pressure of meal preparations for elders living alone or families where elders take care of those who are even older. The Good Neighbor Classroom has organized a series of lectures to share the concept of good nutrition and meal options to the elderly, helping them eat well and live well.</p> 	NT\$94.38 million

ibon Donations

Over 100 social welfare groups supported in 2024 with over NT\$320 million raised

In order to assist more charities with social welfare and more disadvantaged groups, President Chain Store Corporation started accepting donations at ibon machines in 2008, allowing convenient and around-the-clock donations from the public. In 2023, donation from ibon machines continued to be invested in five major issues of concern including environmental protection, eradication of poverty and hunger, health care promotion, employment support for the disadvantaged and reading education, supporting 100 charities with nearly NT\$200 million. In addition, we contributed to the rescue efforts for the 2024 Noto earthquake and 2024 Hualien earthquake by assisting the Ministry of Health and

Welfare, World Vision, the Disaster Relief Foundation, and the Hualien County Government in launching emergency fundraising programs for victims of earthquakes, raising a total of NT\$120 million. We did our best in overseas emergency rescue by offering our support to earthquake victims and reconstruction.



+ Stakeholder Feedback +

Fundraising Office Project Supervisor of the Mustard Seed Mission

We are grateful to President Chain Store Corporation for providing valuable support to the Mustard Seed Mission's services through fundraising, goods collection and point donation, helping more vulnerable families, children, women and the elderly to receive immediate assistance and long-term companionship. Whether it is donating to support the victims of the 2024 Hualien Earthquake and typhoons, or giving timely help and hope to the recipients in difficult situations through goods collection, the point donation system in particular allows the public's daily consumption to be transformed into resources for more people in need. We are grateful to President Chain Store Corporation and all participants for helping us work together to realize the vision of "self-reliance, self-help, and mutual benefits," as well as spreading love to every corner in need.

Administrative Assistant fo the Childhood Cancer Foundation of R.O.C.

With its nationwide network and 24-hour service, President Chain Store Corporation's ibon platform provides a safe and convenient donation platform, allowing people to do good deeds at ease anytime and anywhere without being restricted by time and location. President Chain Store Corporation also shows great friendliness to charity groups. Not only does it waive platform service fees and handling fees, it allows donations to be fully used in services. The platform also gives charity groups additional exposure as an important partner charity. Over the years, the the Childhood Cancer Foundation of R.O.C. has maintained a solid partnership with ibon, which not only effectively maintains existing donors, but also increases donations by nearly 15% by attracting more kind-hearted people who share our philosophy and are willing to support.

OPEN POINTs Donation

OPEN POINTs Digital Donation

Over 27 million points raised in 2024, the equivalent of NT\$23.13 million

Low-touch economy is the way in digital age. President Chain Store Corporation continued to construct charity-friendly platforms with the most dense network of local services, leading way to digital transformation in digital charity. Donations are made faster and more convenient with more options by providing two platforms for people to donate points, including OPEN POINTs within the OPEN POINT APP, and points from 7-ELEVEN charity events, allowing more options for people to do good.



President Chain Store Corporation assisted social welfare organizations in exchanging for everyday supplies through point donations, helping individuals and families in need. A total of 27 million points were collected in 2024, of which 4.6 million were OPENPOINTS, and over 23 million points were from various promotional events, equivalent to NT\$23.13 million. A total of over 44 organizations received our donation.

Goods Donation

amount of goods donation reached NT\$62 million in 2024, with nearly 165,000 sets of supplies, helping tens of thousands of families.

Since 2018, President Chain Store Corporation has assisted social welfare organizations by encouraging the public and suppliers to pledge to goods donations for those in need, such as people with financial difficulties, elders living alone, children from dysfunctional families, homeless people and stray animals. The program is now in its 7th year, with the number of donations having helped over a million families and elderly living alone so far.

In 2024, the value of the items pledged reached NT\$62 million, with a total of more than 165,000 sets of items donated to cases taken care of by the organizations. The items included basic supplies, such as 1919 relief food packages, as well as stationery sets, fresh milk, and gift boxes for Mother's Day, Mid-Autumn Festival, Christmas, and Chinese New Year meals. President Chain Store Corporation also cares deeply about animal welfare by raising donations of dog and cat food for stray animals. The charity Lunar New Year's Eve dinner donation held by "Bring Back the Love Charity Fundraising Platform" has helped more than 70,000 people celebrate the New Year. President Chain Store Corporation takes advantage of its dense logistics network across Taiwan, inviting global supplier partners in sustainable development and more than 7,000 store managers and partners across Taiwan to deliver to designated locations of government agencies and social welfare groups. Resources are relayed with public donations, stores, logistics and social workers, helping tens of thousands of families and people. In 2024, President Chain Store Corporation pioneered the pledge of boxed meals to feed thousands of homeless people. The goods included 15,000 portions of warm boxed meals and Uni-President unsweetened soy milk. Uni-President's fresh food manufacturers donated another 1,700 rice balls. In cooperation with the Department of Social Welfare of Taipei City, New Taipei City and Zenan Homeless Social Welfare Foundation, we helped homeless and poor people celebrate the New Year.



6.2 Environmental Protection

Low-carbon Economy

+ Reducing Carbon Emissions through Supporting Local Produce +

To help business owners maintain good relations with neighbors and reduce carbon emissions with local ingredients, President Chain Store Corporation manages cafeterias on AUO's plants (Taichung/Houli/Longtan). We have been ordering rice from local farmers' associations for many years, including Houli Farmers' Association, Da'an Farmers' Association, Longtan Farmers' Association and Xintu Farmers' Association, etc. The total volume procured in 2024 reached 46,174 kilograms, allowing employees enjoy the high-quality rice produced locally in the cafeteria.



6.3 Good Health & Well-being

Care for Elders

What Time Is It? Café

Serving a total of over 5,000 elders with dementia so far

7-ELEVEN's "What Time Is It?" Café is the first of its kind in the industry that provides social welfare services for elders with dementia to experience and learn, serving a total of 5,000 people so far. Starting from May 2024, we innovated to expand our influence by launching the new "Memory Café" event. We opened single registrations to social welfare groups across Taiwan, so that elders with dementia can experience a variety of store activities. As of December 2024, nearly 20 events have been held, serving about 100 elders, allowing them to regain their confidence and happiness.

In response to the International Dementia Month in September, the "What Time Is It?" Café also launched a limited-time stamp collection event in September, inviting people to enjoy a cup of coffee while doing good deeds, helping the elderly with dementia to regain confidence, as well as raising awareness of dementia.

Please refer to "[Love Is All Around with 7-ELEVEN](#)" for details of this project

Community Outreach

Good Neighbor Health Funfest

Organized a total of 1,850 "healthcare events" in 2024 with approximately 20,000 participants

President Chain Store Corporation has long been concerned about the health and well-being of people. Since 2008, the Good Neighbor Foundation has partnered with the Taiwan Millennium Health Foundation to set up the "Millennium Blood Pressure Monitoring Stations" in selected stores. In the meantime, President Chain Store Corporation organizes health events such as the Good Neighbor Health Funfest and Care for the Disadvantaged to raise public health awareness.

The "Millennium Blood Pressure Monitoring Station" provides self-service blood pressure and waist circumference measurement for the public. A "National Day of Health" is hosted at our stores each year, with medical staff and volunteers recruited to measure waist circumference and blood pressure for the public. This is the largest private metabolic syndrome health checkup initiative in Taiwan. We hosted the 15th edition in 2024 with nearly 10,000 people participating nationwide. Since 2018, some stores have been upgraded as "Millennium Smart Blood Pressure Stations" where people can use their mobile phone numbers or electronic tickets to store measurement records and connect to ibon machines for print-outs.

In 2024, a total of 1,850 "Good Neighbor Health Funfests" were organized with blood donation, blood pressure measurement, waist measurement, health seminar, health education for the physically- and mentally-challenged, healthcare for elders and the disadvantaged, OPEN! CARES, etc. for over 20,000 participants. The goal is hosting 2,000 sessions in 2025 and 2026.



6.4 Zero Hunger

Caring for the Neighborhood

Good Neighbor Meal Delivery Team

President Chain Store Corporation integrated its resources with nearly 70,000 meals delivered and picked up in 2024, as well as over 18,000 digital pickups through OPEN POINT with a total of nearly 90,000 meals.

President Chain Store Corporation has always paid special attention to the aging population and issues regarding meals for this group. According to statistics from the Ministry of the Interior, Taiwan has entered the stage as a "super aged society" in 2025, with the population over 65 years old accounting for over 20%. Among them, elders in areas with limited access to groceries need long-term and stable support from social welfare groups for daily meal delivery. In order to make up for the manpower gap of social welfare groups in delivering meals during holidays, President Chain Store Corporation has called on 7-ELEVEN employees to form the "Good Neighbor Meal Delivery Team" since 2014 together with the Mennonite Social Welfare Foundation, the Sisters of Our Lady of China Catholic Charity Social Welfare Foundation, A Kernel of Wheat Foundation and Hondao Senior Citizens Welfare Foundation. The meal delivery and pick-up services are provided by 85 stores located in 13 counties and cities to fill the gap of bringing the elders meals, as well as addressing the pain point of insufficient delivery manpower. Over the past decade, more than 300,000 meals have been delivered and picked up to share the love, responding to United Nations SDG 2 Zero Hunger, achieving co-prosperity among local communities and building an elderly-friendly local platform.



Meal Delivery Service

Every Saturday and Sunday, nutritionists from social welfare organizations select meals from 7-ELEVEN store meals for the store manager to deliver to the homes of the elders. The elders are also greeted with kindness for a warm and enjoyable experience, making sure local elders have warm meals as a good neighbor



Meal Pickup Service

President Chain Store Corporation integrated its own resources to launch the Mobile Pickup service on the OPENPOINT APP. Buyers can share products with others with their phone or icash2.0 cards.



OPEN! Mobile Shopping Cart Service

The highly mobile Mobile Shopping Cart Service regularly delivers daily supplies for people with economic difficulties.

+ Stakeholder Feedback +



Employee at the head office of A Kernel of Wheat Foundation

What makes me the most grateful is that President Chain Store Corporation is a good partner that fully integrates "love" and "creativity" with the strengths of the Company. Through stores all over the country and the very convenient OPENPOINT APP, President Chain Store Corporation has really helped A Kernel of Wheat Foundation take care of the elderly's dietary needs. Whether it is the Good Neighbor Meal Delivery Team's store delivery and pickup, meal sharing, meal coupons, mobile pick-up, Good Neighbor Health Classroom, etc., each "action of love" shows that President Chain Store Corporation dedicates love, creativity, and practical actions to care.

6.5 Sustainable Cities and Communities

Development of Local Industries

Youth Deep Roots Program

The Youth Deep Roots Program has worked on a total of 41 projects with youth organizations as of 2024

The Executive Yuan has designated 2019 as "Year 1 of Local Placemaking" with a national strategic plan based on local placemaking. A wave of young people have returned to their hometowns to start businesses all over Taiwan, developing diverse innovative models such as local tourism, food, cultural and creative industries, renovating old houses and building settlements. However, according to a survey conducted by the National Development Council, it takes an average of 9.8 years for a local placemaking team to survive. Moreover, many encounter issues with uncertain business models and difficulties in product marketing and promotion.

President Chain Store Corporation's Good Neighbor Foundation observe the issues young people encountered in staying in their hometowns in 2017, and launched the "Youth Deep Roots Project" as a result based on the concept of "the best placemaking platform for returning home." In 2018, we started working with the youth placemaking group "Fish Bar" from Qixingtian, Hualien, to advocate marine sustainability and education on a fish-based diet. New teams join each year, and we continue to work with existing teams. As of 2024, we have worked with over 20 youth placemaking groups with solid social concepts.

The "Youth Deep Roots Project" worked with 8 youth groups in 2024. In the past 8 years, it has collaborated with 20 local teams on a total 41 projects, including Fish Bar from Hualien, Taiwan Dou from Sanxia, New Taipei City, Tri-small Fair from Douliu, Yunlin, Dawoko from Hukou, Hsinchu, Z.O Coffee from Nangan, Matsu, Big Hill North Moon from Hengshan Township, Hsinchu, Marikan from Lunbei, Yunlin, and coFishland from Qigu District, Tainan.

A total of 58 sessions of OPEN! Youth Funfest were hosted in 2024 to select new teams and match with stores located in the areas, turning 7-ELEVEN stores into a base for communications between young entrepreneurs and local communities. A total of 633 people participated in 2024.



(Note) Click here to watch the video. Dawoko from Hukou, Hsinchu advocates forest recycling. In 2024, the team held 10 hand-made net-zero green small potted plant activities at the Hsinchu Xinhuzhong Store, attracting more than 150 parents and children to participate and share knowledge of sustainable development.

+ Stakeholder Feedback +



Tri-small Fair

"Tri-small Fair" was launched in Yunlin, Taiwan to explore local products, connect the people, land and a sense of satisfaction behind food ingredients. A variety of local ingredients such as peanuts, wheat, soy sauce, and yellow gardenia are upgraded with exquisite design, marketing and processing to become special souvenir. These products in cooperation with 7-ELEVEN allow everyone who comes to Yunlin to take away the good stories of Yunlin that are worth sharing."

Marikan

"The team was not good at organizing real-life activities, but were able to quickly optimize with several Funfest sessions within a short period of time. We also found that even in Yunlin where peanuts are grown, many children had no idea about peanuts. This makes promoting agri-food education more meaningful. On the other hand, our collaboration also reshaped the perception of the brand, such as brand vision and how to create products that can sell well. The channel shared a lot of experience with us."



Supporting the Development of Local Agriculture

With stores all over the world, President Chain Store Corporation is dedicated to becoming the center of the local population's everyday life. We that local agriculture is facing a "winner takes it all" situation, and many small farmers with friendly approaches need to work hard to find resources and overcome many challenges just to offer customers safer food ingredients. We offer small farmers support by giving them access to our channels so that they can obtain direct profits, as well as giving customers access to safer and healthier food. In 2024, President Chain Store Corporation supported local small farmers with a total of four service area shopping centers in Tai'an, Rende, Dongshan and Guanmiao, creating new value for local produce. In 2024, the turnover of small farmers reached NT\$8.339 million.



Press Conference for Visually-impaired Masseurs in Tainan

To ensure stable employment for visually-impaired masseurs in Tainan City to help realize Mayor Huang Wei-che's political vision of creating a friendly workplace for "Hope Home," a press conference for visually-impaired masseurs was held by the Dongshan Service Area on Saturday, August 31. Liang Che, a famous artist supported massage by visually-impaired masseurs and shared his experience. Free massage and performances were also arranged on the day of the press conference.



Through the approval system of the Labor Affairs Bureau, each qualified visually-impaired masseur has a professional license, giving all customers the best service with their professional skills. The shopping area also supports visually-impaired massage with practical actions. With everyone's support and affirmation, visually-impaired masseurs have the opportunity to work and be self-sufficient.

6.6 Quality Education

Foundation in Sustainability

Good Neighbor Sustainability Funfest



Over 200,000 people took advantage of the Sustainable DIY materials such as picture books in 2024

President Chain Store Corporation actively promotes a sustainable literacy development program with social inclusion as the core. Since 2009, President Chain Store Corporation's Good Neighbor Foundation has organized various experience activities, which have become popular in the community.

To encourage learning and developing sustainable literacy from everyday life, the "Sustainable Good Neighbor Funfest" was launched in 2020 with themes covering environmental protection, food education, and health. It is linked to the United Nations Sustainable Development Goals and President Chain Store Corporation's core products and services. A variety of themed picture book materials are developed to teach and implement a sustainable lifestyle through play, which is more educational.

In 2024, President Chain Store Corporation's Good Neighbor Foundation focused on three major sustainable issues, including biodiversity, environmental protection, and low-carbon diets. To this end, it worked with social enterprises in different fields, including the Society of Wilderness, Department of Agriculture Taoyuan, Agriculture Department of Nantou County Government and other government agencies to launch the initiative. We created palm picture book DIY materials such as "Cherish Our Planet," "Fun Travel with fruit," and "Sustainable Diet for the Earth" so that children can learn about sustainability in an easy and interesting way through reading and craft. We also offer gifts for attending the events, such sweet potatoes and bananas, helping the parents and children discover sweet potatoes grown in an eco-friendly manner, bananas grown with the conservation of leopard cats in mind, as well as low-carbon rice to support local agriculture.

Over 12,000 Sustainable Good Neighbor Funfests were held with influence on more than 110,000 people. Over 200,000 people took advantage of the sustainable picture books and DIY materials in 2024.

+ Stakeholder Feedback +



Agriculture Department of Nantou County Government

We are very happy to have the opportunity to work with President Chain Store Corporation and the Good Neighbor Foundation to further develop local food and agriculture education through product sales and Sustainable Funfest activities, as well as contributing to environmental sustainability.

Store manager

Palm picture books and DIY materials are easy to use with themes echoing the Company's sustainability policy. They correspond to sustainable products sold in stores to enhance interactions between stores and customers while promoting a sustainable lifestyle.



Customer feedback

We can shop and attend Funfest activities in the store with fun DIY board games, palm picture books and event gifts. I hope more events will be held.

Reading Promotion

Reading Encouragement Point Collection Program

The Good Neighbor Foundation has worked tirelessly to achieve the dual goals of “improving reading ability” and “promoting sustainable education.” To this end, it has collaborated with a variety of sustainable partners such as 7-ELEVEN, industry, government and education to accompany school children in reading, with the ultimate goal of promoting sustainability in the future. The Reading Incentive Program was launched in 2014 to motivate children to read through “Reading Point Collection” that is highly replicable and easy to implement. After reading, students will receive points from their teachers. After collecting 50 points, they can send the card back to the Good Neighbor Foundation to redeem an NT\$50 7-ELEVEN voucher. In addition to encouraging reading, we also encourage children to read and write independently. We hold the “Good Neighbor Essay Competition” every year and incorporate issues such as food education, biodiversity, energy conservation and carbon reduction in the topics to allow children to understand and observe sustainable issues from daily life.

In 2023, the Reading Encouragement Program continued to have a positive impact, supporting a total of 123 schools and accompanying class bases, encouraging more than 8,000 children to improve their reading motivation through point collection and laying a good foundation for children by reading a total of 210,000 books. Two Good Neighbor Carton Libraries were setup, and a “One School, One Project” was completed for one school.

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

1 Good Neighbor Carton Library

The first one: Taiwan Olive Garden Care Association_Yongkang Tutoring Center (MINI Good Neighbor Paper Library) (opened on May 8, 2024)
The second one: Luofu Elementary School, Fuxing District, Taoyuan City (opened on September 19, 2024)

2 One School, One Project

Luofu Elementary School, Fuxing District, Taoyuan City “Library Sorting Plan” (opened on September 19, 2024)

3 Good Neighbor Essay Competition

A total of 1,002 pieces were received from 27 schools, an increase of 134% compared to 2023.

4 Good Neighbor Classroom

A total of 30 sessions were held, with a total of 438 students participating this year.

One School, One Project

One School, One Project: Library Sorting Plan for Luofu Elementary School

With the opening of the 7-ELEVEN Luofu store in Fuxing District, Taoyuan, President Chain Store Corporation reached another milestone in its vision of providing “24/7 Services from Our Stores All over Taiwan.” Moreover, the Good Neighbor Foundation assisted Luofu Elementary School in promoting reading through the “Reading Encouragement” program. However, we observed that due to insufficient manpower and lack of professional library management skills, the library of Luofu Elementary School could only stack books in boxes. The new library could not effectively play its role. In order to create a better reading and learning environment, the Good Neighbor Foundation launched the “Library Sorting Plan for Luofu Elementary School” in 2024, inviting Books.com to assist in planning book inventory, classification, shelving, management and so on with its professional experience. More than 30 students from the nearby Luofu High School engaged in preliminary book classification during the summer vacation. In the meantime, President Chain Store Corporation recruited employees from the head office and Taoyuan/Hsinchu District’s Operations Department to serve as volunteers,



assisting with archiving and sorting of books. It took 6 months and nearly 100 volunteers to categorize the 10,000 books and complete library sorting.

Good Neighbor Carton Library

Good Neighbor Paper Library: Combination of Sustainability and Reading Literacy

In addition to launching the “Library Sorting Plan for Luofu Elementary School,” the Good Neighbor Foundation joined hands with Cheng Loong Corp. and Retail Support International to set up the 6th Good Neighbor Paper Library in Luofu Elementary School, transforming the counseling room into a new library space. Considering that the counseling room is a key place to protect children’s physical and mental wellbeing, the theme was decided as “surrounded with protection.” The three main walls were created using different sustainable paper elements. Not only does this activate the space, but also makes the room more suitable for counseling, making it a base for taking root in sustainable education.

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



Chief of Sustainability Campus Action Plan

To improve the gap in reading between urban and rural areas and the lack of sustainable resources, the President Chain Store Corporation Good Neighbor Foundation takes schools and communities as the core, makes good use of corporate and external resources to co-create sustainable literacy activities. For the 25th anniversary of the foundation in 2024, President Chain Store Corporation and social enterprises 5% Design Action and Earth Solutions launched a “Sustainability Textbook” to integrate years of experience in helping students understand the importance and practical possibilities of sustainability in a way that can be easily understood.

In addition, the Good Neighbor Foundation worked with CARAT in Dentsu Group to create a new model for the retail industry to enter campus and launched the “Chief of Sustainability Campus Action Plan.” The plan integrates the concept of green living into daily learning through innovative educational methods, allowing students to become the driving force of sustainable actions.

+ Stakeholder Feedback +

Teachers

Through continued collaboration with President Chain Store Corporation Good Neighbor Foundation’s Reading Incentive Program, students not only participated in the point collection activities, but also a wide variety of related activities, such as the Good Neighbor Classroom, “One School One Project” and the Love the Earth Essay Competition. These activities have stimulated their interest in reading, hand-on learning and writing, as well as helping them develop good reading habits and significantly improve their learning ability.

Students

This year we were able to participate in the Reading Encouragement Point Collection Program again! Although it is sometimes a bit challenging to collect all the points, we really like this activity. The process of earning points through reading keeps us motivated, and the teachers often encourage us. Some books may not be so interesting at first, but in order to reach the goal, we will still work hard to read, and it turns out that there are many books that are very interesting. We all hope that this activity can continue.

Parents

Since last year, I found that my child often borrowed books from school to read at home. At first I thought it was just a whim, but it has actually become a good habit. After asking the homeroom teacher, I learned that the school has a program to encourage reading. Children can collect stickers and exchange them for gift cards if they read. This is a win-win situation. I am grateful to 7-ELEVEN for being a socially responsible company, allowing children to move towards a better future.

6.7 ESG Advocacy Platform

Sustainability Initiatives

President Chain Store Corporation has been included in the Dow Jones Sustainability World Index for six consecutive years, and it is ranked 3rd among the global food retail industry. As the only retailer in Taiwan to be included for six consecutive years, we continue to innovate and promote sustainable actions from our core business of convenience stores to convey the concept of "Planet Sustainability In Our Everyday Life." In 2024, President Chain Store Corporation participated in SDG Asia hosted by the Institute for Sustainable Energy Research for the second time, with "7-ELEVEN GOOD STORE Daily Carbon" as the theme to expand the scale of participation. It joined hands with its affiliated companies, including 7-ELEVEN, Starbucks, and T-Cat to create an exhibition, which was the largest sustainable life experience venue for a single enterprise. The venue connected OPENPOINT digital experience to respond the international Earth Day initiative, carbon reduction diet proposals, new-generation energy-saving vehicles, etc., to create a new sustainable trend and show the brand's green power. Throughout the year, we continued to invite consumers to take sustainable actions in their daily lives through internal and hybrid events and media advocacy, such as participating in the Commonwealth Magazine's SDG International Forum, Business Today's Green Life Festival, Taiwan Sustainable Retail Forum, and promoting educational action plans such as Chief of Sustainability.

March: Commonwealth Magazine's SDG

In response to Earth Day, President Chain Store Corporation held an international forum in collaboration with Commonwealth Magazine based on the theme of "President Chain Store Corporation Green Living Guidelines" to communicate the Company's various carbon and plastic reduction practices in daily life, such as Veggie Selection®, local procurement, OPEN IECO Recycled Cups Renting Service, etc., as well working on the Company's Earth Hour initiative in March. Among them, the content of the IPconn dialogue reached 8.7 points of satisfaction (out of 10 points).



April: Earth Day with internal and external efforts, hybrid events

In response to World Earth Day, we have integrated internal and external resources for information dissemination based on the theme of "Planet Sustainability In Our Everyday Life." Posters with information on sustainable development were replaced in the stairwells of each floor to share the Company's sustainable performance throughout the year, thanking our partners for their efforts and enhance internal perception. Externally, we have been using memes on social media based on the popular topic of MBTI to create the "Sustainable E-type People" initiative for communicating with young people about the results, as well as calling on them to join us on a low-carbon diet.



June: Chief of Sustainability Campus Action Plan

President Chain Store Corporation joined hands with Good Neighbor Foundation on the Reading Encouragement Program, as well as creating the Chief of Sustainability Campus Action Plan with social enterprise 5% Design Action and CARAT as the first in the retail industry, combining 7-ELEVEN's daily actions towards sustainability with the Curriculum Guidelines to encourage children to practice sustainable actions in their daily lives. A Chief of Sustainability would be selected by vote at the end. The "Sustainable Textbook" co-created with 5% Design Action and Earth Solutions was also be incorporated as one of the 10 sustainable pioneer corporate partners. "Life transformation" is adopted as a theme to teach children to contribute to sustainable development with ease in our stores. The first sustainable textbook was launched on World Environment Day, and is available for download on the Earth Solutions official website.



July: Taiwan Sustainable Retail Forum

The retail industry is closely related to people's lives. Together with Taiwan Sustainable Retail Forum launched by the Institute for Sustainable Energy Research, President Chain Store Corporation shared how it leads the retail industry in promoting sustainable development and implementing green lifestyle guidelines, such as launching ESG products and services to promote sustainable lifestyle transformation, low-carbon diets and age-friendly, etc., to drive the industry towards a more sustainable direction. All consumers are invited to make sustainability a reality in 7-ELEVEN stores.



August: 7-ELEVEN GOOD STORE Daily Carbon

President Chain Store Corporation participated in SDG Asia hosted by the Institute for Sustainable Energy Research in August 2024. The event was organized with 20 affiliated brands and supplier partners. To make "sustainable MICE industry" a reality, we actively sought to join the Ministry of Economic Affairs' "Carbon Reduction Plan for the MICE industry" in 2024. We showcased CITY CAFE® Oat Milk Latte, Veggie Selection®, Low-carbon Plant Rice, Intelligent Automatic Recycling Machines, Low-carbon Products, rPET packaging materials, Sustainable Farm and 7-ELEVEN Bring Back the Love as well as other sustainable products and services. We also launched the "GOODS Sustainability" area with OPENPOINT APP that lists low-carbon products and communicating the Company's sustainable actions to the outside world.

- A. We won gold in the 2024 Marketing and Communication Award's Annual Outstanding Advertiser - Corporate Social Responsibility category.
- B. We won the "Green Design Gold Award" by the organizer for our second participation in the event.



October: Business Today's Green Life Festival,

In response to the United Nations ACT NOW - 10 personal actions against climate change, Business Today launched the Green Life Festival and invited President Chain Store Corporation to participate since it has excellent ESG performance and is internationally recognized sustainable governance. President Chain Store Corporation adopted the theme of "7-ELEVEN Daily Carbon: Low-carbon Diet for Sustainability," bringing together the Company's local low-carbon products and Earth Hour event to share its carbon reduction and sustainable performance, achieving focused communication and expanding the sustainable benefits of President Chain Store Corporation through internal and external connections and hybrid events.

President Chain Store Corporation had products in the "low-carbon diet" category on display, as well as interacting with the consumers based on the Earth Hour in Store experience, inviting them to take actions towards carbon reduction and sustainability through the experience.



Appendix

Historical Data

+ Governance +

External Participation

Item for Disclosure	Sub-item for Disclosure		Unit	2021	2022	2023	2024
	Name of Association	Membership					
Taiwan Delica Foods Development Association ^(Note 1)	Chairman	Food safety	NT\$	5,209,000	5,000,000	0	5,369,605
Taiwan Quality Food Association	Member				10,000	10,000	10,000
Taiwan Business Council for Sustainable Development	VIP member	120,000			120,000	120,000	
Taipei Department Store Association	Member	10,000			10,000	10,000	
Chinese National Association of Industry and Commerce, Taiwan	Member	20,000			20,000	20,000	
Taiwan Coalition of Service Industries	Director	5,000			5,000	5,000	
Taiwan Chain Stores and Franchise Association	Member	30,000			30,000	80,000	
Chinese Non-store Retailers Association	Director	20,000			20,000	20,000	
Taiwan Association of Energy Service Companies	Member	Sustainable environment			0	0	10,000
Donation or membership fee for associations	-				5,215,000	215,000	5,644,605
Coverage rate of donation or membership fee for associations	-	%	100	100	100	100	

(Note 1) The donation was made under the name of Uni-President Superior Commissary.

(Note 2) Please refer to our [website](#) for the roles we play and contribution we make as part of our external participation.



Financial Performance

	Unit	2021	2022	2023	2024
Paid-up capital	NT\$1,000	10,396,223	10,396,223	10,396,223	10,396,223
Individual financial performance/direct economic value					
Operating income	NT\$1,000	168,010,130	182,872,403	197,663,849	210,705,016
Operating profit	NT\$1,000	56,287,789	61,238,432	66,668,444	71,215,037
Income tax expenses	NT\$1,000	959,740	1,440,614	1,866,484	1,349,378
Profit after tax	NT\$1,000	8,861,619	9,281,650	10,613,914	11,538,923
EPS	NT\$	8.52	8.93	10.21	11.10
Dividend per share	NT\$	9	9	9	9
Return on Shareholders' Equity	Percentage	25.25%	26.29%	28.57%	28.80%
Total assets	NT\$1,000	146,442,976	159,087,017	174,687,108	182,556,497
Total liabilities	NT\$1,000	112,279,968	122,627,937	136,842,601	140,278,804
Total equity	NT\$1,000	34,163,008	36,459,080	37,844,507	42,277,693

+ Environment +

Item for Disclosure	Sub-item for Disclosure	Unit	Description	2021	2022	2023	2024	
Greenhouse Gas Emissions ^(Note 1)	Direct emissions (Scope 1)	t CO ₂ e/ year	Note 1: The greenhouse gas emissions in 2019 refers to the data disclosed in the CSR report of the past years. The 2020 greenhouse gas inventory follows the updated ISO 14064-2018 version with 2020 as base year. Indirect emissions are classified as purchased electricity and others.	31,252.97	29,940.01	30,177.03	25,562.65	
	Indirect emissions-Purchased electricity (Scope 2)	t CO ₂ e/ year		464,932.82	504,544.40	513,790.60	564,564.64	
	Indirect emissions-Others (Scope 3) ^(Note 2)	t CO ₂ e/ year		185,910.72	2,393,290.28	4,556,627.93	5,781,597.27	
	Total (Scope 1+2+3)	t CO ₂ e/ year	682,096.51	2,927,774.68	5,100,595.56	6,371,724.56		
	Data coverage for operation locations	%	99.41%	99.55%	99.45%	99.42%		
Energy consumption	Head office building	10,000 kWh		102.69	101.74	135.33	113.04	
	Stores	10,000 kWh		92,373.59	98,875.55	103,535.93	114,018.83	
	Shopping centers	10,000 kWh		22.10	25.42	26.82	61.43	
	Regional offices and training centers	10,000 kWh		117.72	121.93	98.00	89.78	
	Electric Vehicle	10,000 kWh		0.00	0.00	0.00	1.26	
	Total electricity consumption	10,000 kWh		92,616.10	99,124.64	103,796.08	114,284.34	
	Data coverage for operation locations	%		99.41%	99.55%	99.45%	99.42%	
Water consumption	Actual statistics	Head office building	m ³	A total of 4,046 stores were covered in 2023, covering 33,106.74 metric tons of ice cube procurement Note: One metric ton of water equals one cubic meter of water.	4,012.00	4,766.00	6,107.00	7,001.00
		Stores	m ³		1,577,006.00	1,705,347.90	1,918,414.00	2,051,737.00
		Shopping Centers	m ³		0.00	336,388.41	244,583.49	474,745.00
	Estimated ^(Note)	Regional Offices	m ³	Note: The water consumption of regional offices is estimated based on the average water consumption per person at the headquarters and the number of employees in regional offices. The water consumption of stores is estimated based on the average water consumption of stores for which actual statistics are available and the total number of stores. The water consumption patterns of training centers and sopping centers are different from that at the headquarters and stores, and were therefore excluded from the estimates.	8,794.00	10,025.25	12,103.63	12,738.78
		Stores	m ³		894,063.00	963,776.64	1,057,926.56	1,513,523.78
	Total water withdrawal	m ³	2,483,875.00	3,020,304.20	3,272,705.04	4,092,852.30		
	Total water consumption	m ³	2,483,875.00	105,461.00	129,724.00	143,591.52		
	Total water discharge	m ³	0.00	2,914,843.20	3,142,981.32	3,949,260.78		
	Actual number of stores included in the statistics	Number	4,071	4,206	4,421	4,046		
	Estimated scope	-	9 regional offices and 2,308 stores	9 regional offices and 2,425 stores	9 regional offices and 2,438 stores	10 regional offices and 3,031 stores		
Data coverage for operation locations	%	99.12%	99.49%	99.52%	99.45%			

Item for Disclosure	Sub-item for Disclosure		Unit	Description	2021	2022	2023	2024
Amount of packaging materials	Paper packaging ^(Note 1)	Total weight	Metric tons	Note 1: In 2022, plastic packaging was sorted by usage and material. From 2024, it will also be categorized by source. Note 2: In 2024, data on the amount of plastic used for sauce packets and cup seals will be collected.	10,977.68	11,564.78	12,135.15	13,449.04
		Data coverage	%		100%	100%	100%	100%
	Metal packaging ^(Note 2)	Total weight	Metric tons	Note 3: The plastic milk containers for business use were recalculated from 2021 to 2024. The statistical data before 2023 was estimated based on bags (15 milk containers per bag). The number of milk containers used and the unit weight was recalculated in 2024, and the data of the previous three years will be traced back to correct relevant disclosures from 2021 to 2023.	204.96	235.42	274.87	291.69
		Data coverage	%		100%	100%	100%	100%
	Total weight of plastic packaging ^(Note 1, Note 3)		Metric tons		10,724.39	11,110.75	11,232.32	11,760.67
	Proportion of recyclable plastic packaging ^(Note 1)		%	Note 1: Since 2024, the boxes of tea eggs has completely replaced its PLA packaging with recyclable PET material.	70.49%	75.38%	78.38%	78.87%
	Proportion of compostable/decomposable plastic packaging ^(Note 1)		%		6.87%	1.74%	0.83%	0.00%
	Proportion of plastic with recycled content (Proportion of post-consumer recycled plastic)		%		2.75%	3.53%	4.04%	5.52%
	Data coverage		%		96.80%	100.00%	100.00%	100.00%
	Volume of waste - unrecyclable	Actual statistics	Head office building	Metric tons		21.24	22.17	28.72
Handled by the waste management companies for removal ^(Note 1)			Metric tons	Note 1: The amount of food waste that handled by the waste management companies has been included since 2018. Therefore, the amount of food waste removed from the stores after 2018 is the total weight after deducting the food waste.	7,204.72	6,080.83	5,459.30	6,243.17
Handled by the stores ^(Note 2)			Metric tons	Note 2: Not all stores achieve a 100% food waste recovery rate, so statistics are calculated based on the amount of fresh food discarded, with all of it considered as not reused.	9,110.76	5,825.93	3,560.90	3,216.35
Total				16,336.72	11,928.93	9,048.92	9,495.44	
Actual number of stores included in the statistics		Number		1,010	1,110	1,004	1,167	
Estimated ^(Note 3)		Regional offices	Metric tons	Note 3: For the stores, the estimate is calculated by multiplying the average waste removed by the waste management companies and the total number of stores. Considering that the waste disposal pattern at the training center and shopping centers does not follow that of either the headquarters or the stores, the training centers and shopping centers were not included in the scope of our estimates.	46.57	46.64	56.92	65.35
		Stores ^(Note 4)	Metric tons	Note 4: The estimated waste removal volume for stores up to and including 2023 is based on the actual total waste removed (not subtracting food waste). Since store-recovered food waste is included in the calculations, to avoid double counting, from 2024 onward, the estimated value will be based on the actual total waste removed, with food waste subtracted.	39,772.71	32,016.55	34,658.82	31,867.08
		Total		39,819.28	32,063.19	34,715.74	31,932.43	

Item for Disclosure	Sub-item for Disclosure		Unit	Description	2021	2022	2023	2024
Volume of waste - unrecyclable	Total unrecyclable waste disposed		Metric tons		56,156.01	43,992.12	43,764.67	41,427.87
	Scope of estimation		-		9 regional offices and 5,369 stores	9 regional offices and 5,521 stores	9 regional offices and 5,855 stores	10 regional offices and 5,910 stores
Volume of waste - recyclable	Plastic	Head office building	Metric tons		0.06	0.06	1.71	2.16
		Stores	Metric tons		647.25	681.93	868.29	1,211.22
	Paper	Head office building	Metric tons		18.71	16.07	16.33	16.51
		Stores	Metric tons		10,613.94	8,938.22	10,293.27	11,791.11
	Metal	Head office building	Metric tons		1.85	1.70	0.38	0.40
		Stores	Metric tons		37.27	22.98	63.94	47.17
	Batteries	Stores	Metric tons		341.06	365.68	439.10	503.99
	Optical discs	Stores	Metric tons		71.39	76.72	80.01	84.40
	Electronics ^(Note 1)	Stores	Metric tons		57.39	78.31	70.50	103.67
	Food Loss and Waste	Head office building ^(Note 2)	Metric tons		4.99	8.15	8.35	16.37
		Stores ^(Note 3, Note 4)	Metric tons		277.20	3,294.16	5,575.50	6,278.44
		Manufacturers ^(Note 5)	Metric tons		1,298.87	2,515.14	3,112.00	2,984.49

Note 1: Electronics only include mobile phones, chargers and laptops. The total weight of recycling is calculated based on the quantity of each device multiplied by the average unit weight. Mobile phones are 0.34 kg/unit, laptops are 2 kg/unit, and chargers are 0.09 kg/ tower. Referring to the Ministry of Environment's Waste Management Information System and the New Taipei City Environmental Protection Department's data, as no updated information is available, weight data in 2023 will be used.

Note 2: Statistics on the amount of food waste commissioned by the head office building to be cleared and transported since 2021.

Note 3: The statistics cover stores that outsource waste removal and are calculated based on the actual amount of waste discarded by the stores and the unit weight of the products.

Note 4: Statistics from stores all over Taiwan.

Note 5: From 2020 to 2021, statistics was collected on the amount of food waste commissioned to 4 manufacturers for removal and transportation. In 2022, the scope of statistics was expanded to 12 manufacturers.

Item for Disclosure	Sub-item for Disclosure		Unit	Description	2021	2022	2023	2024
Volume of waste—statistics based on treatment (including unrecyclable, incineration and recycling)	Landfill (A)		Metric tons		3,260.16	2,451.89	2,534.36	4,209.73
	Waste incinerated (including energy recovery) (B)	Upstream (manufacturers) ^(Note 1)	Metric tons	Note 1: From 2020 to 2021, statistics was collected on the amount of food waste commissioned to 4 manufacturers for removal and transportation. In 2022, the scope of statistics was expanded to 12 manufacturers.	76.63	380.14	0.00	0.00
		Own operation ^(Note 2)	Metric tons	Note 2: Including the head office building, regional offices and stores	52,919.45	41,540.23	41,230.31	37,218.14
	Waste recycled or reused (C)	Upstream (manufacturers) ^(Note 3)	Metric tons	Note 3 From 2020 to 2021, statistics was collected on the amount of food waste commissioned to 4 manufacturers for removal and transportation. In 2022, the scope of statistics was expanded to 12 manufacturers	1,222.24	2,515.14	3,112.00	2,984.49
		Own operation ^(Note 4, Note 5)	Metric tons	Note 4 :Including the head office building, regional offices and stores. Note 5: The amount of recyclable waste from the headquarters building for 2023 has been corrected due to errors made during the previous reporting period. After correction, the data on recyclable waste from the headquarters building decreased by 1.5% compared to 2023 Sustainability Report.	12,047.51	13,483.96	17,417.39	20,055.44
	Amount of waste handled (A+B)		Metric tons		56,256.24	44,372.26	43,764.67	41,427.87
	Amount of waste handled (A+B +C)		Metric tons		69,525.99	60,371.36	64,294.39	64,467.80
	Data coverage		%		99.12%	99.12%	99.16%	99.12%
	Proportion of incineration		%	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 Ministry of Environment.	93.34%	93.53%	93.38%	88.04%
Food loss and waste	Total weight of all food loss & waste (A)	Head office	Metric tons	Note 1: Store food waste has included the amount of store scraps. From 2022, the statistics of store food waste treatment was optimized.	4.99	8.15	8.35	16.37
		Stores ^(Note 1)	Metric tons		9,110.76	9,120.09	9,136.40	9,494.79
		Manufacturers ^(Note 2)	Metric tons		1,298.87	2,895.28	3,112.00	2,984.49
	Total weight of food loss & waste volumes used for alternative purposes(B) ^(Note 4)	Head office	Metric tons	Note 2: The food waste generated by each manufacturer entrusted to waste management companies was expanded to include 12 manufacturers from 2022.	4.52	8.15	8.35	16.37
		Stores ^(Note 1)	Metric tons		254.07	3,294.16	5,575.50	6,278.44
		Manufacturers	Metric tons		1,222.24	2,515.14	3,112.00	2,984.49
	Total discarded of food waste (A - B)		Metric tons	Note 3: Coverage of food waste = revenue of privatelabel products in the food waste statistics/revenue of all private-label fresh food products	8,933.79	6,206.07	3,560.90	3,216.35
	Food loss & waste intensity (weight / food related revenue) ^(Note 5)		Metric tons / Million NTD of food related revenue	Note 4: Due to the African Swine Fever epidemic in September 2021, food waste was temporarily suspended as feed on pig farms. Therefore, food waste during this month was incinerated, but recycled or reused for the rest of the year. No such situation in 2024	0.41	0.28	0.14	0.11
	Data coverage ^(Note 3)		%	Note 5: The food revenue for 2023 has been adjusted due to errors from the previous reporting period. After corrections, the food waste intensity data increased by 7.69% compared to 2023 Sustainability report.	98.49%	98.39%	100.00%	100.00%

+ Employees +

Item for Disclosure	Sub-item for Disclosure		Unit	Description	2021	2022	2023	2024
Employees divided by gender and employment contract	Male	Indefinite contract	Person		3,657	3,821	3,777	3,920
		Term contract	Person		5	11	0	0
	Female	Indefinite contract	Person		4,683	4,776	4,874	5,266
		Term contract	Person		3	9	0	0
Employees divided by gender and employment contract	Male	Full-time	Person	Note 1: Full-time employees receive a monthly salary. Part-time employees are paid by hour.	1,850	1,819	1,902	1,942
		Part-time	Person		1,812	2,013	1,875	1,978
	Female	Full-time	Person	Note 2: Employees without guaranteed hours follow the shift system, equivalent to the category of part-time employees.	2,156	2,205	2,333	2,500
		Part-time	Person		2,530	2,580	2,541	2,766
Employees divided by region and employment contract	Northern Taiwan	Indefinite contract	Person		5,372	5,504	5,503	5,743
		Term contract	Person		8	17	0	0
	Central Taiwan	Indefinite contract	Person		1,147	1,122	1,177	1,294
		Term contract	Person		0	0	0	0
	Southern Taiwan	Indefinite contract	Person		1,821	1,971	1,971	2,149
		Term contract	Person		0	3	0	0
Employees divided by region and employment contract	Northern Taiwan	Full-time	Person	Note: The distribution of employment types by region is a classification added in 2022, so there is only data for 2022 to 2024.	-	2,520	2,681	2,808
		Part-time	Person		-	3,001	2,822	2,935
	Central Taiwan	Full-time	Person		-	591	605	634
		Part-time	Person		-	531	572	660
	Southern Taiwan	Full-time	Person		-	913	949	1,000
		Part-time	Person		-	1,061	1,022	1,149

Item for Disclosure	Sub-item for Disclosure			Unit	Description	2021	2022	2023	2024
Employees divided by age	Store employees	Male	≤30 years old	Person	Note: Management includes team managers, department heads and management above deputy managers. Non-management personnel refer to other employees in the back office.	1,370	1,500	1,353	1,359
			31-50 years old	Person		929	967	988	1,082
			>50 years old	Person		153	177	220	264
		Female	≤30 years old	Person		1,604	1,575	1,474	1,460
			31-50 years old	Person		1,667	1,683	1,751	1,923
			>50 years old	Person		247	316	390	504
	Management	Male	≤30 years old	Person		0	0	0	1
			31-50 years old	Person		122	119	116	119
			>50 years old	Person		95	88	87	91
		Female	≤30 years old	Person		0	0	0	0
			31-50 years old	Person		44	44	46	47
			>50 years old	Person		8	12	11	15
	Non-management	Male	≤30 years old	Person		185	174	202	192
			31-50 years old	Person		659	645	646	640
			>50 years old	Person		149	162	165	172
		Female	≤30 years old	Person		233	230	226	246
			31-50 years old	Person		730	756	783	848
			>50 years old	Person		153	169	193	223

Item for Disclosure	Sub-item for Disclosure			Unit	Description	2021	2022	2023	2024
Total number and proportion of new employees by age group and gender	Northern Taiwan	Male	≤30 years old	Person	Note 1: The number of new recruits includes new recruits, reinstated employees and transfers from affiliated companies. Note 2: The annual ratio for new employees is 43.04%. Note 3: New recruit ratio (number of new recruits in this category in the year/number of employees in this category as of December 31, 2024). Note 4: If FTEs are used to calculate the number of new recruits, the number of new recruits in 2024 is 1,148 (FTEs, full-time equivalents = the total annual working hours of this type of employees / the annual working hours of a full-time employee. The total number of working hours here are employees (9,186) who are still with the company at the end of the year, tracing back to the total number of working hours in 2024).	920	980	937	780
				%		89.41	90.49	94.93	84.14
			31-50 years old	Person		142	188	236	260
				%		12.80	16.77	20.81	21.89
			>50 years old	Person		21	28	46	39
				%		8.30	10.29	15.03	11.82
		Female	≤30 years old	Person		787	893	827	689
				%		68.73	80.60	80.37	67.62
			31-50 years old	Person		245	324	366	415
				%		15.29	19.83	21.68	22.58
			>50 years old	Person		52	85	79	118
				%		21.49	28.05	22.01	26.76
	Central Taiwan	Male	≤30 years old	Person		144	221	237	242
				%		69.23	101.84	103.04	98.78
			31-50 years old	Person		31	37	50	63
				%		13.96	16.82	21.83	25.71
			>50 years old	Person		2	0	6	15
				%		3.85	0	9.84	22.06
		Female	≤30 years old	Person		141	217	209	227
				%		47	77.78	78.57	82.85
			31-50 years old	Person		40	55	80	125
				%		12.99	18.97	25.56	34.44
			>50 years old	Person		7	6	15	20
				%		12.28	9.68	19.23	20.20
Southern Taiwan	Male	≤30 years old	Person	273	328	268	329		
			%	85.85	87.70	79.29	86.58		
		31-50 years old	Person	54	65	74	86		
	%		14.25	16.67	19.12	21.08			
	>50 years old	Person	4	9	10	16			
		%	4.35	8.91	9.52	12.40			

Item for Disclosure	Sub-item for Disclosure			Unit	Description	2021	2022	2023	2024	
Total number and proportion of new employees by age group and gender	Southern Taiwan	Female	≤30 years old	Person		277	351	287	308	
				%		70.66	83.97	70.86	74.58	
			31-50 years old	Person		92	138	159	163	
		%		17.33		24.69	27.46	26.42		
		>50 years old	Person	13		20	23	59		
			%	11.93		15.15	14.65	29.21		
	Total number and proportion of employees turnover by age group and gender	Northern Taiwan	Male	≤30 years old		Person	930	884	968	766
						%	90.38	81.63	98.07	82.63
				31-50 years old		Person	160	180	240	227
%					14.43	16.06	21.16	19.11		
>50 years old				Person	41	53	58	65		
				%	16.21	19.49	18.95	19.70		
Female			≤30 years old	Person	716	876	836	614		
				%	62.53	79.06	81.24	60.26		
			31-50 years old	Person	248	296	301	268		
				%	15.48	18.12	17.83	14.58		
			>50 years old	Person	65	73	76	99		
				%	26.86	24.09	21.17	22.45		
Central Taiwan		Male	≤30 years old	Person	157	176	211	207		
				%	75.48	81.11	91.74	84.49		
			31-50 years old	Person	31	31	40	55		
		%		13.96	14.09	17.47	22.45			
		Female	≤30 years old	Person	9	9	8	16		
				%	17.31	16.67	13.11	23.53		
31-50 years old	Person		138	195	194	188				
	%	46.00	69.89	72.93	68.61					
>50 years old	Person	40	48	59	72					
	%	12.99	16.55	18.85	19.83					
>50 years old	Person	8	8	14	20					
	%	14.04	12.90	17.95	20.20					

Note 1: The number of turnover excludes the number of people on unpaid leave.

Note 2: The annual total turnover ratio is 36.45%.

Note 3: The annual voluntary turnover (excluding turnover due to layoffs) is 36.45%.

Item for Disclosure	Sub-item for Disclosure			Unit	Description	2021	2022	2023	2024
Total number and proportion of employees turnover by age group and gender	Southern Taiwan	Male	≤30 years old	Person		257	278	276	247
				%		80.82	74.33	81.66	65.00
			31-50 years old	Person		62	68	74	66
		%			16.36	17.44	19.12	16.18	
		>50 years old	Person		11	22	21	16	
			%		11.96	21.78	20.00	12.40	
	Female	≤30 years old	Person		242	322	278	257	
			%		61.73	77.03	68.64	62.23	
		31-50 years old	Person		93	136	127	121	
			%		17.51	24.33	21.93	19.61	
		>50 years old	Person		25	26	32	44	
			%		22.94	19.70	20.38	21.78	
Full-time employee turnover				%	Note: Excluding the number of part time employee turnover	6.44	5.57	5.11	4.77
Ratio of female managers at all levels	TEAM managers, store managers, district consultants			%		50.84	51.31	55.11	55.21
	Department heads			%		10.20	14.58	16.07	15.79
	TEAM managers, store managers, district consultants, department heads			%		49.54	50.16	53.88	53.97
Ratio of female managers in revenue generating functions				%	Including store managers, district consultants, district managers, head of the Operations Department	52.74	52.79	56.04	55.79
Ratio of female employees in positions involving science, information engineering and math				%	Including AI Digital Group	56.14	55.07	56.92	62.16
Employee Nationalities	Taiwanese			%		99.58	99.62	99.55	99.43
	Mainland Chinese			%		0.24	0.30	0.30	0.37
	Malaysian			%	The third largest nationality in 2020 and 2021 is Vietnamese, and the third largest nationality in 2022 and 2023 is Malaysian instead	0.10 (Vietnamese)	0.05	0.07	0.09
	Others			%		0.08	0.03	0.08	0.11

Item for Disclosure	Sub-item for Disclosure	Unit	Description	2021	2022	2023	2024
Average salary ratio between male and female (female/male)	Basic salary of non-management employees	Proportion	Including management and non management in the stores	0.96	0.94	0.99	0.99
	Basic salary of TEAM managers and department heads	Proportion		0.93	0.94	0.97	0.97
	Remuneration of TEAM managers and department heads	Proportion	Remuneration includes basic salary and year-end bonus	0.93	0.95	0.97	0.97
	Basic salary of executive managers (inclusive) and above	Proportion		0.96	1.21	0.83	1.36
	Remuneration of executive managers (inclusive) and above	Proportion	Remuneration includes basic salary and year-end bonus	0.97	1.24	0.84	1.39
Average training hours of employees by gender (per FTE)	Male	Hour	1. FTEs (full-time equivalents) = the total annual working hours of this type of employees/the annual working hours of a full-time employee. 2. The total working hours here is the number of employees (9,186 people) who were employed at the end of the year traced back to the total working hours in 2024. 3. The proportion is FTEs in this group/FTEs of all employees.	17.40	17.48	18.10	19.71
	Female	Hour		15.10	16.18	15.99	18.12
Average training hours of employees by management level (per FTE)	Store employees	Hour		7.40	9.19	8.13	10.30
	Management	Hour		42.00	37.13	40.58	47.75
	Non-management	Hour		32.20	30.95	33.14	33.74
Employee engagement survey	Percentage of employees who gave active replies	%		Note 1: Respondents before 2021 were all district consultants. In 2022, the survey included district consultants and district managers. In 2023, the survey covered all employees	44.88	40.07	80.00
	Survey coverage	%	Note 2: Survey coverage = FTEs who replied / FTEs of all employees in the survey year	7.89	9.78	89.49	89.49
Average employee training expenses and hours (per FTE)		NT\$	1. FTEs (full-time equivalents) = the total annual working hours of this type of employees/the annual working hours of a full-time employee. 2. The total working hours here is the number of employees (9,186 people) who were employed at the end of the year traced back to the total working hours in 2024.	2,753	2,576	8,938	12,136
		Hour	3. The calculation is the total number of employee training costs in this category/FTEs in this category 4. The calculation is the total number of employee training hours in this category/FTEs in this category Note: The reason for the sharp increase in FTE per person is due to real-life training sessions no longer restricted by the pandemic.	16.10	16.76	16.91	18.80
Disabling injury for employees (excluding statistics on traffic incidents during commute)	Total working hours ^(Note 1)	Hour	Note 1: Total working hours = the number of working days in the month * 8 hours * the number of full-time employees + the actual working hours of part-time employees. Note 2: Those who missed work for fewer than 180 days. Note 3: Those who missed work for fewer than 180 days, excluding the number of deaths.	15,545,090	15,822,222	15,883,259	22,336,239
	Number of people with general occupational injuries ^(Note 2)	Person		21	19	26	32
	Number of people with severe occupational injuries ^(Note 3)	Person		0	1	0	1
	Number of deaths	Person		0	0	0	0
	Number of people with recordable occupational injuries	Person		21	20	26	33

Item for Disclosure	Sub-item for Disclosure	Unit	Description	2021	2022	2023	2024
Occupational injury rate, Lost workday rate, Frequency Severity Indicator	Percentage of death caused by occupational injury (Note 1)	%	<p>Note 1: Death rate due to occupational injury = number of deaths * 10⁶ / total working hours</p> <p>Note 2: Rate of severe occupational injury = number of severe occupational injuries*10⁶/total working hours</p> <p>Note 3: Lost workday rate= total lost days * 200,000/total working hours</p> <p>Note 4: Lost day rate = total lost days * 10⁶/total working hours</p> <p>Note 5: $\sqrt{(\text{Disabling injury frequency FR} \times \text{Disabling injury severity rate SR})} \div 1000$</p> <p>Note 6: The total working hours here refer to the monthly statistics of the number of people and their working hours.</p>	0	0	0	0
	Percentage of severe occupational injury (Note 2)	%		0	0.06	0	0.04
	Lost workday rate (Note 3)	%		5.47	7.27	3.63	8.18
	Lost day rate (disabling frequency rate, Note 4)	%		27.34	36.34	18.13	40.88
	Percentage of recordable occupational injury (disabling frequency rate)	%		1.35	1.26	1.64	1.48
	Frequency-Severity Indicator (Note 5)	%		0.19	0.21	0.17	0.25
Disabling injury for contractors, manufacturers and franchised stores (excluding statistics on traffic incidents during commute)	Total number of working hours	Hour	Statistics of manufacturers and franchised stores was included from 2023	685,760	627,800	116,716,601	142,018,298
	Number of people with general occupational injuries	Person		1	1	10	18
	Number of people with general occupational injuries	Person		0	0	0	0
	Number of deaths	Person		0	0	0	0
	Number of people with recordable occupational injuries	Person		1	1	10	18
Rate of occupational injuries and lost days for contractors, manufacturers and franchised stores	Percentage of death caused by occupational injury	%	<p>Note 1:Rate of recordable occupational injury = total number of recordable occupational injuries*10⁶/total working hours</p> <p>Note 2: Lost day rate = total lost days * 200,000/total working hours</p> <p>Note 3: Lost day rate = total lost days * 10⁶/total working hours</p>	0	0	0	0
	Percentage of severe occupational injury	%		0	0	0	0
	Percentage of recordable occupational injury (disabling frequency rate) (Note 1)	%		1.46	1.59	0.09	0.13
	Lost day rate (disabling frequency rate) (Note 2)	%		15.75	28.67	1.21	0.81
	Lost day rate (disabling frequency rate) (Note 3)	%		78.74	143.36	6.07	4.05
Occupational disease		Person/times		0	0	0	0
Standard human capital return on investment		%	Human capital return on investment (ROI) $(a-(b-c))/c$ a: Total operating income (source: Financial Report) b: Total operating expenses (source: Financial Report) c: Total employee-related expenses (salary + welfare expenses including bonuses) (source: Financial Report) Note: The aforementioned information includes the human capital return on investment for President Chain Store Corporation and its subsidiaries.	8.17	8.36	8.36	8.37

GRI content index.....

Statement of use	President Chain Store Corporation has reported in accordance with the GRI Standards for the period 2024/1/1-2024/12/31. The indicators related to material topics in the GRI index table have been verified by a third party, while other topics are not included within the scope of external assurance.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	No sector standard applicable.

GRI standard / Other source	Disclosure	Location and Explanation		Omission Explanation
		Corresponding Section	Page	
General disclosures				
GRI 2: General Disclosures 2021	2-1 Organizational details	About This Report 2.1 Corporate Governance	4-5 42	
	2-2 Entities included in the organization's sustainability reporting	About This Report	4-5	
	2-3 Reporting period, frequency and contact point	About This Report	4-5	
	2-4 Restatements of information	1. Packaging Material Management: The plastic milk containers for business use were recalculated from 2021 to 2024. The statistical data before 2023 was estimated based on bags (15 milk containers per bag). The number of milk containers used and the unit weight was recalculated in 2024, and the data of the previous three years will be traced back to correct relevant disclosures from 2021 to 2023. 2. Appendix-Environment: The amount of recyclable waste from the headquarters building for 2023 has been corrected due to errors made during the previous reporting period. After correction, the data on recyclable waste from the headquarters building decreased by 1.5% compared to 2023 Sustainability Report. 3. Appendix-Environment: The food revenue for 2023 has been adjusted due to errors from the previous reporting period. After corrections, the food waste intensity data increased by 7.69% compared to 2023 Sustainability report.		
	2-5 External assurance	About This Report Appendix Limited Assurance Report Issued by the Accountant Appendix AA1000 Assurance Statement	4-5 201 204	
	2-6 Activities, value chain and other business relationships	About This Report 1.3 Materiality Assessment 3.1 Product and Service Innovation 3.3 Sustainable Supply Chain Management	4-5 23-31 62-65 72-80	
	2-7 Employees	Appendix: Historical Data	160-183	
	2-8 Workers who are not employees	5.1 Talent Attraction and Retention	122-133	

GRI standard / Other source	Disclosure	Location and Explanation		Omission Explanation
		Corresponding Section	Page	
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	1.2 Sustainable Development Committee 2.1 Corporate Governance	22 42	
	2-10 Nomination and selection of the highest governance body	2.1 Corporate Governance	42	
	2-11 Chair of the highest governance body	2.1 Corporate Governance	42	
	2-12 Role of the highest governance body in overseeing the management of impacts	1.2 Sustainable Development Committee 2.2 Risk Management	22 47	
	2-13 Delegation of responsibility for managing impacts	1.2 Sustainable Development Committee 2.2 Risk Management	22 47	
	2-14 Role of the highest governance body in sustainability reporting	About This Report 1.3 Materiality Assessment	4-5 23-31	
	2-15 Conflicts of interest	2.1 Corporate Governance	42	
	2-16 Communication of critical concerns	1.2 Sustainable Development Committee	22	
	2-17 Collective knowledge of the highest governance body	2.1 Corporate Governance	42	
	2-18 Evaluation of the performance of the highest governance body	2.1 Corporate Governance	42	
	2-19 Remuneration policies	2.1 Corporate Governance	42	
	2-20 Process to determine remuneration	2.1 Corporate Governance	42	
	2-21 Annual total compensation ratio	2.1 Corporate Governance	42	
	2-22 Statement on sustainable development strategy	Message from Management	6-7	
	2-23 Policy commitments	2 Achieving Sustainable Governance 3 Commitment to Sustainable Production and Sales 4 Creating a Sustainable Planet 5 Employee Welfare 6 Promotion of Social Welfare & Charity President Chain Store Corporation's policy commitments are simultaneously published on the official Sustainability website for the understanding of all stakeholders	40 61 84 120 142	
	2-24 Embedding policy commitments	2.1 Corporate Governance 3.3 Sustainable Supply Chain Management 5.3 Occupational Safety and Health President Chain Store Corporation Human Rights Due Diligence	42 73-74 69	

GRI standard / Other source	Disclosure	Location and Explanation		Omission Explanation
		Corresponding Section	Page	
GRI 2: General Disclosures 2021	2-25 Processes to remediate negative impacts	1.3 Materiality Assessment	23-31	
		2.1 Corporate Governance	42	
		2.3 Information Security and Privacy Protection	55	
		3.2 Customer Health and Safety	69	
		4.1 Environmental Management	86-91	
		5.1 Talent Attraction and Retention	122-133	
	5.2 Human Rights Management	133-135		
	5.3 Occupational Safety and Health	135-141		
	2-26 Mechanisms for seeking advice and raising concerns	2.1 Corporate Governance	42	
	2-27 Compliance with laws and regulations	2.4 Legal Compliance	57	
	2-28 Membership associations	Appendix: Historical Data	160-183	
	2-29 Approach to stakeholder engagement	1.4 Stakeholder Communication	32-37	
	2-30 Collective bargaining agreements	5.1 Talent Attraction and Retention	122-133	Not applicable. Not able to disclose since there is no collective bargaining agreement.
Material topics				
GRI 3: General Disclosures 2021	3.1 Process to determine material topics	1.3 Materiality Assessment	23-31	
	3.2 List of material topics	1.3 Materiality Assessment	23-31	
Information Security				
GRI 3: General Disclosures 2021	3-3 Management of material topics	1.3 Materiality Assessment	23-31	
		1.4 Stakeholder Communication	32-37	
		2.3 Information Security	55	
		2 Achieving Sustainable Governance	40	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	2.3 Information Security and Privacy Protection	55	
Risk Management				
GRI 3: Material Topics 2021	3-3 Management of material topics	1.3 Materiality Assessment	23-31	
		1.4 Stakeholder Communication	32-37	
		2.2 Risk Management	47	
		2 Achieving Sustainable Governance	40	

GRI standard / Other source	Disclosure	Location and Explanation		Omission Explanation
		Corresponding Section	Page	
Business performance				
GRI 3: General Disclosures 2021	3-3 Management of material topics	1.3 Materiality Assessment	23-31	
		2.1 Corporate Governance	42	
		4.3 Climate Change Mitigation and Adaptation Management	100-111	
	201-1 Direct economic value generated and distributed	2 Achieving Sustainable Governance	40	
	201-2 Financial implications and other risks and opportunities due to climate change			
Customer Health and Safety				
GRI 3: General Disclosures 2021	3-3 Management of material topics	1.3 Materiality Assessment	23-31	
		1.4 Stakeholder Communication	32-37	
		3.2 Customer Health and Safety	65-72	
		3 Commitment to Sustainable Production and Sales	61	
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	3.2 Customer Health and Safety	70	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	2.4 Legal Compliance	57	
Product Labeling and Marketing Communication				
GRI 3: General Disclosures 2021	3-3 Management of material topics	1.3 Materiality Assessment	23-31	
		1.4 Stakeholder Communication	32-37	
		3.2 Customer Health and Safety	65-72	
		3 Commitment to Sustainable Production and Sales	61	
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	3.2 Customer Health and Safety	71	
		2.4 Legal Compliance	57	
	417-2 Incidents of non-compliance concerning product and service information and labeling			
	417-3 Incidents of non-compliance concerning marketing communication	2.4 Legal Compliance	57	
Sustainable Supply Chain Management				
GRI 3: General Disclosures 2021	3-3 Management of material topics	1.3 Materiality Assessment	23-31	
		1.4 Stakeholder Communication	32-37	
		3.2 Customer Health and Safety	72-80	
		3 Commitment to Sustainable Production and Sales	61	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	3.3 Sustainable Supply Chain Management	75	
	308-2 Negative environmental impacts in the supply chain and actions taken	3.3 Sustainable Supply Chain Management	75-79	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	3.3 Sustainable Supply Chain Management	75	
	414-2 Negative social impacts in the supply chain and actions taken	3.3 Sustainable Supply Chain Management	75-79	

GRI standard / Other source	Disclosure	Location and Explanation		Omission Explanation
		Corresponding Section	Page	
Sustainable Procurement				
GRI 3: General Disclosures 2021	3-3 Management of material topics	1.3 Materiality Assessment	23-31	
		1.4 Stakeholder Communication	32-37	
		3.4 Sustainable Procurement	81-83	
		3 Commitment to Sustainable Production and Sales	61	
Packaging Material Management				
GRI 3: General Disclosures 2021	3-3 Management of material topics	1.3 Materiality Assessment	23-31	
		1.4 Stakeholder Communication	32-37	
		4.2 Packaging Material Management	92-100	
		4 Creating a Sustainable Planet	84-85	
Climate Change				
GRI 3: General Disclosures 2021	3-3 Management of material topics	1.3 Materiality Assessment	23-31	
		1.4 Stakeholder Communication	32-37	
		4.3 Climate Change Mitigation and Adaptation	100-111	
		4 Creating a Sustainable Planet	84-85	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	4.3 Climate Change Mitigation and Adaptation	110	
	302-2 Energy consumption outside of the organization	4.3 Climate Change Mitigation and Adaptation	110	
	302-3 Energy intensity	4.3 Climate Change Mitigation and Adaptation	110-111	
	302-4 Reduction of energy consumption	4.3 Climate Change Mitigation and Adaptation	110-111	
	302-5 Reductions in energy requirements of products and services	4.3 Climate Change Mitigation and Adaptation	107-108	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	4.3 Climate Change Mitigation and Adaptation	109	
	305-2 Energy indirect (Scope 2) GHG emissions	4.3 Climate Change Mitigation and Adaptation	109-110	
	305-3 Other indirect (Scope 3) GHG emissions	4.3 Climate Change Mitigation and Adaptation	109-110	
	305-4 GHG emissions intensity	4.3 Climate Change Mitigation and Adaptation	111	
	305-5 Reduction of GHG emissions	4.3 Climate Change Mitigation and Adaptation	107-108	
Food Loss and Waste Management / Waste Management				
GRI 3: General Disclosures 2021	3-3 Management of material topics	1.3 Materiality Assessment	23-31	
		1.4 Stakeholder Communication	32-37	
		4.4 Food Waste and Waste Management	112-119	
		4 Creating a Sustainable Planet	84-85	

GRI standard / Other source	Disclosure	Location and Explanation		Omission Explanation
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GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	4.4 Food Waste and Waste Management	112-113	
	306-2 Management of significant waste-related impacts	4.4 Food Waste and Waste Management	112-119	
	306-3 Waste generated	4.4 Food Waste and Waste Management	115-118	
	306-4 Waste diverted from disposal	4.4 Food Waste and Waste Management	115-118	
	306-5 Waste directed to disposal	4.4 Food Waste and Waste Management	115-118	
Talent Attraction and Retention				
GRI 3: Material Topics 2021	3-3 Management of material topics	1.3 Materiality Assessment	23-31	
		1.4 Stakeholder Communication	32-37	
		5.1 Talent Attraction and Retention	122-133	
		5 Employee Welfare	120-121	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Appendix: Historical Data	160-183	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	5.1 Talent Attraction and Retention	124-125	
	401-3 Parental leave	5.1 Talent Attraction and Retention	125-126	
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	5.1 Talent Attraction and Retention	123	
Occupational Health and Safety				
GRI 3: Material Topics 2021	3-3 Management of material topics	1.3 Materiality Assessment	23-31	
		1.4 Stakeholder Communication	32-37	
		5.3 Occupational Safety and Health	135-141	
		5 Employee Welfare	120-121	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	5.3 Occupational Safety and Health	139	
	403-2 Hazard identification, risk assessment, and incident investigation	5.3 Occupational Safety and Health	136-138	
	403-3 Occupational health services	5.3 Occupational Safety and Health	137-138	
	403-4 Worker participation, consultation, and communication on occupational health and safety	5.3 Occupational Safety and Health	135	

GRI standard / Other source	Disclosure	Location and Explanation		Omission Explanation
		Corresponding Section	Page	
GRI 403: Occupational Health and Safety 2018	403-5 Worker training on occupational health and safety	5.3 Occupational Safety and Health	137-138	
	403-6 Promotion of worker health	5.3 Occupational Safety and Health	141	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5.3 Occupational Safety and Health	137-139	
	403-8 Workers covered by an occupational health and safety management system	5.3 Occupational Safety and Health	139	
	403-9 Work-related injuries	5.3 Occupational Safety and Health Appendix: Historical Data	140 182-183	
	403-10 Work-related ill health	Appendix: Historical Data	182-183	
Human Rights				
GRI 3: Material Topics 2021	3-3 Management of material topics	1.3 Materiality Assessment 1.4 Stakeholder Communication 5.2 Human Rights Management 5 Employee Welfare	23-31 32-37 133-135 120-121	
GRI 406: Nondiscrimination 2016	406-1 Incidents of discrimination and corrective actions taken	5.2 Human Rights Management 5.3 Occupational Safety and Health	134 137-138	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	5.2 Human Rights Management	133-135	

GRI standard / Other source	Disclosure	Location and Explanation		Omission Explanation
		Corresponding Section	Page	
Social Welfare				
GRI 3: Material Topics 2021	3-3 Management of material topics	1.3 Materiality Assessment 1.4 Stakeholder Communication 6 Promotion of Social Welfare & Charity	23-31 32-37 142-143	
Other Topics				
GRI 200: Economic				
GRI 205: AntiCorruption 2016	205-3 Confirmed incidents of corruption and actions taken	2.1 Corporate Governance	42	
GRI 400: Social topics				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	5.1 Talent Attraction and Retention	124	
	404-3 Percentage of employees receiving regular performance and career development reviews	5.1 Talent Attraction and Retention	132-133	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	5.1 Talent Attraction and Retention	122	
	405-2 Ratio of basic salary and remuneration of women to men	5.1 Talent Attraction and Retention	123-124	

Sustainability Accounting Standards Board (SASB) Index

Topic	Code	Category	Accounting Metric	Page	Description
Fleet Fuel Management	FB-FR-110a.1	Quantitative	Fleet fuel consumed (GJ), percentage renewable (%)	110	Fleet fuel consumed (GJ): 649,762.49 GJ Percentage renewable : 0%
Air Emissions from Refrigeration	FB-FR-110b.1	Quantitative	Gross global Scope 1 emissions from refrigerants (metric tons CO2e)	109	23,585.86
	FB-FR-110b.2	Quantitative	Percentage of refrigerants consumed with zero ozone-depleting potential (%)	109	100%
	FB-FR-110b.3	Quantitative	Average refrigerant emissions rate (%)	—	No relevant data
Energy Management	FB-FR-130a.1	Quantitative	(1) Operational energy consumed (GJ) (2) percentage grid electricity (%) (3) percentage renewable (%)	110	(1) 4,114,384.59 GJ (2) 99.95% (3) 0.00%
Food Waste Management	FB-FR-150a.1	Quantitative	Amount of food waste generated (metric tons), percentage diverted from the waste stream (%)	115	Amount of food waste generated: 12,495.6570 metric tons Percentage diverted from the waste stream : 74.2602%

Topic	Code	Category	Accounting Metric	Page	Description
Data Security	FB-FR-230a.1	Quantitative	(1) Number of data breaches (2)percentage involving personally identifiable information (PII) (3)Description of approach to identifying and addressing data security risks	—	No data leak in 2024
	FB-FR-230a.2	Discussion and Analysis	Description of approach to identifying and addressing data security risks	57-59	Refer to 2.3 Information Security and Privacy Protection for details
Food Safety	FB-FR-250a.1	Quantitative	High-risk food safety violation rate	—	0.25%
	FB-FR-250a.2	Quantitative	(1) Number of recalls (2) Unit of recalls (3) Percentage of units recalled that are private-label products	—	(1)15 times (2)256,223 (3) 0.33%
Product Health & Nutrition	FB-FR-260a.1	Quantitative	Revenue from products labeled and/or marketed to promote health and nutrition attributes	69	NT\$32,721 million
	FB-FR-260a.2	Discussion and Analysis	Discussion of the process to identify and manage products and ingredients related to nutritional and health concerns among consumers	69	Refer to 3.2 Customer Health and Safety for details
Product Labeling & Marketing	FB-FR-270a.1	Quantitative	Number of incidents of non-compliance with industry or regulatory labeling and/or marketing codes	—	President Chain Store Corporation did not violate any regulations regarding product labeling or marketing in 2024
	FB-FR-270a.2	Quantitative	Total amount of monetary losses as a result of legal proceedings associated with marketing and/or labeling practices	—	President Chain Store Corporation did not violate any regulations regarding product labeling or marketing in 2024
	FB-FR-270a.3	Quantitative	Revenue from products labeled as (1) containing genetically modified organisms (GMOs) and (2) non-GMO	73	(1)President Chain Store Corporation does not have products containing GMO (2)NT\$113,507,827
Labor Practices	FB-FR-310a.1	Quantitative	(1) Average hourly wage and (2) percentage of in-store and distribution center employees earning minimum wage, by region	—	No relevant data in 2024
	FB-FR-310a.2	Quantitative	Percentage of active workforce covered under collective bargaining agreements	192-193	We formulated Labor-Management Negotiation Regulations in accordance with the law and regularly hold labor-management meetings, which are attended by 5 representatives from each side. Employee representatives are assigned by Labor Union and represent 100% of the employees.
	FB-FR-310a.3	Quantitative	(1) Number of work stoppages and (2) total days idle	123	There was no strike or suspension in 2024
	FB-FR-310a.4	Quantitative	Total amount of monetary losses as a result of legal proceedings associated with: (1) labor law violations and (2) employment discrimination	133	There was no compliance incident regarding labor law violations in 2024
Management of Environmental & Social Impacts in the Supply Chain	FB-FR-430a.1	Quantitative	Revenue from products third-party certified to environmental or social sustainability sourcing standard	86	NT\$366.68 million
	FB-FR-430a.2	Quantitative	Percentage of revenue from (1) eggs that originated from a cage-free environment and (2) pork produced without the use of gestation crates	—	(1) 0.00102% (2) N/A
	FB-FR-430a.3	Discussion and Analysis	Discussion of strategy to manage environmental and social risks within the supply chain, including animal welfare	74-84 86	Refer to 3.3 Sustainable Supply Chain Management and 3.4 Sustainable Procurement for details
	FB-FR-430a.4	Discussion and Analysis	Discussion of strategies to reduce the environmental impact of packaging	95-100	Refer to the 4.2 Packaging Material Management for details
Activity Metrics	FB-FR-000.A	Quantitative	Number of retail locations	62	As of the 2024, President Chain Store Corporation has 7,077 stores (combo stores are counted as 1), covering an area of 1,216,705 square meters (the total includes combo stores).
	FB-FR-000.B	Quantitative	Total area of retail space	—	

Task Force on Climate-Related Financial Disclosures and Index table of climate-related information of listed companies

TCFD Recommended Disclosures			Climate-related information for listed companies	Corresponding Chapter	Page no.
Governance	TCFD 1(a)	Describe the board's oversight of climate-related risks and opportunities.	1. Describe the oversight and managing of climate-related risks and opportunities from board and management.	4.3 Climate Change Mitigation and Adaptation	100-111
	TCFD 1(b)	Describe management's role in assessing and managing risks and opportunities.		1.2 Sustainable Development Committee	22-23
Strategy	TCFD 2(a)	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	2. Describe how the identified climate risks and opportunities affect the businesses, strategy, and financial planning(short, medium and long term).	4.3 Climate Change Mitigation and Adaptation	103-104
	TCFD 2(b)	Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	3. Describe the financial impact from extreme climate and company's transition actions.	4.3 Climate Change Mitigation and Adaptation	106-108
	TCFD 2(c)	Describe the resilience of the organization's strategy, taking into consideration different climaterelated scenarios, including a 2°C or lower scenario.	5. If scenario analysis is used to assess resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors and major financial impacts used should be explained.	4.3 Climate Change Mitigation and Adaptation	103-105
Risk Management	TCFD 3(a)	Describe the organization's processes for identifying and assessing climate-related risks	4. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	4.3 Climate Change Mitigation and Adaptation	102
	TCFD 3(b)	Describe the organization's processes for managing climate-related risks.		4.3 Climate Change Mitigation and Adaptation	101-105
	TCFD 3(c)	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.		2.2 Risk Management 4.3 Climate Change Mitigation and Adaptation	47 100-101
Metrics and Targets	TCFD 4(a)	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	6. Explain the content of plan, and the metrics and targets used to identify and manage physical risks and transition risks if company has transition plan to manage climate-related risks 7. Explain how the price is determined if internal carbon pricing is used.	4.3 Climate Change Mitigation and Adaptation	108-111
	TCFD 4(b)	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	9. Condition of greenhouse gas inventory and assurance	4.3 Climate Change Mitigation and Adaptation Appendix-Greenhouse Gas Inventory and Assurance Status	108-109 195
	TCFD 4(c)	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	8. The covered activities, scope of greenhouse gas emissions, schedule planning and annual progress should be explained if company set are climate-related targets; if carbon offsets or renewable energy certificates (RECs) are used to achieve the targets, the source and quantity of carbon reduction credits to be exchanged or the renewable energy certificates (RECs) should be explained.	4.3 Climate Change Mitigation and Adaptation 4 Creating a Sustainable Planet	110-111 84-85

(Note1) Please refer to the President Chain Store Corporation's Climate-related Disclosures Report for details on climate-related financial disclosures.

Greenhouse Gas Inventory and Assurance Status

- The parent company is required to report its Greenhouse Gas Inventory since 2024.
- All subsidiaries in consolidated financial statement are required to report its Greenhouse Gas Inventory since 2024.

The consolidated company has established a greenhouse gas inventory mechanism based on the ISO 14064-1 standards for greenhouse gas inventory published by the International Organization for Standardization (ISO).

Since 2024, President Chain Store Corporation will conduct annual assurance of greenhouse gas emissions for the parent company and subsidiaries included in the consolidated financial statements. This process aims to comprehensively monitor the emission of greenhouse gases and audit the effectiveness of reduction measures. Additionally, the greenhouse gas inventory data for the past two years has been aggregated according to the operational control approach, including greenhouse gas emissions from the parent company and all subsidiaries in the consolidated financial statements, as detailed below:

Greenhouse Gas Emissions	2023		2024	
	Total emissions(Metric Tons of CO ₂ e)	Intensity(Metric Tons of CO ₂ e/NT\$ million revenue)	Total emissions (Metric Tons of CO ₂ e)	Intensity(Metric Tons of CO ₂ e/NT\$ million revenue)
Parent company	Scope 1 : Direct emissions	30,177.03	—	25,562.65
	Scope 2 : Indirect emissions	513,790.60		564,564.64
	Total	543,967.63		590,127.29
Subsidiaries in consolidated financial statement	Scope 1 : Direct emissions	—	—	458,559.90
	Scope 2 : Indirect emissions	—		221,046.26
	Total	—		679,606.16
Total	543,967.63	2.75	1,269,733.45	3.76

Appendix I: 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”)

Number	Subject Matter Information	Page No.	Applicable Criteria	Regulations
1	The Product Safety Committee focuses on safety and quality, and establishes a unified management system for its private-label products, with the scope of 100% of its private-label products. One meeting was convened in 2024, with the discussion focusing on reporting and tracking important business security information, planning and responding to changes in regulations.	P.67	2024 Product Safety Committee organization and operations management procedures and the total number of Product Safety Committee meetings in 2024 and the types and percentage of products under its influence. The percentage is calculated according to the Product Safety Committee's scope and results of its operation. If all of the Company's products are under its influence, the percentage is 100%.	Item 1
2	President Chain Store Corporation gathers and tracks information related to product safety in accordance with our "Product Safety Information Collection and Review Tracking Standards." The information is handled using layered management. The Standards apply to all President Chain Store Corporation privately labelled products. In 2024, the Company collected 387 product safety-related memos, including 9 A-level information, 295 B-level information and 83 L-level information. (Note) A-, B-, and L-level information is based on the date that the information	P.68	Product safety information collected in 2023 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%.	Item 1
3	In 2024, the initial logistics mechanism was implemented on 100% exclusive selling and privately labelled products including rice, fresh noodles, salads, cooked food, refrigerated flavored breads and fresh foods.	P.71	In line with the Company's initial transport logistics distribution management mechanism, the initial transport incorporation reached 100% of the product categories in 2024. The percentage is based on the percentage of the Company's total sales of this product category in 2023 from the sales of the products supplied by the manufacturers that have signed the initial transportation logistics and distribution contracts in 2024.	Item 1
4	President Chain Store Corporation performs quality assurance audits through the engagement of an external management consulting company. In 2024, 99.55% of all retail stores underwent this audit.	P.72	The percentage of all retail stores (Note) that were audited by the management consulting company according to the retail mechanism for managing and examining expired products from shelves. (Note) Calculated based on the total number of retail stores as of December 31, 2024.	Item 1
5	President Chain Store Corporation hired a management consulting company to audit the quality assurance training certification status of stores, with 99.45% of the retail stores audited in 2024.	P.72	The annual percentage of all retail stores (Note) 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. (Note) Calculated based on the total number of retail stores as of December 31, 2024.	Item 1

Number	Subject Matter Information	Page No.	Applicable Criteria	Regulations
6	Food products sold through President Chain Store Corporation 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. In 2024, issues arose with Shrimp Strips using chili powder containing Sudan dyes, and Melona popsicles failed to meet the regulatory food inspection standards. President Chain Store Corporation was required to remove a total of 7,313.04 kilograms of products from the shelves twice in accordance with the official letter of the competent authority. In addition to complying with the competent authority to remove products from the shelves, President Chain Store Corporation also independently reviews the quality of products sold, as well as taking the initiative to remove irregular products from the shelves. In 2024, two directly operated President Chain Store Corporation stores received fines for violating Article 15-1 (8. expiry date) of the Act Governing Food Safety and Sanitation for selling expired products. The three incidents accounted for a total of NT\$420,000 in fines. In 2024, President Chain Store Corporation headquarters received fines for 4 cases of franchise stores violating Article 15-1 Act Governing Food Safety and Sanitation. The total amount of fines is currently under calculation.	P.58	The number of letters and amount of fine received from competent authorities notifying of fines for President Chain Store Corporation chain retail locations violating the Act Governing Food Safety and Sanitation and its subordinate legislations in 2024, as well as the number of products and the weight of products removed from the shelves.	Item 2
7	In 2024, 92.94% of the total procurement amount of paper food packaging materials such as paper cups, paper bags, cartons and paper bowls used in the stores are produced by factories verified by FSCTM/PEFCTM.	P.81	The procurement amount of packaging materials printed with FSCTM and PEFCTM in 2024 is divided by the total procurement amount based on the items in the numerator.	Item 3
Not applicable as President Chain Store Corporation does not have any self-operated factories.				Item 4
8	In 2024, there were a total of 50 suppliers of private-label brand food products with whom President Chain Store Corporation had a cooperative relationship (Note 1) (including manufacturers, suppliers of raw materials through direct transactions and suppliers of egg products). 100% (Note 3) of those suppliers were audited (Note 2). A total of 155 audits were performed on the 50 suppliers with all 155 audits passing, with the compliance rate of 100%. (Note 1) Defined as (1) Suppliers that passed the assessment prior to 2024 and passed internal submission. (2) New suppliers that successfully passed the introduction assessment during 2024. (3) Those eligible to halt assessment in 2024 are also included. (Note 2) The audited items are those listed in the "Assessment Criteria." (Note 3) Two factories of own label products suppliers, two factories of direct raw materials suppliers, and one egg processing supplier ended their transactions and cooperation with President Chain Store Corporation based on the result of the last supplier assessments. Therefore, no audit was not necessary in 2024 according to the corresponding rules.	P.79	The number of suppliers, percentages, items evaluated, number of audits, and results for evaluations of own label product and food suppliers according to Rules for Onsite Appraisal of Manufacturers by Private-label Product Committee, Raw material supplier and Management rules, and Management and Operations Rules for Professional-Use Egg Product Raw Materials.	Item 5

Number	Subject Matter Information	Page No.	Applicable Criteria	Regulations
9	In 2024, there were 13 suppliers of single-use products ^(Note 1) , with 100% audited. A total of 16 audits on these 13 suppliers' assessment items were performed, resulting in 16 passing audit results and a passing rate is 100%. ^(Note 1) Refers to domestic suppliers of disposable paper cups, bowls and similar items which come into contact with food and are provided to the consumers.	P.79	The number of disposable merchandise supplier evaluated, percentage, items evaluated, times of evaluation and results are showed according to the "Management Rules for Site Assessment of Suppliers of Products Related to Store Safety."	Item 5
10	President Chain Store Corporation meets the definition of a vendor of box meals as set forth in Article 9 of the Act Governing Food Safety and Sanitation and set up a traceability system for the meal box category in accordance with the official document (Food and Drug Administration Document No.1071300516 authorized by the Ministry of Health and Welfare on 26 June, 2018), a total of 752 products in the meal box category ^(Note) have undergone traceability management (must be traceable) in 2024, taking up 100% of all box meal items in the current year. ^(Note) Indicating the products which consist of grains (rice or noodles), processed grains, agriculture, livestock and seafood and which are processed to be served to groups or individuals. Those products are served with clear labels or pictures of the ingredients and are served in the way of boxes or large decorative containers. The products can be eaten after brief heating up. Those products do not include the baked items served in the box.	P.70	In 2024, the total number of box meal items logged by the company in the food traceability and tracking management information system (must be traceable), and its percentage in the number of all box meal items in the current year. The percentage is calculated by dividing the number of items registered in the must be traceable box meal items by the total number of all meals.	Item 6
11	As of the end of 2024, the laboratory conducted 640 test items per the announcements and requirements of the competent authority including CNS, the Taiwan Food and Drug Administration, etc.	P.70	The number of test items ^(Note) provided by the quality testing laboratory in accordance with the announcements and recommendations of CNS or the Taiwan Food and Drug Administration of the Ministry of Health and Welfare, Executive Yuan, and the number of test items for government-approved food additives as of the end of 2024. ^(Note) These test items include standard methodologies and methodologies developed by President Chain Store Corporation.	Item 7
12	Another 125 test items of self-inspection that do not follow directives from the aforementioned announced methodologies were conducted.	P.70	The number of non-compulsory test items provided by the quality testing laboratory referencing regulations in other countries or international journals (not according to announcements and recommendations of CNS or the Taiwan Food and Drug Administration of the Ministry of Health and Welfare, Executive Yuan ^(Note) , or not for government-approved food additives) as of the end of 2024. ^(Note) These test items include standard methodologies and methodologies developed by President Chain Store Corporation.	Item 7

Number	Subject Matter Information	Page No.	Applicable Criteria	Regulations
13	President Chain Store Corporation's Quality Testing Laboratory obtained certifications following test items specified by TFDA and TAF (ISO/IEC 17025:2017).	P.70	Laboratory certified by the Taiwan Food and Drug Administration (TFDA) of the Ministry of Health and Welfare and Taiwan Accreditation Foundation (TAF).	Item 7
14	Taiwan Accreditation Foundation (TAF) certified test items: ISO/IEC 17025:2005 certified items: 1.Microorganisms: 4 2.Caffeine: 1 3.Ochratoxin: 1 4. β -agonist: 21	P.70	Test items and the total number of test items certified by the Taiwan Accreditation Foundation (TAF).	Item 7
15	Taiwan Food and Drug Administration (TFDA) of the Ministry of Health and Welfare certified item: 1.Microorganisms: 1	P.70	Items and the total number of items certified by the Taiwan Food and Drug Administration (TFDA) of the Ministry of Health and Welfare.	Item 7
16	The quality testing laboratory resulted in costs of NT\$43,655 thousand, including NT\$25,229 thousand for entrusted laboratories ^(Note) , accounting for 0.02% of the Company's operating revenue. ^(Note) The quality testing laboratory costs include tests, salaries, depreciation, rentals, equipment repair and maintenance, as well as miscellaneous purchases.	P.70	The percentage of operating revenue on financial reports that is allotted to quality testing laboratory expenditures in 2024.	Item 7
17	In 2024, a total of 845 tests were run on products and raw materials, with 842 passing the test. The passing rate was 99.64%.	P.70	The number of test items ^(Note) provided by the quality testing laboratory in accordance with the announcements and recommendations of CNS or the Taiwan Food and Drug Administration of the Ministry of Health and Welfare, Executive Yuan, and the number of test items for government-approved food additives. ^(Note) These test items include standard methodologies and methodologies developed by President Chain Store Corporation.	Item 7
18	During 2024, suppliers of private-label products (including manufacturers, suppliers of raw materials through direct transactions and suppliers of egg products) numbered 50 companies. If calculating using the number of the plants, there were a total of 99 manufacturing sites, among those 51 were manufacturers of private-label food products within Taiwan. Of these, 100% of manufactures obtained international food safety management system ISO 22000 certification.	P.79	The number of private-label product food suppliers, total number of factories, total number of original design manufacturers in Taiwan, ISO 22000 certifications, and total number of original design manufacturers in Taiwan certified to ISO 22000 in 2024.	Voluntary assurance

Number	Subject Matter Information	Page No.	Applicable Criteria	Regulations
19	In 2024, the total electricity consumption of all the inspected locations reached 1,142,843.4 MWh, with the total energy consumption of 4,114,384.59 GJ energy consumption. Purchased electricity accounts for 99.95%. 0% of renewable energy was consumed in 2024.	P.110	<p>Total energy consumption (GJ) ^(Note 1) = purchased electricity (all stores in Taiwan ^(Note 2), shopping centers, headquarters, regional offices and training center) ^(Note 3) + gasoline (company vehicles) ^(Note 4) + diesel (company vehicles) ^(Note 5)</p> <p>Percentage of purchased electricity (%) = (power from purchased electricity (GJ) ÷ total energy consumption (GJ)) X 100%</p> <p>Percentage of renewable energy usage (%) = (consumption of renewable energy (GJ) ÷ total energy consumption (GJ)) X 100%</p> <p>(Note 1) Data for total energy consumption and purchased electricity are from the Greenhouse Gas Verification Opinion verified by a third party. 1GJ=1,000,000,000J</p> <p>(Note 2) The number of stores include the ones that have moved or closed.</p> <p>(Note 3) Energy consumption of purchased electricity = electricity consumption (kWh) × calorific value of 860 (kcal/kWh) × 0.000004184 (GJ/ kcal). The calorific value is taken from the unit calorific value table of energy products announced by Bureau of Energy.</p> <p>(Note 4) Energy consumption of gasoline = oil consumption (liter) × calorific value of 7,800 (kcal/ liter) × 0.000004184 (GJ/ kcal). Calorific value is taken from the unit calorific value table of energy products announced by the Bureau of Energy.</p> <p>(Note 5) Energy consumption of diesel = oil consumption (liter) × calorific value of 8,400 (kcal/ liter) × 0.000004184 (GJ/ kcal). The calorific value is taken from the unit calorific value table of energy products announced by the Bureau of Energy.</p>	Item 8
20	In 2024, the total water withdraw of President Chain Store Corporation was 4,092,852.30 cubic meters, and the total water consumption was 143,591.52 cubic meters. The scope covers stores, head office, shopping centers and regional offices.	P.88	<p>Water withdraw: all operating locations (all stores in Taiwan ^(Note 1, 2), shopping centers, head office, regional offices and training center ^(Note 3), report the water withdraw in each period of the current year and the basis (water bill), as well as the amount of purchased ice cubes.</p> <p>Water consumption: report the sales volume of fresh-brewed beverages (coffee, tea, bubble tea, etc.) and relevant water consumption, the quantity of purchased ice cubes ^(Note 4) used and their water consumption, and statistical reports for the current year.</p> <p>Total water consumption (m³) = [(total water consumption of fresh-brewed beverages (ml)) + (water consumption of purchased ice cubes (ml))] ÷ 1,000,000</p> <p>(Note 1) The number of stores include the ones that have moved or closed.</p> <p>(Note 2) For stores without separate water meters, the calculation is based on the average value of all stores with independent water meters.</p> <p>(Note 3) The regional offices and training center do not have independent water meters. Therefore, the statistics is calculated by multiplying the per capita water withdraw of headquarters by the total number of people in the regional offices. Reporting the number of stores and the area occupied by the stores in the current year.</p> <p>(Note 4) Including the amount ice cubes purchased and made by the ice machines.</p>	Item 9
21	As of the end of 2024, President Chain Store Corporation has 7,077 stores (combo stores are counted as one) covering an area of 1,240,855 square meters (the total includes combo stores).	P.193	Reporting the number of stores and the area occupied by the stores in the current year.	Item 10

Limited Assurance Report Issued by the Accountant



會計師有限確信報告

資會綜字第 25002946 號

統一超商股份有限公司 公鑒：

本會計師受統一超商股份有限公司（以下簡稱「貴公司」）之委任，對 貴公司選定 2024 年度永續報告書所報導之關鍵績效指標（以下簡稱「所選定之關鍵績效指標」）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。

標的資訊與適用基準

本確信案件之標的資訊係 貴公司上開所選定之關鍵績效指標，有關所選定之關鍵績效指標及其適用基準詳列於 貴公司 2024 年度永續報告書之「確信項目彙總表」。前述所選定之關鍵績效指標之報導範圍業於永續報告書之「報告書時間、邊界與數據」段落述明。

上開適用基準係為臺灣證券交易所「上市公司編製與申報永續報告書作業辦法」與相關問答集及有關法令之規定，以及 貴公司依行業特性與其所選定之關鍵績效指標參採或自行設計其他基準。

管理階層之責任

貴公司管理階層之責任係依照適用基準編製永續報告書所選定之關鍵績效指標，且設計、付諸實行及維持與所選定之關鍵績效指標編製有關之內部控制，以確保所選定之關鍵績效指標未存有導因於舞弊或錯誤之重大不實表達。

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。

會計師之獨立性及品質管理

本會計師及本事務所已遵循會計師職業道德規範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、專業能力及專業上應有之注意、保密及專業行為。

本事務所適用品質管理準則 1 號「會計師事務所之品質管理」，該品質管理準則規定會計師事務所設計、付諸實行及執行品質管理制度，包含與遵循職業道德規範、專業準則及所適用法令有關之政策或程序。

資誠聯合會計師事務所 PricewaterhouseCoopers, Taiwan
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會計師之責任

本會計師之責任係依照確信準則 3000 號「非屬歷史性財務資訊查核或核閱之確信案件」規劃及執行有限確信案件，基於所執行之程序及所獲取之證據，對第一段所述 貴公司所選定之關鍵績效指標是否未存有重大不實表達取得有限確信，並作成有限確信之結論。

依確信準則 3000 號之規定，本有限確信案件工作包括評估 貴公司採用適用基準編製永續報告書所選定之關鍵績效指標之妥適性、評估所選定之關鍵績效指標導因於舞弊或錯誤之重大不實表達風險、依情況對所評估風險作出必要之因應，以及評估所選定之關鍵績效指標之整體表達。有關風險評估程序（包括對內部控制之瞭解）及因應所評估風險之程序，有限確信案件之範圍明顯小於合理確信案件。

本會計師對第一段所述 貴公司所選定之關鍵績效指標所執行之程序係基於專業判斷，該等程序包括查詢、對流程之觀察、文件之檢查是否適當之評估，以及與相關紀錄之核對或調節。

基於本案件情況，本會計師於執行上述程序時：

- 已對參與編製所選定之關鍵績效指標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，已對所選定之關鍵績效指標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。

相較於合理確信案件，有限確信案件所執行程序之性質及時間不同，其範圍亦較小，故於有限確信案件所取得之確信程度亦明顯低於合理確信案件中取得者。因此，本會計師不對 貴公司所選定之關鍵績效指標在所有重大方面，是否依照適用基準編製，表示合理確信之意見。

此報告不對 2024 年度永續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。



有限確信之結論

依據所執行之程序與所獲取之證據，本會計師並未發現第一段所述 貴公司所選定之關鍵績效指標在所有重大方面有未依照適用基準編製之情事。

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所選定之關鍵績效指標或適用基準之變更，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

張瑞婷



西元 2025 年 7 月 30 日

AA1000 Assurance Statement



ASSURANCE STATEMENT

SGS TAIWAN LTD.'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE PRESIDENT CHAIN STORE CORP.'S SUSTAINABILITY REPORT FOR 2024

NATURE AND SCOPE OF THE ASSURANCE

SGS Taiwan Ltd. (hereinafter referred to as SGS) was commissioned by PRESIDENT CHAIN STORE CORP. to conduct an independent assurance of the Sustainability Report for 2024. The assurance is based on the SGS Sustainability Report Assurance methodology and AA1000 Assurance Standard v3 Type 2 High level during 2025/03/20 to 2025/05/12. The boundary of this report includes President Chain Store Corporation's operational and service sites in Taiwan as disclosed in the Sustainability Report of 2024. The boundary is not the same as President Chain Store Corporation's consolidated financial statements.

SGS reserves the right to update the assurance statement from time to time depending on the level of report content discrepancy of the published version from the agreed standards requirements.

INTENDED USERS OF THIS ASSURANCE STATEMENT

The information in the President Chain Store Corp.'s Sustainability Report of 2024 and its presentation are the responsibility of the directors or governing body (as applicable) and the management of President Chain Store Corp.

RESPONSIBILITIES

The information in the President Chain Store Corp.'s Sustainability Report of 2024 and its presentation are the responsibility of the directors or governing body (as applicable) and the management of President Chain Store Corp. SGS has not been involved in the preparation of any of the material included in the President Chain Store Corp.'s Sustainability Report.

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of assurance based upon sufficient and appropriate objective evidence.

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

The assurance of this report has been conducted according to the AA1000 Assurance Standard (AA1000AS v3), a standard used globally to provide assurance on sustainability-related information across organizations of all types, including the evaluation of the nature and extent to which an organization adheres to the AccountAbility Principles (AA1000AP,2018).

Assurance has been conducted at a type 2 high level of scrutiny.

SCOPE OF ASSURANCE AND REPORTING CRITERIA

The scope of the assurance included evaluation of quality, accuracy and reliability of specified performance information as detailed below and evaluation of adherence to the following reporting criteria:

Reporting Criteria Options

1	AA1000 Accountability Principles (2018)
2	GRI (In Accordance with)

- The evaluation of the reliability and quality of specified sustainability performance information in President Chain Store Corp.'s Sustainability Report is limited to determined material topics or those clearly marked in the report as conducted in accordance with type 2 of AA1000AS v3 sustainability assurance engagement at a high level of scrutiny for President Chain Store Corp. and moderate level of scrutiny for its subsidiaries or joint ventures.
- The evaluation of the report against the requirements of GRI Standards, includes GRI 1, GRI 2, GRI 3, 200, 300 and 400 series claimed in the GRI content index as material and is conducted in accordance with the standards.

SPECIFIED PERFORMANCE INFORMATION AND DISCLOSURES INCLUDED IN SCOPE

The specified performance information includes the following items:

- The data for 2024, which is related to GRI 2, GRI 3, GRI 200, 300 and 400 series claimed in the GRI content index as material in President Chain Store Corp.'s Sustainability Report
- Statistics of Packaging Materials Consumption for Private-Label
- Average salary ratio between men and women
- KPIs for Supplier Screening & KPIs for Supplier Assessment and Development, including supplier screening program, supplier assessment program, corrective action plan and capacity building programs
- Lost-Time Injuries Frequency Rate, LTIFR
- Lost Workday Rate, LWR
- Fatalities - Employees & Contractors

ASSURANCE METHODOLOGY

The assurance comprised a combination of desktop research, interviews with relevant employees, superintendents, Sustainability committee members and the senior management in Taiwan; documentation and record review and validation with external bodies and/or stakeholders where relevant.

LIMITATIONS

Financial data drawn directly from independently audited financial accounts, Task Force on Climate-related Financial Disclosures (TCFD) and SASB have not been checked back to source as part of this assurance process.

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 President Chain Store Corp., 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 professional qualifications such as ISO 26000, ISO 20121, ISO 50001, RBA, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance service provisions.

FINDINGS AND CONCLUSIONS

ASSURANCE OPINION

On the basis of the methodology described and the assurance work performed, we are satisfied that the specified performance information included in the scope of assurance is accurate, reliable, has been fairly stated and has been prepared, in all material respects, in accordance with the AA1000 AccountAbility Principles (2018).

We believe that the organisation has chosen an appropriate level of assurance for this stage in their reporting.

ADHERENCE TO AA1000 ACCOUNTABILITY PRINCIPLES (2018)

INCLUSIVITY

President Chain Store Corp. has demonstrated a good commitment to stakeholder inclusivity and stakeholder engagement. A variety of engagement efforts such as survey and communication to employees, customers, suppliers, investors, and other stakeholders are implemented to underpin the organization's understanding of stakeholder concerns. For future reporting, President Chain Store Corp. may proactively consider having more direct two-ways involvement of stakeholders during future engagement.

MATERIALITY

President Chain Store Corp. has established effective 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.

RESPONSIVENESS

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

IMPACT

President Chain Store Corp. has demonstrated a process on identify and fairly represented impacts that encompass a range of environmental, social and governance topics from wide range of sources, such as activities, policies, programs, decisions and products and services, as well as any related performance. Measurement and evaluation of its impacts related to material topic were in place at target setting with combination of qualitative and quantitative measurements.

QUALITY AND RELIABILITY OF SPECIFIED PERFORMANCE INFORMATION

On the basis of the verification work performed, we checked President Chain Store Corp.'s minutes of meetings, management documents, system reports, ISO certifications, internal audit reports. We have confidence that the specified performance information included in the scope of assurance is reliable at a high level of scrutiny for President Chain Store Corp. and at a moderate level of scrutiny for its subsidiaries or joint ventures.

ADHERENCE TO GRI

The report, President Chain Store Corp.'s Sustainability Report of 2024, is reporting in accordance with the GRI Universal Standards 2021. The significant impacts were assessed and disclosed in accordance with the guidance defined in GRI 3: Material Topic 2021 and the relevant 200/300/400 series Topic Standard related to the material topics claimed in the GRI content index. The report has properly disclosed information related to President Chain Store Corp.'s contributions to sustainability development. For future reporting, it is recommended President Chain Store Corp. to improve its disclosure of the management of significant human rights impacts as well as GRI 2-21.

Signed:
For and on behalf of SGS Taiwan Ltd.



Stephen Pao
Business Assurance Director
Taipei, Taiwan
01 June, 2025
WWW.SGS.COM



2024
**President Chain
Store Corporation**
Sustainability Report

Dedicated to Creating a
“Lifestyle Service Platform”