

5

A Good Neighbor Creating A Harmonious Working Environment



In 2013, about 286 employees with disabilities were hired, which is **3.66 times** the required number.



Salary increased about **2%** for 81.48% employees in 2013



53 auditors were trained for internal audit to implement the principle of fair labor

5.1

Implementation of the Employee Care Program

Being a happy corporation is PCSC's vision and objective. We believe that only the happy employees can show PCSC's value completely to our customers and only the satisfied employees can provide great service and consequently create satisfied consumers, so we hope to continuously bring new surprises and happiness to our employees and customers through superior and innovative products and services as well as perfect career planning. In PCSC, our employees not only work to live but also create their dream life while learning as they realize their life value. The close connection between employees in the stores, franchisees, staff from logistics departments and partners from related corporations enables us to provide the communities with the most convenient services. With our thorough career planning, safe working environment, improved staff welfare and reward mechanism, we make each member of the team feel proud of PCSC.

Our Partners

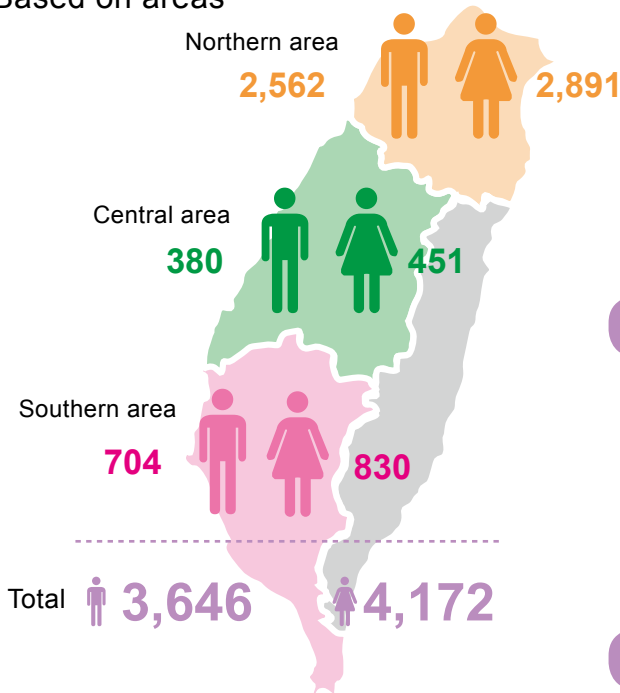
PCSC has established seven operational regions around Taiwan and each region has its own operational headquarters. In order to provide immediate response to the stores and the consumer, the number of employees reaches 7,718 including 10 female foreigners by Dec. 31st, 2013. If counting the hourly-rated employees at the franchisees and subordinate stores, the number can be more than 30 thousand. In addition to assisting the full-time employees in pursuing their dreams, the business characteristics of 24-hour operations all year around and demand for large amount of front-line staff to interact with customers also enable us to provide more part-time job opportunities for people who re-enter the job market and the students; we also launch cooperative programs with high schools and vocational schools to allow the students to earn school credits and part-time income simultaneously while accumulating working experience at an early age.



Employee Data (Statistics as of Dec. 31st, 2013)

Male Female

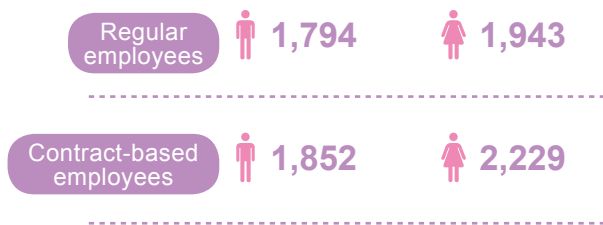
Based on areas



Based on employment types



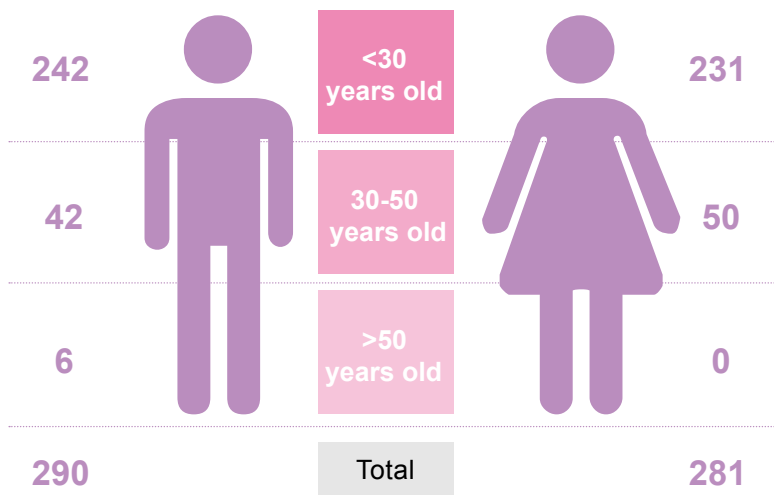
Based on employment contracts



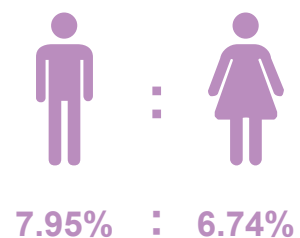
Age Distribution (Statistics as of Dec. 31st, 2013)

	<30 years old		30-50 years old		>50 years old		Total
	Male	Female	Male	Female	Male	Female	
Store employees	1,704	1,813	833	1,432	23	66	5,871
Managerial employees	50	26	568	130	79	3	856
Non-managerial employees	39	141	318	551	32	10	1,091
Total	1,793	1,980	1,719	2,113	134	79	7,818

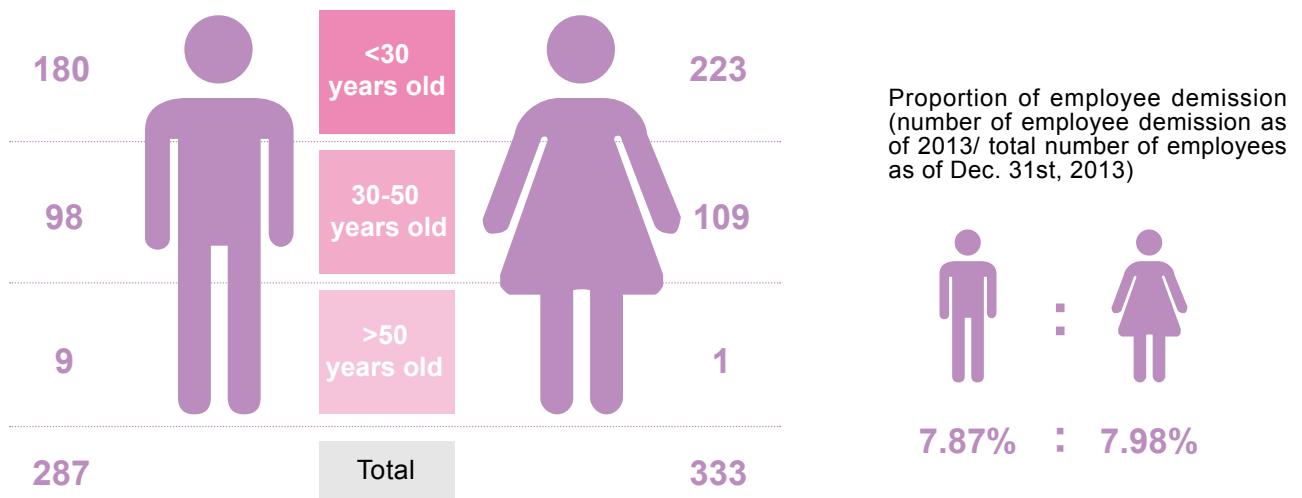
Number and Proportion of New Employees in 2013



Proportion of new employees (new employees of 2013/ total number of employees as of Dec. 31st, 2013)



Number and Proportion of Staff Demission in 2013



Diversified Employee Structures (Statistics as of Dec. 31st, 2013)

Number of ethnic minorities and disadvantaged groups (percentage)

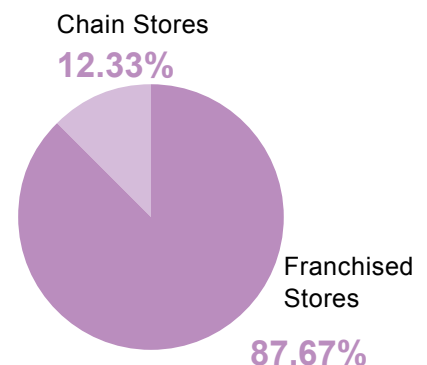


Note: The groups include the indigenous people and people with disabilities

As for the employment of hourly-rated employees, we strictly observe the Labor Standards Act in Taiwan and never hire people under 15 years old; besides, we also uphold the philosophy that employment support is the most direct assistance for the disadvantaged to live independently, so we provide more job opportunities to the disadvantaged groups with disabilities and also warmly welcome middle-aged women to take part-time jobs and realize re-employment. In 2013, the headquarters and retail stores have employed 286 employees with disabilities, accounting for 3.66%, which is 3.66 times the required number, providing many disadvantaged groups with opportunities of stable employment and independent living. Moreover, we also hired about 100 indigenous people, accounting for 1.28% of the total employees, providing a harmonious and diversified working environment.

Franchisees

The franchise system of PCSC can be divided into Franchise Chain and License Chain. Franchise chain requires franchisees to have their own store fronts. License chain is the franchise format that the headquarters offer the store front. The number of franchisees in 2013 is up to 3,361, operating about 87.67% stores in Taiwan, and the percentage of franchisees in island districts is 100%. As for more information about franchisees, please refer to our website <http://www.7-11.com.tw/fr/index.asp>.





2013 Satisfaction Survey

Franchisees are the primary party of interest of PCSC. To listen to their voices and conduct interaction and feedback, we carried out a satisfaction survey among our franchised stores for further improvement and communication. The recovery rate of valid questionnaires is about 40.6% and significant results are listed as below:

- ★ More than 90% of the franchisees affirm the corporate marketing strategies, which greatly influenced the improvement of the sales outcome.
- ★ About 87% of the franchisees are willing to renew the contract upon the expiration date of the franchise agreement, so we hold a strong conviction that PCSC remains strong even when faced with the severe competitive environment nowadays.
- ★ Franchisees hope the company could develop low-cost and efficient recruitment channels. The headquarters has conducted a price comparison on proposals of manpower institute and allowed the franchisees to recruit staff, so that it can assist the franchisees in solving the human resource issues via practical means.

To express our gratitude to the franchisees for their devotion, PCSC holds the Fellowship of Franchisees annually, with 9 sodalities organized in total covering northern to southern areas, which invites franchisees all around Taiwan to attend. Apart from the business dinner, we will praise senior franchisees that have provided ten years or twenty years of excellent service and performance. By 2013, there were 172 groups of franchisees in operation for ten years and four groups for twenty years who were praised in the gathering. Besides, we also award the Best Franchisee to reward the franchisees for their implementation of the TK spirit, showing the results of a categorized business and giving full play to the businessmen's thinking. Through the fellowship, we promote quality service of local cultivation and establish the value that we are always open, which can not only build harmony between the headquarters and stores but also establish a benchmark to enhance the overall competitiveness.



Build a Happy Corporation

Being a happy corporation is PCSC's vision and objective, and the logistics staffs at the headquarters are the core source of motivation for product and service innovation. We hope that we can build a perfect and harmonious working environment through our Happy Cooperative, health management and various welfare policies, so as to bring our employees a sense of accomplishment and happiness.

Happy Cooperative

In recent years, occupational health due to work pressure and extra long labor hours has become a topic of concern, therefore, we established the Happy Cooperative in 2010, to realize proactive caring and consultation, provide our colleagues instant and effective assistance and form the correct concept of physical and psychological health management. Moreover, PCSC has spread its Happy Cooperative program to its affiliated companies to establish branches of Happy Cooperative and recruit volunteers. Through the test on personality of helping others, volunteers meeting the requirements are selected and get professionally trained in the 34-hour program organized jointly with Teacher Chang Foundation covering listening techniques, reasonable caring skills, emotion recognition, concept definition and volunteer ethics.

Happy Cooperative consists of 14 affiliated companies and 179 volunteers to assist in preliminary consultation and referral. With the volunteers cultivated by the company, we can care for our colleagues based on the same psychological perspective and also save on the costs that arise from referring the consultation to external institutes such as the Teacher Chang Foundation. The estimated investment benefits are doubled⁴. In 2013, 270 cases were handled and the total caring hours were up to 319 hours, accumulating up to 1,192 hours by the end of 2013. The rate of seeking for help and referral is about 55%, namely, more than half of the employees are willing to turn to the volunteers for help and trust in them to a certain degree.



⁴Investment Benefits = 1,960 NT\$ (refer to the costs for each hour by Teacher Chang) × accumulated caring hours by the end of 2013 (1,192)/ cost of training volunteers (1,168,980 NT\$)

Operation Situation of Volunteer Caring











45%

Volunteers proactively show loving care for employees

55%

Employees actively seek for help and being referred by the management.



7-ELEVEN 	58	Uni-President 	3
President Starbucks Coffee Corp 	50	Yi-Lan Art & Culture Corporation	
Dream Mall 	13	Cold Stone Creamery 	3
Cosmed 	12	President Musashino Corporation 	2
President Logistics International 	9	Afternoon Tea Taiwan Corporation 	2
MUJI 	8	PIC 	2
UPCC 	8	Capital Corporate Consult 	2
Retail Support International (RSI) 	6	Uni-Hankyu Department Stores 	1



Health Promotion Program- The First Health Passport

In 2013, PCSC fully started the Health Management Program and appointed professional nurse practitioners to provide health consultation services. The headquarters building is equipped with a dispensary to provide health services including blood pressure detecting and ice & hot compress. Meanwhile, through the First Health Passport for employees, health education via e-paper and lectures, we encourage our colleagues to maintain self-health management, so as to create a healthy, harmonious and safe working environment. In 2014, PCSC has purchased unsophisticated medical equipment such as AED for emergency cardiac care and employed a physician from the family medical division for regular diagnosis.

About My Health Passport

- 1 Project Practice :** Based on the medical examination report of our colleagues in recent years, PCSC determined the first three major abnormality items to be BMI, cholesterol and triglyceride. Among which, BMI value is the key factor of health indexes, for which the improvement of BMI is beneficial to other abnormal items. The causes of abnormality are closely related to lifestyle and regular exercise.
- 2 Contents :** It consists of seven items, i.e., medical examination, knowledge, exercise, BMI, arts & culture, tourism and vacation, which are reviewed by the employees on their own. Anyone who meets the requirements will be rewarded a commodity card of 500 NT\$, by which we encourage our colleagues to form good habits and maintain their self-health management.
- 3 Objectives :** With the concept of marketing activities, it integrates all health activity programs covering medical examination program, health knowledge, traveling program, mental growth program, exercise program, vacation program and BMI program and sets the indexes. A staff getting a total score of 16 points above can get the rewards.
- 4 Results :** Abnormality rate of BMI is 46%, which is 2.5% lower compared to that in 2011.



Employee Health Education Training

Aside from introducing professional medical resources to care for the staff's health, PCSC also works together with the Taiwan Millennium Health Foundation to encourage colleagues to attend health education lectures, so that they can imbibe health maintenance concepts and nip something in the bud. The Millennium Health Foundation discovered that office workers often suffer problems such as hypertension, hyperlipidemia and hyperglycemia as well as digestive problems in the intestines, stomach and liver; what's worst, some of them may suffer diseases such as stroke, myocardial infarction and diabetes. Therefore, the Foundation started organizing series lectures three years ago which collects the office workers' most prevalent health issues and works together with the corporate group to convey the correct concepts to employees. In the future, the Foundation will provide course planning and assistance based on each affiliated company's demands, so as to fully exert the group's integrated benefits and provide the staff with more valuable knowledge.

Each Welfare and Salary Policy

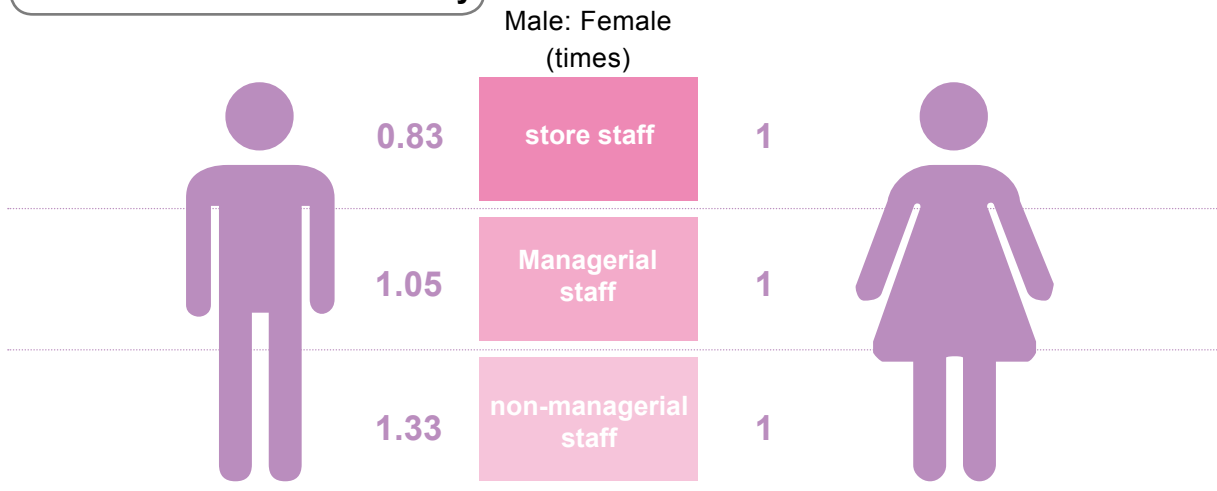
PCSC offers our staff with salary conditions full of market competitive advantages and conducts various salary and welfare policy surveys each year to make sure that our basic salary is better than the national standard salary. To maintain fairness and reasonableness, we stipulate equal pay for equal work as the standard basic salary for both male and female, making their salary and welfare to have no difference regardless of gender and age. Besides, we convene labor-management meetings quarterly with five representatives from both parties to negotiate the issues on each welfare policies and systems, so as to create a harmonious and friendly working environment. In 2013, the salary for both male and female show no differences, which is within 1.5 times for each kind of employees. In terms of salary adjustment, 2013 sees 81.48% staff receive more than 2% salary adjustment compared to 2012.

Descriptions of PCSC Welfare Items

Items	Description
Bonus	Salary increase based on performance rating, year-end bonus, and variable bonus
Allowance	Travels for senior employees, medical examination, trust fund, community subsidy, bargain purchase activities, wedding & federal subsidy, paid leave for accompanying maternity leave, group insurance, staff travel and various subsidies from the employee welfare committee. Policies as per laws and regulations such as retaining the post but suspending the salary during the period of infant care, family responsibility leave, maternity leave, school-age child care.
Welfare Facilities	Library, female staff's dormitory, consultation service for staff and happiness lectures.
Retirement Plan	According to the provisions stipulated in the Labor Standard Act in Taiwan and Labor Retirement Pension, PCSC has formulated relevant provisions and regulations governing labor retirement and established the Labor Retirement Pension Supervisory Committee to supervise the businesses related to the issuing retirement pension.
Staff Welfare Committee	The Staff Welfare Committee is established as per laws and regulations to actively implement various measures for staff welfare.

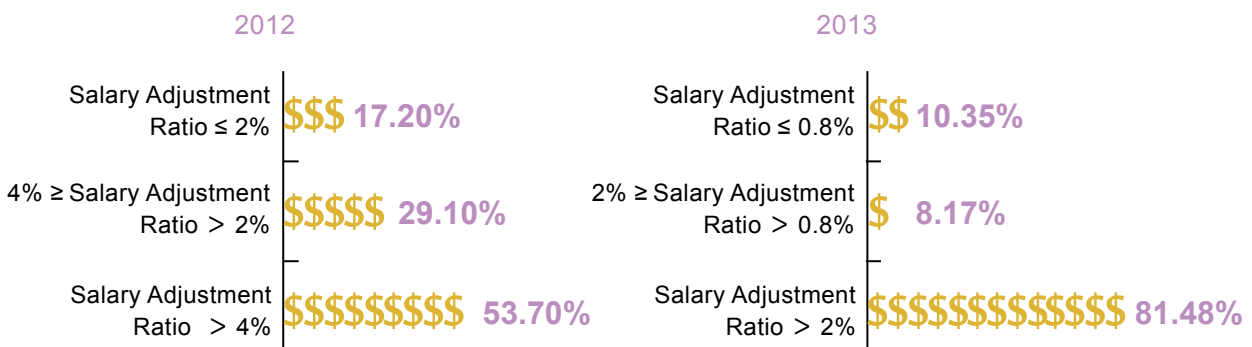


Ratio of Male-Female Salary



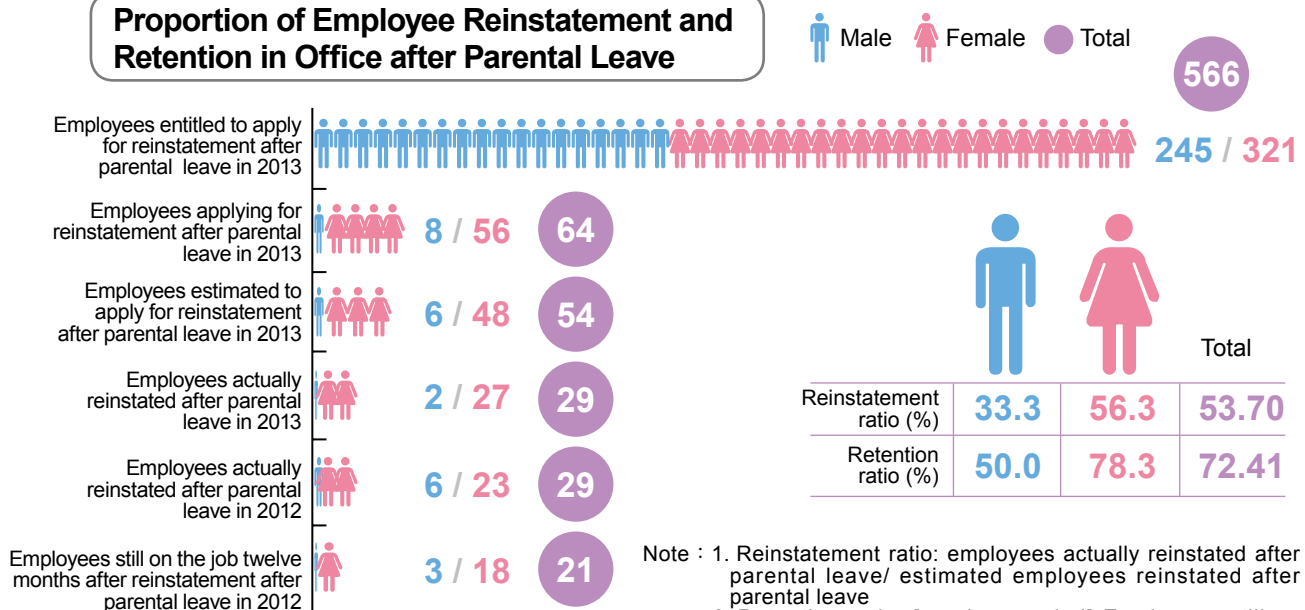
Note: the salary refers to the annual salary, including the year-end bonus.

Ratio of Salary Adjustment for Full-time Staffs



Note: calculated by salary adjustment ratio ≤ 2%, proportion = (salary adjustment ratio ≤ 2% number of employees)/total employees

Proportion of Employee Reinstatement and Retention in Office after Parental Leave



Note : 1. Reinstatement ratio: employees actually reinstated after parental leave/ estimated employees reinstated after parental leave
 2. Retention ratio: [previous period] Employees still on the job twelve months after reinstatement after parental leave/[previous period] actual employees reinstated after parental leave

5.2 Promotion of Industrial Harmony

Human Rights and Labor Audit

To provide employees with a much safer working environment and safeguard their legal rights and interests in keeping with relevant labor legislations, PCSC has drawn up the Regulation of PCSC Labor Rights & Interests, taking the international labor convention and other relevant ones as references. This regulation has specifically made 9 core items and strategic measures to protect employees from forced labor and overtime work, showing the importance that the corporation attaches to its employees' legal rights and interests. Additionally, we have focused on auditing the franchise stores in terms of labor health care insurance, employment of children Labor, salary, working hours, self-defense training and so forth. Any stores found to be violating rules will be regulated and corrected. In 2013, we checked 186 franchise stores, among which 116 were found substandard in more than one item. Business units of each region have been asked to improve in accordance with relevant policies and regulations, and now all the work has been done for sure. To enhance supply chain management, we will develop The Code of Behaviors for Suppliers so that they will follow and benefit from the regulations of labor rights and interests. In this case, employees will enjoy their rights & interests as well as a favorable secure working environment.



For the sake of relevant enterprises' operating security, we have started labor audit training since 2012 and issued Prior Items of Labor Self-checking Suggestions for them to follow in the same year. . Meanwhile, they were also asked to list policy on labor rights & interests as one of their annual working plans. As of 2013, 27 companies have been involved in the labor security training with 53 fellows being trained in total so as to create a better working environment. In training, PCSC also helped relevant enterprises with labor audit and gave imperative assistance, providing feasible suggestions and solutions for operators to improve substandard items.

PCSC policy on labor rights & interests Nine kernel promotion items





Free Communication between the two parties of Labor and the Capital

To encourage employees to communicate with management directly, we have set up various channels for communication, such as an associated service center and exclusive mailbox. Besides, we have legally established an inter-communication platform and have held labor-management conferences randomly to make sure that the communication is effective and timely. Employees are considered as the most valuable property in PCSC. We are working hard to make PCSC's blueprint consistent with your goals of development, which is always our life-long task. Over the past years, communication between the two parties of labor and the capital has been favorable and relations have been harmonious. Employees who have any suggestions towards the corporation or who think their rights and interests are violated can make complaints to the authority via above mentioned channels. In 2013, human rights cases were 13 in total, among which disputes related to hours of work accounted for the majority. The good news was that all the cases have been settled by the end of that year.

Diversified Happiness Creation and Communication



Happiness Lecture

Organized **10** sessions

121 people attended each session on the average

4.4 Satisfaction degree

Trainee Lecture

Organized **19** sessions

107 people attended

To provide emphasis on collection and suggestion proposals of the operational departments from each district

New Employee Lecture

Organized **4** sessions

36 people attended

To improve the new employees' adaptive capacity and reduce the turnover ratio

Interviews for Employees Resigning Jobs

Specially reported **28** cases

69 employees interviewed annually







Reminding the Abnormity: Trainee/OFC

Furthermore, PCSC meets the relevant notification procedures of the National Labor Standards Act in terms of job change notification within the shortest time. Buffer time is allowed for employees to prepare for required issues. One who has worked for over three months but less than one year is allowed to notify the relevant authority ten days early; over one year but no more than three years, twenty days early; more than three years, thirty days early.

5.3 Occupational Safety and Health

To make sure that all the staff could work comfortably in a good and secure environment, we have established a Safety and Health Committee as per the law governing labor security and health which consists of 10 staff, among whom with four representatives of labor, accounting for 40% of the whole. Moreover, we record occupational accidents monthly, analyze the causes of the events and lead workers to avoid such accidents in the right way. Statistics show that in 2013, occupational accidents were 15 with the occupational accidents rate of one thousand people is 4.09%, no death occurred.. As for particular occupational accidents, the labor health room made reports of occupation-accident cases by different categories, expecting to enhance their safety awareness and reduce the rate of occupational accidents to zero.

Statistics on Occupational Accidents in 2013

Occupational accidents of non-industrial category	Occupational accidents of industrial category				
					
Traffic+ others	High/low temperature contact	Ladders	Floors	Tools	Goods delivery
86	5	3	2	3	2

Disabling Injuries Statistics of 2013 (Excluding traffic accidents)

Occupational injuries rate per one thousand people	4.09
Disabling frequency rate (FR)	2.05
Disabling severity rate (SR)	23.22

Note: Descriptions of calculation formulas

- Occupational injuries rate of one thousand people = $\frac{\text{Number of occupational injuries}}{\text{Number of employees}} \times 1,000$
- Disabling frequency rate (FR) = $\frac{\text{Total number of injured people}}{\text{Total working hours of all employees}} \times 10^6$ (calculated by 1 million working hours)
- Disabling severity rate (SR) = $\frac{\text{Total days of labor loss}}{\text{Total working hours of all employees}} \times 10^6$ (calculated by 1 million working hours)

Absence from Duty (2013)

Days of absences	10,265
Total working days	1,954,500
Absence rate (AR)	0.53%

(Note)

- Absence rate – Total days of absence /total working days ×100%
- Total days of absence include the menstrual leave, long-term sick leave, sick leave, and occupational sick leave.



Implementation Situation of Occupational Safety and Health (OSH)		
1	Establishment of OSH organizations	The OSH Committee and the Labor Safety Office were established to explore and manage matters related to occupational safety and health.
2	Implementation of OSH management	Corporate OSH reports are formulated in line with the Occupational Safety & Health Act for our colleagues to observe.
3	Implementation of OSH education training and practice	OSH education and trainings are offered for new employees and employees on the job; emergency management drills are organized regularly to make sure our colleagues master life-saving skills.
4	Implementation of OSH examination	Examine whether there are unsafe equipment and make relevant improvements. In 2013, 24 times of on-site, on-the-spot examinations were conducted, and suggestions for improvement were proposed and implemented.
5	Medical care	All employees are provided with group accident insurance, life insurance and medical insurance, as well as medical examination subsidies.
6	Health and Safety activities	Occupational hazard cases are formulated for publicity and education to remind our colleagues the importance of OSH and attain the effects of early warning. Family Day on Wednesdays are promoted to remind our colleagues the importance of balancing work and family.

5.4 Promotion and Rewards

Employees' Educational Training and Occupational Prospect

PCSC is making great efforts to create a job market that is friendly and fair without any gender discrimination. In terms of career development, the head office provides a complete system of educational training and promotion, which allows ambitious fellows to make a better career plan, creating open and fair promotion opportunities for employees by job rotation and enriching learning experience.

1. Personal Development Program

Each employee of PCSC has a piece of personal development program paper customized by the corporation and the immediate supervisor based on his or her education background, working experience and requirements, performance assessment and career development plan, so that they will develop with a scientific goal, a plan and a discipline. In addition, they could learn a wide range of professional knowledge and skills step by step, and have the best training courses to choose from at different stages of their career.

2. Rules of Training

Human Rights and Anti-corruption Training

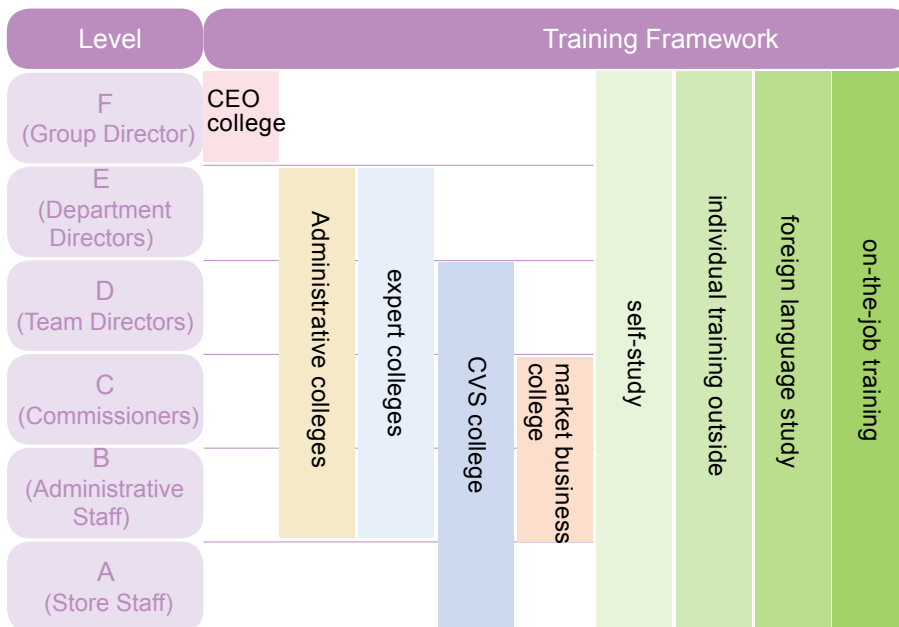
Newcomers who have been trained this way will quickly know the core value, working environment and relevant human rights as well as the anti-corruption regulations of the corporation. We make sure that the staff of the logistics department and stores sign the self-discipline pact when they first start their work. Once they sign the pact, they are required to follow the regulation of behaviors, proper interaction between two genders, anti-corruption and so forth. E-mail is a good way to lead employees to behave well by the authority. Besides, we will conduct a two-hour symposium for logistic newcomers, providing them with relevant information which includes organization overview, attendance regulation, salary, defense against sexual harassment, integrity and law compliance, rights and interests and so on. However, only the training for human rights and corruption evaluation of store employees has not been covered in the courses.

Competence Upgrading

PCSC successively conducts training and plans that meet the organization's goals via strict surveys and interviews, coordinated with development strategy, perspective and values. We also organize training activities and customize overall training courses for each certain post based on requirements. Apart from organizing courses conducted by exclusive lecturers, we bring in excellent external resources to upgrade the quality and competitiveness of our employees. Courses are carried out in various ways, including lectures, discussions on individual cases, experience activities and so forth, through which employees could learn more relevant knowledge and put it into practice in later work. Plus, the company offers self-development opportunities for employees, such as personal training outside, language courses and in-service training and allowance.



PCSC Training Framework (7-11 College)



In terms of requirements towards quality management training, we put more efforts to make improvements, demanding trainers to upgrade their competence. In 2013, we are honored to achieve the silver medal of Taiwan Training Quality System. PCSC is preparing to establish an online digital learning platform, through which various comprehensive e-learning digital courses are provided, so that employees will acquire new knowledge online anytime, anywhere.





Average Hours of Employees Getting Trained in 2013

Employee Category	Total training hours (hour)	Total number of people	Average hour of training (hour/person)
High level managers	1,237	196	6
Middle-level managerial employees	2,952	422	7
Professional employees	154,498	22,797	7
Technical staff (store staff)	334,495	55,108	6
Total	493,182	78,523	6

3. Further Education and Career Development

In PCSC, employees could vary and enrich their educational life anytime through diverse channels of learning which include guidance by their immediate supervisor, knowledge management system, internal and external training courses, lectures and symposiums, online learning, on-site education, in-service further education, physical and digital library.

Multi-channel Opportunities for Career Development

PCSC spares no efforts in training and developing employees. We root for them to learn knowledge and upgrade their capacity by improving their personal development plans via training courses, online resources and adviser system. The corporation helps plan individual occupational development and expects that they will have diverse opportunities for future development.

Job Rotation

To encourage them to learn and try more, PCSC allows employees to apply for different a post or unit to broaden their horizons and upgrade their professional competence.

Overseas Assignment

PCSC provides employees with chances of assignment overseas while expanding the global market. Overseas assignment serves as a platform for employees for them to give full play to their experience and ability. Meanwhile, it can also enrich their international outlook and upgrade the competitiveness of both the company and the employees themselves.

Training and development of new employees at logistics departments



Signing of contract



Experiential learning at stores



Registration at the headquarters (District branch)



Online courses



Forum for new employees



Training courses for employees at different levels

Fostering District Advisers-The Most Significant Bridge of Communication between the Head Office and Front Line Employees

District advisers perform the most important communication bridge between the head office and its subordinate stores throughout Taiwan. They help solve various problems found in operation and management of stores by inspecting stores weekly, instructing the latest policies made by the head office to franchise storekeepers and guide them to put those policies into practice. The district adviser combines the roles of detective (discovering problems), doctor (settling problems), partner (encouragement and support), and customer (reflecting the common mentality), and functions in providing timely solutions and suggestions while assisting stores to provide customers with the best service. A good adviser is required to be cultivated in two ways, store experience and logistics experience. New reserve cadres are required to start working in grass root stores, which will lay a solid foundation for their future performance as a good district adviser.

PCSC has built a complete system of talent assessment with talent pools in each level. As for the management of middle-class supervisors, for example, PCSC has established a Talent Assessment Committee. Based on the committee's system, the Department of Human Resources will choose someone competent on the talent list when a department supervisor is needed. He or she will then be recommended directly to the vice-manager level supervisor team and committee, and will not be allowed to take the post until passing the overall vote. In the process of job transferring, employees' intentions are taken into consideration. Meanwhile, PCSC also provide them with complete training and assignment so as to enhance the knowledge and experience of being a supervisor.

In the face of PCSC's continuing expansion and future development strategy, PCSC has launched the first phase project of ELITE which lasted nine months from June 2013. Based on comprehensive indicators assessment, such as the potential, in-service performance and recommendation by the immediate supervisor and so forth, the company will pick out team-level immediate supervisors with prior promotion potentials. The training objectives are required to help train present staff via job rotation and assignment. Only in this way could they complete their required training courses, assignment as well as supervisory guidance, and be competent to do the post of a supervisor. Different from simply giving lectures by trainers, this project stresses learning from others more. According to 721 learning principles, learning at work occupies 70% in terms of curriculum design, learning from supervisors 20% and lectures 10% only. Through a one-to-one feedback, we could be clear of employees' development conditions and give them sufficient encouragement and support in time, so that the goal of training will be fulfilled.

Relationship Diagram of District Advisers



Job Rotation	Job rotation arrangement	Based on the feedbacks on the successors program by each department, the company arranges the talents review conferences on a trans-department basis to arrange job rotation.
Individual Development	Individual Development Program (IDP)	Find the gaps with successful individuals at the desired post through evaluation to serve as the foundation of individual development.
	Task Assignment	The directors assign tasks to realize the link between training and application in order to strengthen the development process.
Team Development	Training Courses	<p>Training resources will be provided based on the capacities and knowledge that the directors lack.</p> <p>★ Improvement of common capacity: implement the business strategies and convert strategies into plan, and assist the department to work out the annual plan.</p> <p>★ Common Knowledge Courses: lectured by the department directors ① financial statement ② human recourse management ③ organization revolution</p>
Training and Advising	One-On-One regular development review	<p>① Develop coach training and planning program</p> <p>② Develop talent through the coach training and review program</p>



Rewarding System

PCSC provides salaried workers with various rewarding mechanisms, including merit increases, year-end bonus and other kinds of variable bonus. Aside from expressing gratitude towards employees' contribution throughout the year, PCSC encourages them to work harder together for the annual target of the corporation. To praise those who perform brilliantly or make special contributions, PCSC has held the activity to select outstanding employees since 2013, allowing all the workers to have learning examples. This selection is held mainly among vice managers and staff in terms of direct-sale stores; specialists and administrative staff in terms of logistics. In 2013, 23 excellent employees in total were recognized.

We wish that the selection of excellent employees will improve the enterprise culture of PCSC and meanwhile encourage more grass root partners to make precious contributions, and those who work really hard at their post. What's more, this is also an opportunity for all the fellows to communicate and learn from each other, driving the corporation to move forward .

To express our gratitude to the franchise storekeepers for their contributions together with PCSC over the past years, we have specially made brilliant store manager training programs since 1999, selecting excellent store managers from each district every year to grant award. The first 30 managers will be granted the brilliant storekeepers award of PCSC, which makes other ambitious storekeepers and managers compete for the honor on their own initiative. This system has already been a driving force for PCSC to foster outstanding operators. Those who have been selected as brilliant storekeepers will have the prior qualification to be a lecturer and carry the fine experience forward for more storekeepers to learn from.

We have expanded resources to relevant enterprises since 2011 and invited their storekeepers to attend our training curriculum, bringing efficient methods of other competitors' into our own. The act show that people of the same occupation are never enemies, and those of different occupations can learn from each other, which makes the operating philosophy of stores more innovative and free, inspiring employees with more ideas and making employees' experience and ideas more diverse.

In 2013, PCSC specially invited all previous brilliant storekeepers of 7-ELEVEN to give two-day (six classes) lectures on training employees of relevant enterprises, transmitting interview skills, executive strategies for providing good service, differential operations and talent cultivation in excellent storekeepers' competition. In the future, PCSC will conduct lectures for exchanges and interaction between 7-ELEVEN excellent storekeepers and those of our relevant enterprises, expanding the resources of training mechanisms to relevant enterprises overseas so that those corporations will transform and learn from our advanced training system, building a complete training and education platform for grass root cadres of PCSC.

