



01

Roadmap for Sustainable Management

PCSC believes that corporate social responsibility is the core of corporate operations. Sustainable development can only be achieved through a strong management mechanism, clear roadmap and continuous communication with stakeholders. To this end, PCSC has set up a Sustainability Development Committee and formulated roadmap for sustainable development, hoping to achieving constant breakthroughs and innovations in aspects of operations, economy, environment and society to become a corporate leader in sustainable operations.

1.1 Roadmap for Sustainability

To support the United Nations 2030 Sustainable Development Goals (SDGs), representatives from countries with authorized 7-ELEVEN networks gathered in Tokyo in 2019 to issue the 7-ELEVEN Sustainable Development Declaration. With this in mind, PCSC has further drawn up a roadmap for sustainability, contextualizing the sustainable development of PCSC to realize a sustainable future in which economy, environment, and society co-exist in prosperity.

7-ELEVEN Sustainable Development Declaration

We, the duly licensed operators and stewards of brand 7-Eleven®, meeting in Tokyo, Japan, on this day, 28 March 2019, pledge to continue operating as a socially-responsible brand in support of the 2030 Sustainable Development Goals Agenda.

On behalf of the communities we serve, we commit to having a positive impact on our global society and at the local level where we own and operate 7-Eleven stores. The 7-Eleven brand is committed to achieving sustainable development in its three dimensions — economic, social and environmental — in a balanced and integrated manner.

Between now and the end of 2030, the 7-Eleven brand is resolute in our commitment to create conditions for sustainable, inclusive and sustained economic growth, shared prosperity and decent work for all. One method in which this may be accomplished is through SDG #17: Partnerships for the Goals. We will work to strengthen the implementation and revitalization of global partnerships while taking in account the various levels of national and local development.

As we embark on this great collective journey, it is our hope that all goals and targets are met by all nations, people and segments of society!

PCSC Roadmap for Sustainability



Fulfilling Enterprise



Sound Society



Sustainable Earth

Strengthening corporate governance and realizing sustainable management

Strengthen corporate governance and integrity management, optimize risk management, abide by laws and regulations to protect and optimize the rights and interests of stakeholders



Committing to product quality to protect consumption safety

Care for the health and safety of customers, implement sustainable supply chain management, provide consumers with safe products to promote their health and well-being



Leveraging the capabilities of the retail channel to create a convenient life

Provide people with convenient and high-quality services and become the pillar of people's lives by innovating products and services, and by improving customer relationship management



Promoting employee welfare to facilitate social stability

Improve career planning, diversified education and training, a healthy and safe working environment and welfare system to take care of employees and enhance social welfare



Engaging in social welfare to benefit disadvantaged groups

Enhance health and welfare, eradicate hunger, develop urban and rural sustainability, empower education to promote social prosperity



Saving energy and reducing waste to realize green operation

Adhere to green operations and optimize resource efficiency to reduce the impact on the environment and realize environmental sustainability



- Provide products that meet the health and nutrition standards p.56, p.58
- Offer meals for disadvantaged groups p.107

2 ZERO HUNGER



- Host Good Neighbor Funfests on sustainability to raise awareness p.112-113
- Fund reading classes and schools to help children develop reading habits p.110

4 QUALITY EDUCATION



- Collaborate with local youth groups to support local industry development projects p.108-109

11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- Introduce "Love Food" to reduce food waste. p.11-12
- Local procurement. p.73
- One-time plastic reduction. p.17-20
- Procure green products. p.124-125
- Reduce waste. p.126

- Sell anti-epidemic products p.8
- Nursing staff carry out health management intervention for employees with abnormal results from health checkup p.99
- The Happiness Cooperative Club introduces professional training for employees to serve as volunteers, proactively caring for or referring employees to professional help to relieve work and life pressure p.12-14
- Host Good Neighbor health events to enhance health for the public p.15-16
- What Time Is It? Café realizes an innovative care model for elderly with dementia p.15-16
- Audits for foundries, raw material suppliers, egg products suppliers and suppliers of packaging materials for food products p.69-72

3 GOOD HEALTH AND WELL-BEING



- Help foundries obtain food safety certification p.66
- Carry out store quality assurance assessment p.62
- Launched the new "Vegetable Diet" brand to offer convenient options for consumers who want to purchase vegetable/vegan food p.56-57

8 DECENT WORK AND ECONOMIC GROWTH



- Build a good business strategy to boost economic performance p.37
- The number of employees with disabilities hired exceeds the legal requirement p.81

- The Age-friendly Store Project builds a friendly workplace for middle-aged and elderly employees p.84
- Carry out the four major occupational safety protection plans, safety and health education and training as well as occupational safety and health audits p.86-87 \ p.90-91

13 CLIMATE ACTION

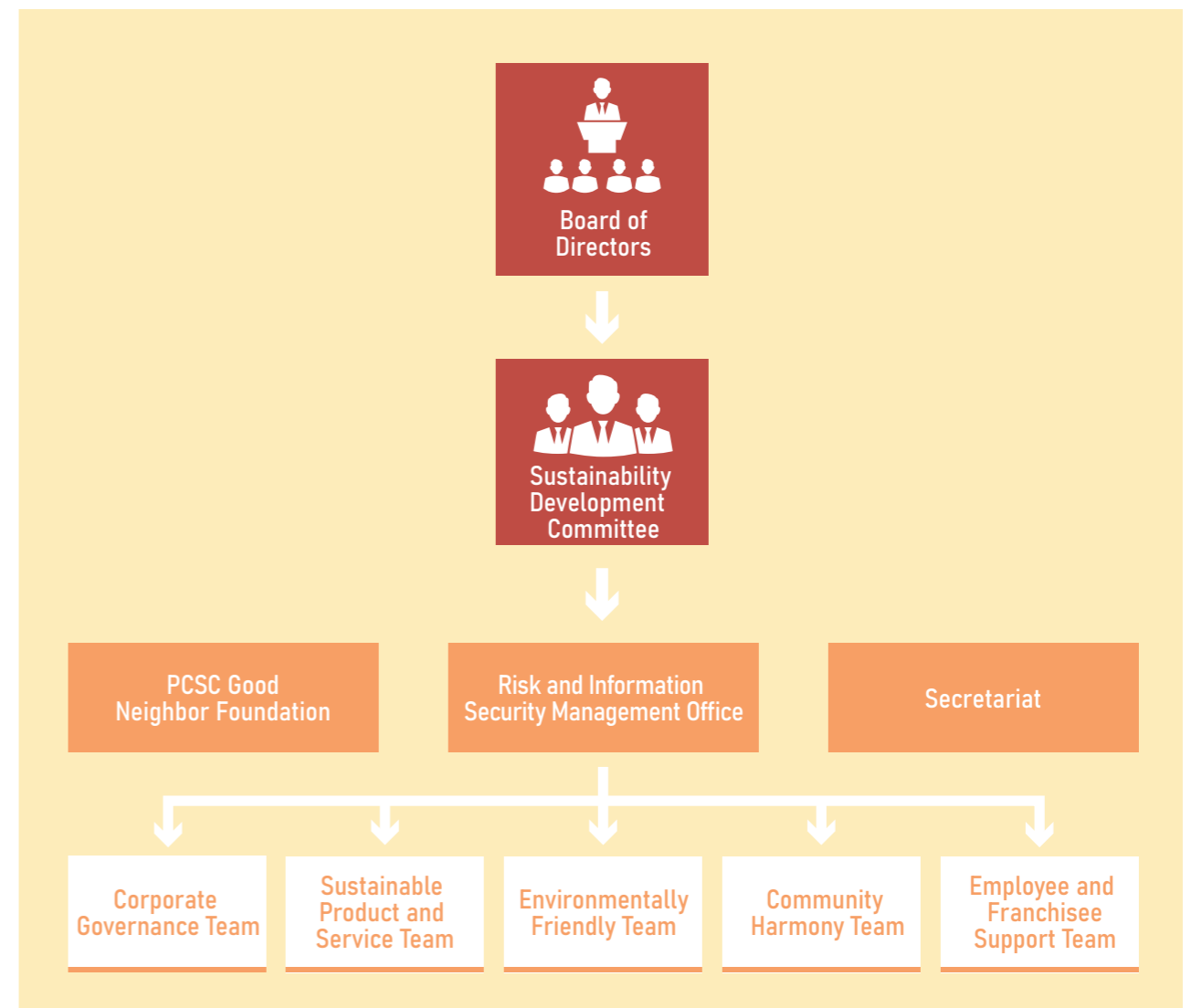


- Carry out TCFD (Task Force on Climate-related Financial Disclosures) evaluation p.130-134
- Optimize logistics and update equipment for energy and greenhouse gas management p.138-140

1.2 Sustainability Development Committee

To oversee the implementation and management of corporate social responsibility, the "Sustainability Development Committee" (Note) has been set up under the PCSC Board of Directors. The Sustainability Development Committee is responsible for formulating and supervising the corporate social responsibility policy direction and promotion plan, as well as reporting to the Board of Directors on the annual results. In July 2020, the PCSC Board of Directors has resolved to set up a "Risk and Information Security Management Office" under the Sustainability Development Committee, as well as passing the "PCSC Risk Management Policy" as the highest guiding principle of the Company's risk management.

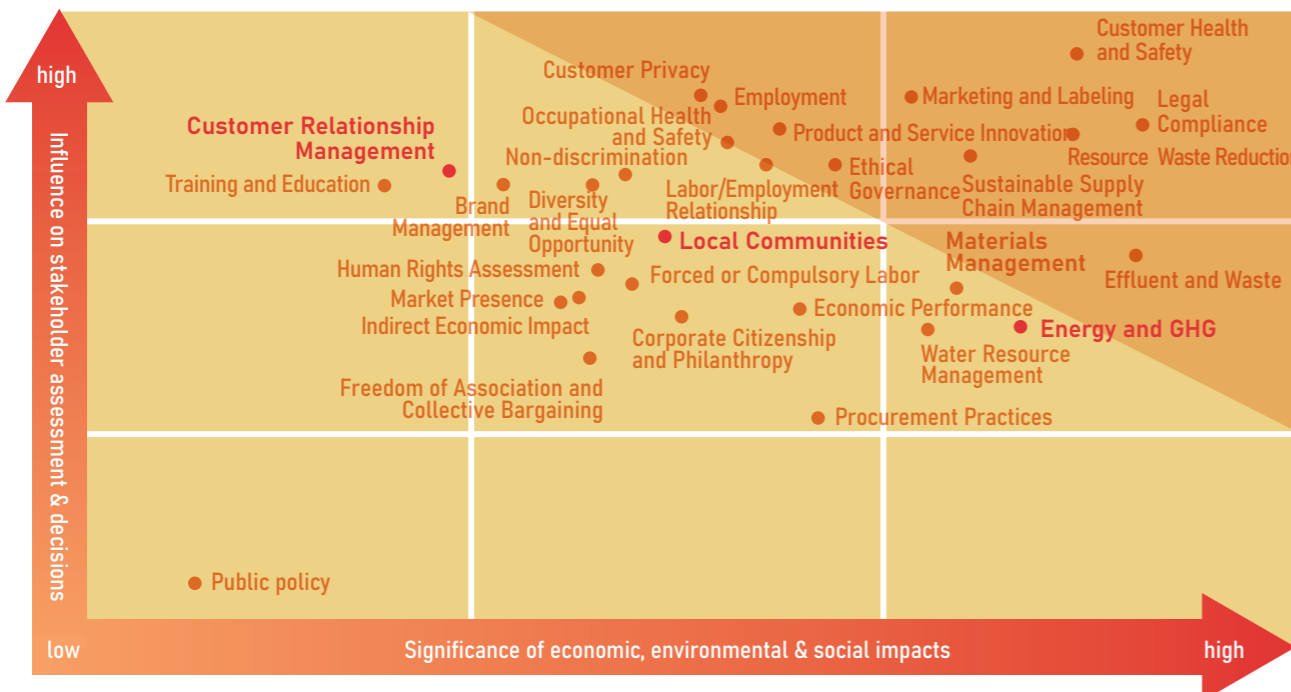
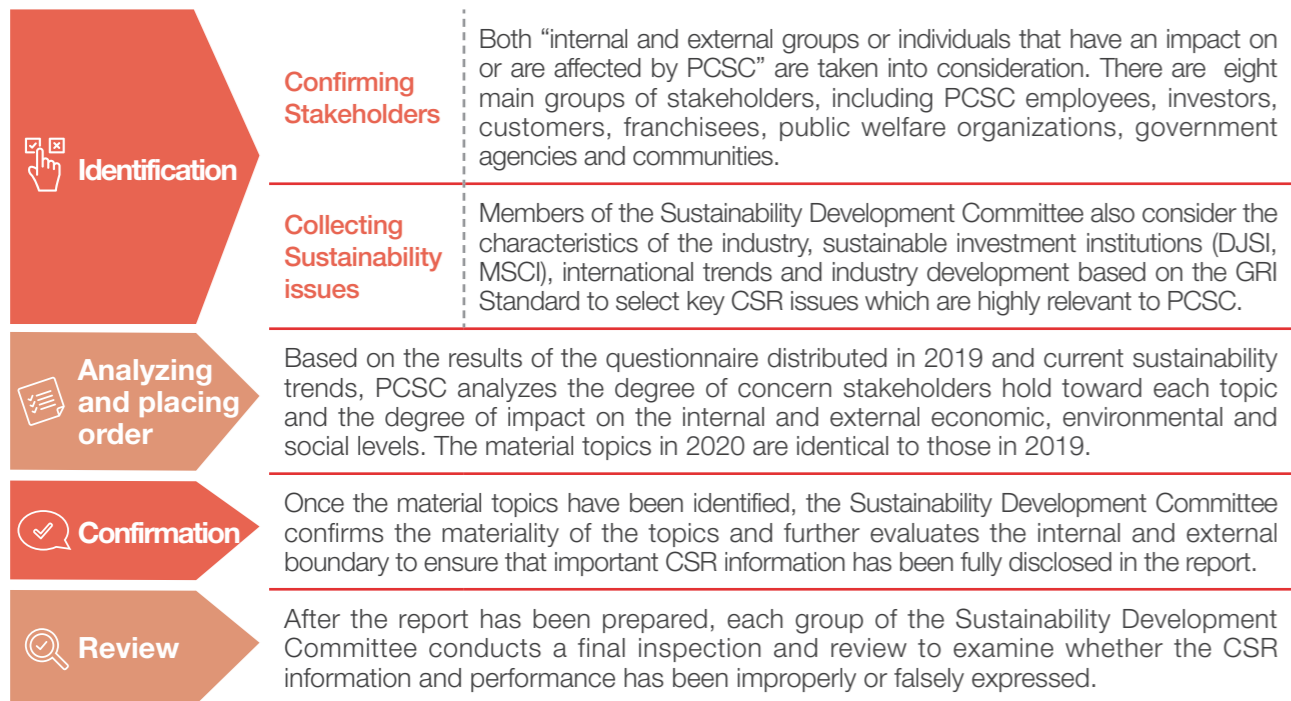
The Sustainability Development Committee is composed of three independent directors and the Company's senior executives. The Committee is divided into five groups, including "Corporate Governance," "Sustainable Products and Services," "Environmental-friendly," "Community Harmony" and "Care for Employees and Franchise Owners." The groups are tasked with making and executing proposals for corporate social responsibility policies, systems or management policies and specific promotion plans. The Sustainability Development Committee meets twice a year in June and October.



(Note) The Corporate Social Responsibility Committee was renamed as the Sustainability Development Committee in 2021.

1.3 Materiality Assessment

PCSC values the stakeholders' opinions. We communicate with stakeholders through a variety of channels to understand and identify issues that our stakeholders are concerned with. We conduct biannual surveys to evaluate the issues stakeholders are concerned with and the impact those issues have on the economy, environment and society to make a preliminary selection of material topics. These topics are then verified and elaborated on during regular internal meetings before being submitted to the Sustainability Development Committee for resolution. The materiality assessment process and the issues identified in 2020 are listed below:



(Note) Customer relationship management, local society, energy and greenhouse gases were not located in the major topic matrix in the initial stakeholder questionnaire analysis. However, after internal discussions and advice from external consultants, these three have been included as material topics.

Aspect	Material Topic	Corresponding GRI Standard	Upstream		PCSC			Downstream			Corresponding Chapter
			Investors	Suppliers	Government agencies	PCSC (employees included)	Franchisees	Affiliated logistics companies (Note)	Customers	Public welfare organizations	
Corporate governance	Ethical governance	NA	●	●		●	●		●	●	2.2 Corporate Governance
	Legal compliance	GRI 419 GRI 307	●	●	●	●	●		●	●	2.2 Corporate Governance
Products	Product and service innovation	NA	●	●		●	●			●	3.1 Product Service and Innovation
	Customer privacy	GRI 418	●	●	●	●	●		●	●	3.4 Customer Relationship Management
	Sustainable supply chain management	GRI 308 GRI 414	●	●		●	●			●	3.3 Sustainable Supply Chain Management
	Resource waste reduction	GRI 306	●	●		●	●			●	6.1 Environment Management
	Customer health and safety	GRI 416	●	●	●	●	●	●	●	●	3.2 Customer Health and Safety
	Marketing and labeling	GRI 417	●	●	●	●	●			●	3.2 Customer Health and Safety
	Customer relationship management	NA	●	●		●	●			●	3.4 Customer Relationship Management
Employees	Employment	GRI 401	●	●	●	●	●		●		4.1 Human Resources Overview 4.4 Welfare, Remuneration and Care
Society	Local communities	GRI 413				●	●			●	5.5 Empowerment through Education and Culture
Environment	Energy and GHG	GRI 302			●	●	●	●			6.2 Climate Change Mitigation and Adaptation
	Effluent and waste	GRI 306	●	●	●	●	●				6.1 Environment Management

(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

PCSC stakeholders include investors, suppliers, customers, employees, franchisees, public welfare organizations, government agencies and local communities. PCSC bears responsibilities to its stakeholders. To this end, a stakeholder section (<http://www.7-11.com.tw/communication.asp>) has been set up on the PCSC corporate website. A physical mailbox has also been made available. We aim at understanding the needs and expectations stakeholders have of the Company through a variety of methods and channels. Other methods and channels of communication are described below.


	Importance to the Organization	Topics of Concern	Communication Channel	Frequency	Number of Times
Stakeholders Investors PCSC needs to communicate with investors on business performance and results in various sustainable governance aspects to be held in high regard by the investors.		<ul style="list-style-type: none"> Ethical Governance Legal Compliance 	Annual shareholders' meeting	Regularly (every year)	1 time
		<ul style="list-style-type: none"> Product and Service Innovation Customer Privacy 	Quarterly financial statements	Regularly (every quarter)	4 times
		<ul style="list-style-type: none"> Sustainable Supply Chain Management Resource Waste Reduction 	Annual reports	Regularly (every year)	1 time
		<ul style="list-style-type: none"> Customer Health and Safety Marketing and Labeling 	Disclosure through corporate website	As needed	Updated as needed
		<ul style="list-style-type: none"> Customer relationship Management Employment 	Investor video conference or online forums for investors at home and abroad	As needed	158 video conferences and 6 forums
		<ul style="list-style-type: none"> Local Communities Energy and GHG Effluent and Waste 	TWSE Market Observation Post System Website	As needed	35 posts
			Answering questions from investors and analysts via phone or e-mail	As needed	Conducting as needed

	Importance to the Organization	Topics of Concern	Communication Channel	Frequency	Number of Times
Stakeholders Suppliers Suppliers are important partners for PCSC 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.		<ul style="list-style-type: none"> Ethical Governance Legal Compliance Product and Service Innovation 	Management meeting	As needed	2 times
		<ul style="list-style-type: none"> Customer Privacy Sustainable Supply Chain Management Customer Health and Safety 	Supplier conference	As needed	1 time
		<ul style="list-style-type: none"> Marketing and Labeling Customer relationship Management 	Supplier audit	Regularly	146 times


	Importance to the Organization	Topics of Concern	Communication Channel	Frequency	Number of Times
Stakeholders Government Agencies Government regulations keep changing. Achieving sustainable development requires the collaboration between the public and private sectors. Engagement with government agencies can ensure the compliance and sustainability of PCSC operations.		<ul style="list-style-type: none"> Ethical Governance Legal Compliance Product and Service Innovation Customer Privacy Sustainable Supply Chain Management Resource Waste Reduction 	Regulatory Committee	Regularly (every quarter)	4 times
		<ul style="list-style-type: none"> Customer Health and Safety Marketing and Labeling Customer relationship Management Employment Energy and GHG Effluent and Waste 	Comply with systems as promoted	As needed	Conducting as needed

	Importance to the Organization	Topics of Concern	Communication Channel	Frequency	Number of Times
Stakeholders Employees Employees are the vital cornerstone of the operation of PCSC. The implementation of the engagement with the employees is the most important key to the sustainable operation of the PCSC.		<ul style="list-style-type: none"> Ethical Governance Legal Compliance 	Regular employer-employee meetings	Regularly	4 times
		<ul style="list-style-type: none"> Product and Service Innovation Customer Privacy 	Staff Welfare Committee	Regularly	4 times
		<ul style="list-style-type: none"> Sustainable Supply Chain Management Resource Waste Reduction 	Grievance email	As needed	11 emails
		<ul style="list-style-type: none"> Customer Health and Safety Marketing and Labeling 	Internal proposal	As needed	17 proposals
		<ul style="list-style-type: none"> Customer relationship Management Employment 	Happy Cooperative Society case consultations	As needed	A total of 190 people participated, spending 135 hours on consultations and referred cases to external professional services for a total of 30 hours.
		<ul style="list-style-type: none"> Local Communities Energy and GHG Effluent and Waste 			


	Importance to the Organization	Topics of Concern	Communication Channel	Frequency	Number of Times
Stakeholders		<ul style="list-style-type: none"> Ethical Governance Legal Compliance Product and Service Innovation 	Update dedicated franchising website as needed	As needed	Updated as needed
Monthly publications	Regularly (every month)	12 times			
Franchisee forums	As needed	No data is available because the forums are held on non-regular basis			



	Importance to the Organization	Topics of Concern	Communication Channel	Frequency	Number of Times
Stakeholders		<ul style="list-style-type: none"> Ethical Governance Legal Compliance Product and Service Innovation Customer Privacy Sustainable Supply Chain Management Resource Waste Reduction Customer Health and Safety Marketing and Labeling Customer relationship Management Employment Local Communities Energy and GHG Effluent and Waste 	Regular replies by Integrated Services Center	As needed	Received a total of 1,914 cases in the stakeholder mailbox and 136,958 phone calls for feedback and suggestions
Customers	Customers' point of view is an important reference for PCSC to improve its products and services. Customer satisfaction is also deeply intertwined with the Company's operational performance				



	Importance to the Organization	Topics of Concern	Communication Channel	Frequency	Number of Times			
Stakeholders		<ul style="list-style-type: none"> Ethical Governance Legal Compliance Customer Health and Safety Local Communities 	Participation in public welfare/events initiatives	As needed	In 2020, PCSC supported the United Daily News Group's marine conservation initiative by playing the 30-second trailer of "If the Sea Can Count on You" in over 4,600 stores with OPEN! CHANNEL			
Public Welfare Organizations	PCSC aims at giving back to the society to support public welfare organizations, in the hopes of maximizing positive influence on the society					Bring Back the Love Charity Donation Program fundraiser	Regularly (every quarter)	4 times
						Fundraising proposal/review meeting	Regularly (every year)	1 time



	Importance to the Organization	Topics of Concern	Communication Channel	Frequency	Number of Times
Stakeholders		<ul style="list-style-type: none"> Ethical Governance Legal Compliance Resource Waste Reduction Local Communities Energy and GHG Effluent and Waste 	Good Neighbor Funfest events	As needed	6517 events
Local Communities	Being part of the retail industry, PCSC can be found on all corners of the country. Reducing negative impact on the society and environment is PCSC's responsibility and obligation		Integrated Services Center	As needed	Received a total of 1,914 cases in the stakeholder mailbox and 136,958 phone calls for feedback and suggestions
			Good Neighbor Foundation website	As needed	As needed

