


05

Employee Welfare

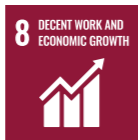
PCSC is committed to creating a healthy and safe workplace that is competitive on the market, as well as encouraging the employees to develop in a variety of ways with salary higher than statutory standards to stabilize the workplace. In terms of occupational safety and health, we identify and evaluate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



3 GOOD HEALTH AND WELL-BEING

Excellence Award for Promoting the Employment of Middle-aged and Elderly Job Seeker


Won the "Excellence Award for Promoting the Employment of Middle-aged and Elderly Job Seeker" from the Ministry of Labor



8 DECENT WORK AND ECONOMIC GROWTH


Passed with "zero defect" ISO 45001

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



FSI 0.21

The frequency-severity indicator was 0.21, lower than the retail industry's average rate of 0.42 in the past three years (2019-2021) according to the Occupational Safety and Health Administration, Ministry of Labor



52.79%
Female managers

Female managers in revenue-generating functions account for 52.79%

Corresponding Material Topics



Talent Attraction and Retention



Occupational Health and Safety

Management Policies

Policies and Commitment

Management Actions

- PCSC [salary policy](#) is based on the principle of equal pay for equal work
 - [Occupational Safety and Health Policy](#)
 - Four Major Occupational Safety Plans
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- PCSC Actively sources talents from middle-aged and elderly individuals in response to the trend of declining birth rate and aging population. The salary policy has been reviewed to provide a competitive salary and benefits on the market. The Company's stable profit status and various employee assistance measures help retain talents. In the meantime, we have formulated the "123 policy" (1: growth, 2: rotation in more than 2 units, and 3: becoming a free agent after 3 years), encouraging employees to rotate and obtain different experience and knowledge in different fields.
 - Top management and labor representatives of each unit are invited by the Company's Occupational Safety and Health Department to set performance goals for occupational safety. Management review meetings are held each year to review, coordinate and recommend safety and health matters to ensure the suitability and effectiveness of occupational safety and health operations. To ensure that the frequency severity indicator is lower than the average value of the retail industry and reduce the occurrence of major occupational safety incidents every year, PCSC passes the ISO45001 system verification every year and implements actions in safety and health education and training, safety risk assessment and safety audit, air, illumination and drinking water quality monitoring to protect the health and safety of employees through prevention and risk identification.

5.1 Talent Attraction and Retention

Employment

Overview of Human Resources

Besides our head office in Taipei, PCSC has eight business operation departments to meet the needs of stores and consumers in each region. As of December 31, 2022, PCSC has a total of 8,617 employees^(Note1). The types of workers who are not employees include 9 cleaners and 6 security guards in the head office building for a total of 15 people. The total number of franchise store staff was 42,101 as of the end of December 2022^(Note2). Female employees account for 55.53%^(Note3) of all PCSC employees, while 52.79% of sales supervisors are female. The female ratio for department managers in 2022 was 14.58%, with combined 50.16% of females in positions including TEAM managers, store managers, district consultants and department managers. The two targets set for 2025 have been achieved in advance^(Note4), showing that PCSC values gender equality in the work environment and talent recruitment^(Note5).



(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 2022. 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 ones below do not include franchise stores.

(Note 4) The targets set for female department managers for 2025 is 15%, 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. In 2022, the PCSC head office and directly operated stores hired a total of 253 employees with disabilities, accounting for 2.94% of our total workforce and being 2.94 times higher than the statutory quota. PCSC also hired 147 indigenous employees, accounting for 1.71% of all employees.

Labor-management Communication

PCSC 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 217 reports related to employee rights and interests were submitted in 2022, and most of them were related to overdue overtime bonus and salary, shift reduction and so on. Aforementioned cases were investigated by the regional managers, with all overdue overtime bonus or salary compensated by franchise stores. Relevant deficiencies were addressed in accordance with the franchise agreements. In addition, we assisted in clarifying any misunderstanding the employees had about the system. All cases reported in 2022 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 2022, with topics covering additional information on tour health checkups, epidemic prevention, sexual harassment prevention and adjustment to welfare matters. Moreover, the PCSC 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 a collective bargaining agreement has not been signed yet, 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.

PCSC continues to communicate with its employees with no strike or suspension in 2022. Furthermore, in the event of a situation specified in Article 11 of the Labor Standards Act, PCSC communicates with employees in advance, and gives notice 10 days in advance for employees who have worked at PCSC for three months or more but less than one year. A notice is required 20 days in advance for employees who have worked at PCSC for one year or more but less than three years. A notice is required 30 days in advance for employees who have worked at PCSC for over three years.

Employee Satisfaction Survey

To better understand employees' job involvement and workplace adaptation, PCSC plans to conduct an employee Satisfaction survey every two years, prioritizing district consultants and employees in the Marketing Group whose jobs are directly related to our revenue. To understand the interactions between management and employees, as well as increasing the percentage of employee Satisfaction to the target value of 50%, we analyzed the results of the Satisfaction survey and identified workplace issues that employees brought up for improvement, and further focused on the development of specific improvement plans to increase employee trust in the organization.

In 2022, the scope of the survey expanded to cover "district consultants and managers" in the Operating Group. 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 includes job characteristics, system identification, job satisfaction, supervisor leadership, physical and mental well-being, organizational commitment and other aspects. We adopted the Likert Five-Point Scale with questions and scores, as well as open-ended questions to collect employees' thoughts and feelings.

In 2022, a total of 687 people ^{Note 1} filled in the questionnaire, accounting for 7.97% ^{Note 2} of the total employees and 77.8% of the number of test subjects. Among them, the percentage of employees gave an "active" response ^{Note 3} accounted for 40.07% of all respondents (38.37% for district consultants and 57.18% for district managers).

(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 9.78% of all FTEs.

(Note 3) This questionnaire adopts a 5-point scale, with 4-5 points meaning "active."

Age-friendly Employment

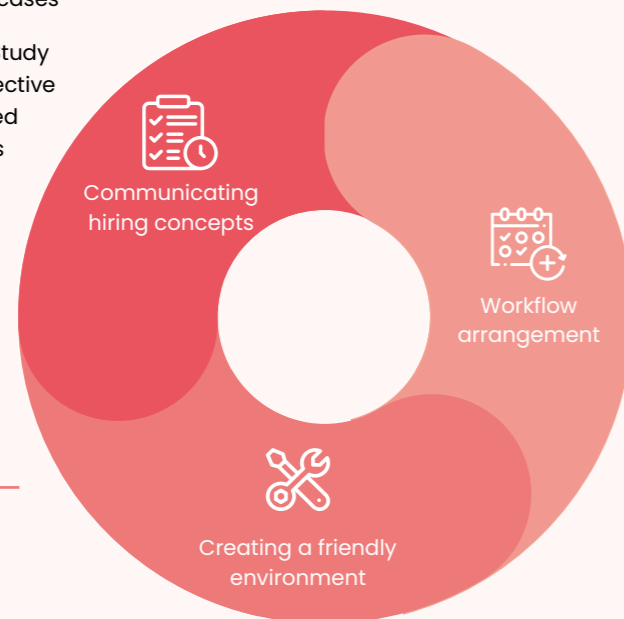
PCSC launched the Age-friendly Store Project in response to the impact on the aging population and low birth rates on the labor population in 2018, encouraging stores to hire middle-aged and elderly workers as well as encouraging middle-aged and elderly workers to find employment by creating a friendly workplace through redesigning work responsibilities for them. In 2022, PCSC won the "Excellence Award for Promoting the Employment of Middle-aged and Elderly Job Seeker" from the Ministry of Labor. As of the end of December 2022, the Company hired 1,729 employees aged 45-54, 416 employees aged 55 and above. In total, we hired

2,145 employees aged 45 and above, accounting for 24.89% of all employees. In the future, we will expand our recruitment of middle-aged and elderly employees, optimize training mechanisms and provide a friendlier work environment to boost the willingness of middle-aged and elderly employees working in our stores.

Recruitment and training are carried out in coordination with the Senior Store Managers event or channels for recruiting middle-aged and elderly workers, and training programs are specially designed for middle-aged and elderly workers. To provide the elderly with a friendly and safe work environment, besides organizing training meetings for new employees, we also established an age-friendly benchmark store with three major aspects, including communicating hiring concepts, workflow arrangement and creating a friendly environment.

Encouraging stores to recruit middle-aged and elderly workers

- Communicating with eligible stores based on benchmark cases
- Providing the "Elderly Study Plan" to assist with effective training of middle-aged and elderly employees



Evaluate the physical condition of middle-aged or elderly employees to arrange for work assignments and time slots that work for them

- These employees are given shorter shifts to begin with before adjusting according to their physical condition
- They are not required to climb up or bear a heavy load
- Each task is learnt at stages

- Set up senior-friendly facilities, such as labor-saving tools and accessibility facilities

At the end of 2020, we worked with the Bjørgaas Foundation to create a store at the Pingtung Christian Hospital that is entirely run by senior employees. The store employs senior partners, optimizes the education, training and workflow of the seniors, designs exclusive learning schedules, etc. The store currently employs 9 people including the store manager, all of whom aged between 46-65 years old as the best model for showing the benefits of age-friendly stores. In 2021, PCSC further worked with the Seniors Talent Resource Center to organize the "Experience Camp for Senior Store Managers." The activity helped the elderly better understand store operations, as well as enhancing the willingness of middle-aged and elderly people to find employment. In 2022, for the first time, PCSC cooperated with the Yunlin-Chiayi-Tainan Regional Branch and the Taichung-Changhua-Nantou Regional Branch of the Workforce Development Agency, Ministry of Labor, on hosting "Senior Store Manager Experience and Recruitment Event" in Yunlin-Chiayi-Tainan and Taichung-Changhua-Nantou. A total of 44 sessions were organized for 323 people to experience the workplace, and 104 people were hired with the rate of 32%.



Welfare, Remuneration and Care

Remuneration

The PCSC 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. PCSC 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 2022, 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, PCSC 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.

If employees receive unfair treatment in terms of salary, they can report it through the labor dispute communication channels of the PCSC Integrated Services Center and the Audit Office. From 2021 on, in addition to the statutory minimum wages and peer salary standards, PCSC included living wage^(Note1) as a reference for setting salary standards for new recruits, as well as evaluating the reasonableness of existing employees' salary. The goal is paying the employees a competitive and reasonable salary.

(Note 1) PCSC 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 2022. The relevant calculation quoted the results of the 2021 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 2021 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\$25,937^{Note 2}.

(Note 2) In 2021, the average annual expenditure on food, clothing, housing, medical care, transportation, communication and education per household in Taiwan was NT\$569,305, 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 2021, the average number of people per household was 2.89, 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 0.58.

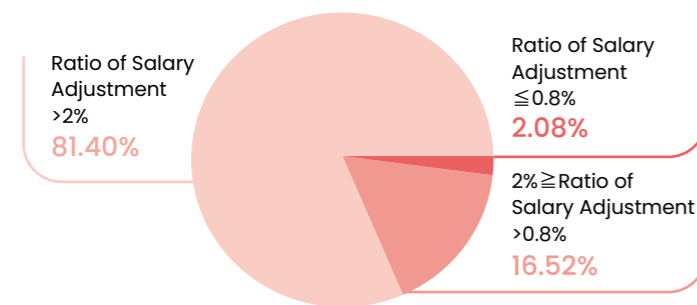
The starting salary for the new recruits at PCSC is equal for men and women for equal work, and the salary and benefits do not differ based on gender or age. In 2022, the ratio of starting salary to basic salary (NT\$25,250) for new back-office staff who are college graduates is 1.39 times, and 1.63 times for those with a master's degree. There is no significant difference in the remuneration ratio between men and women in 2022, and the basic salary plus year-end bonus ratios of all types of employees are within 1.1 times. In terms of salary adjustment, most of the adjustment was greater than 2% in 2022.

Ratio of Salaries for Male and Female Employees in 2022

	Store employees	Management	Non-management
Male	0.95	1.07	1.04
Female	1	1	1

(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 2022 (but excluding interns and those who were newly recruited or transferred for less than half a year as of March 15, 2022), based on their principal salary as of March 15, 2022 x 13 months of salary estimate.

Ratio of salary adjustment for full-time employees in 2022



(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 2022 (but excluding interns and those who were newly recruited or transferred for less than half a year as of March 15, 2022), based on their principal salary as of March 15, 2022 x 13 months of salary estimate.

We disclosed the number of full-time non-management personnel (Note) as 5,224 in 2022 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\$1,009 thousand and median salary as NT\$851 thousand. The number of full-time employees in 2022 decreased by 107 people compared to 2021. The average salary in 2022 increased by NT\$76 thousand compared with 2021, and the median salary increased by NT\$44 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.

Assistance for Work-life Balance

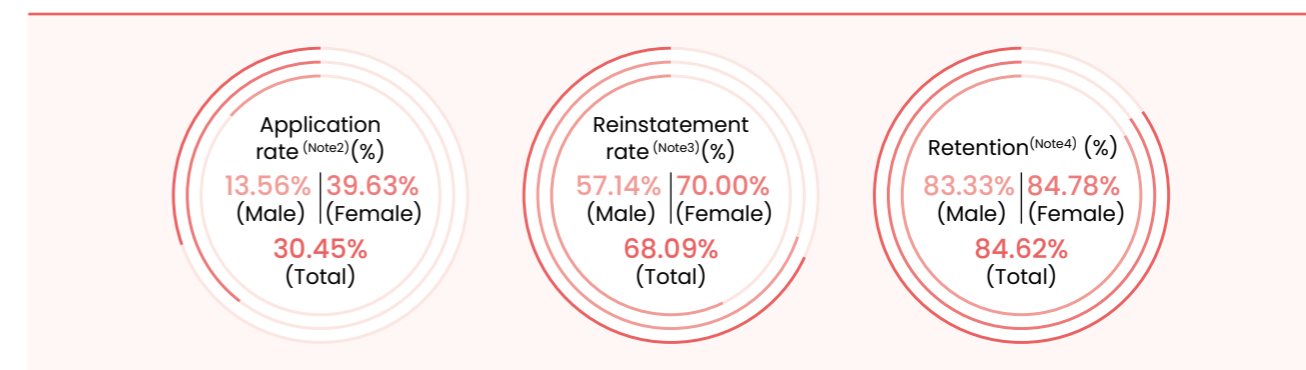
PCSC offers a variety of **employee benefits** to look after its employees as well as their families. To this end, it has set up breastfeeding rooms in the offices, as well as signing contracts with childcare institutions to provide preferential prices to reduce the burden of childcare. PCSC provides maternity leave and miscarriage leave that are superior to that of the legal requirement. With no condition on seniority, all employees are paid their full salary to give better care to female employees. Employees who are primary caregiver are offered 9 paid weeks for prenatal checkups and maternity leave. Employees who are non-primary caregiver are also

given 7 days of paid parental leave before and after their spouses give birth. In addition, office staff can also choose the time to go to and from work, which makes it easy for them to allocate their time and achieve work-life balance. In addition, due to the impact of the COVID-19 pandemic in 2020, PCSC formulated the "Work from Home Measures" and supporting measures for attendance, allowing back-office staff to work from home. Epidemic prevention insurance is provided at no cost for each employee. Anyone who is infected with COVID-19 or has contact with someone who has COVID-19 and needs to be quarantined can make a claim (Note). If new recruits catch COVID-19 before the insurance policy is taken out and develop moderate or severe illness, a one-time payment of NT\$32,000 will be issued. Another NT\$1,000 will be given for each day they are hospitalized. PCSC also has a complete appointment system that allows the employees to be employed full-time or part-time, giving them the flexibility in terms of work.

(Note) The number of applicants is withheld due to privacy concerns

Employee reinstatement and retention rate after taking parental leave in 2022

Projects	Male	Female	Total
Employees eligible (Note1) for taking parental leave in 2022	118	217	335
Employees who applied for parental leave in 2022	16	86	102
Expected reinstatement after parental leave in 2022	7	40	47
Actual reinstatement after parental leave in 2022	4	28	32
Actual reinstatement after parental leave in 2021	6	46	52
Employees still on the job 12 months after returning from taking an parental leave in 2021	5	39	44



(Note 1) Eligible applicants refer to employees who applied for childbirth subsidies in 2020-2022.
 (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 PCSC stores exceeded 6,600 in 2022, with a total of 3,685 ^(Note) franchisees. PCSC 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.

PCSC also has the physical care and leisure activities of the franchisees in mind. In 2022, PCSC spent NT\$22.63 million in budget for vacation subsidies and other subsidies for franchisees. In 2021, the COVID-19 mutual support association was established to assist franchise owners and employees of franchise stores (with labor insurance from the contracted firm) in applying for consolation money. In 2022, a total of 3,997 people submitted applications, with the amount reaching NT\$11.97 million.

(Note) PCSC 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	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

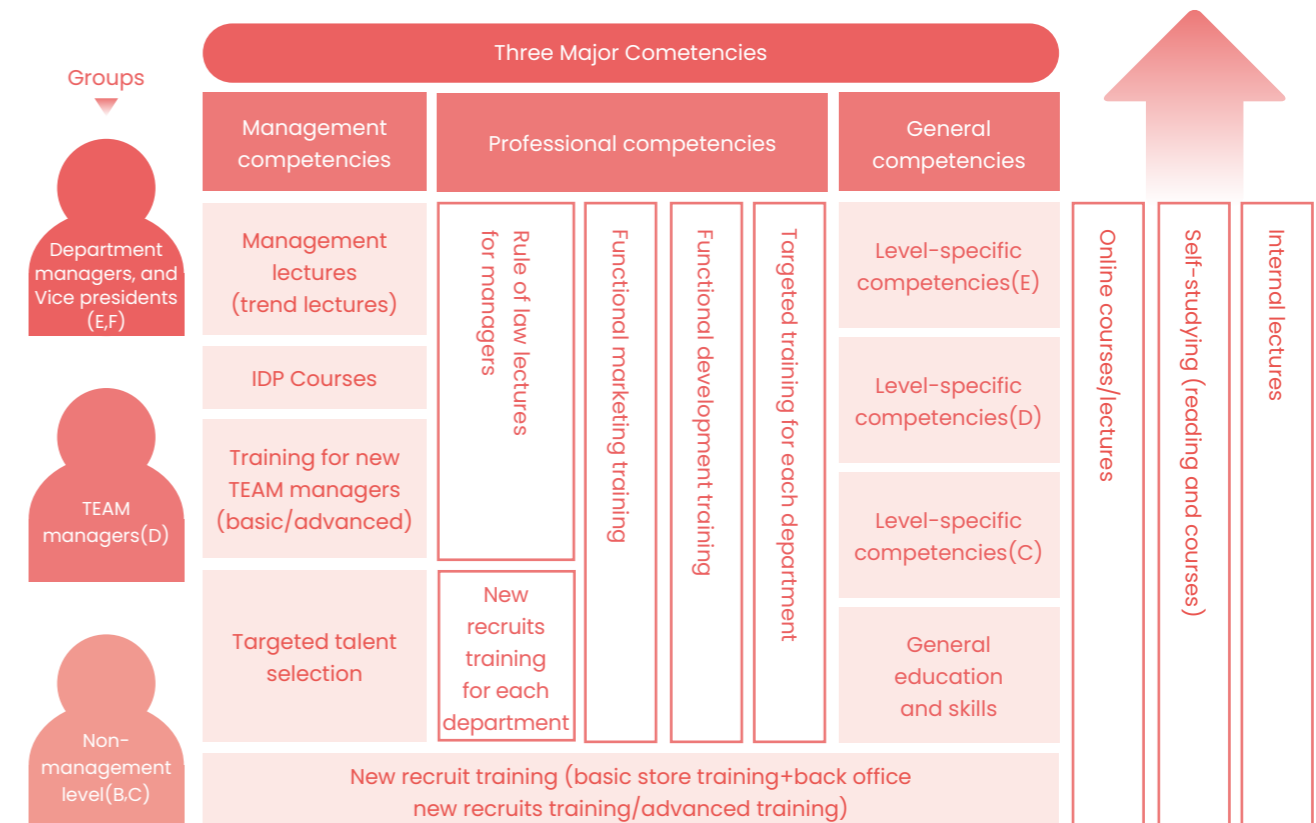
Franchisee benefits trust	Subsidy for investment is given to encourage investment
Health checkup subsidy	Senior franchisees over the age of 40 with more than 10 years of experience are eligible to receive health checkup valued at NT\$16,000 once every two years along with their spouses who work in the same store
Discounts	Group movie tickets, offers from affiliated enterprises, promotions for leisure activities

Talent Development and Cultivation

Employee Education and Training

Education and training are the main drivers of organizational growth. To this end, PCSC 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 capacity and corresponding courses 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 PCSC 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.

PCSC 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:

- 01** Setting up the Talent Development Committee based on grades

Inventorizing the positions of TEAM supervisors for PCSC and reinvestment businesses, integrating and establishing 9 major grades and setting up the Talent Development Committee to help promote the cultivation and development of talents according to plans.
- 02** Building a reserve talent pool for supervisors

Observing the management capabilities and personal characteristics of potential talents to assist with their development when promoted through regular talent inspections, building a talent pool with the Talent Development Committee and talent assessment tools (HOGAN, MR assessment, 360 degree evaluation, etc.).
- 03** Learning on the job

Allowing potential talents to take on higher-level positions through the agency mechanism to help them cultivate higher visions and decision-making power.
- 04** Job rotation program

Observing cross-functional adaptability, effectiveness and leadership potential through cross-functional key position experience.
- 05** Cultivation Plan for important management level

Designing common training courses and functional training for each management level to connect with external new knowledge and keep pace with the times.

PCSC 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 and assists in development and talent. By 2022, 35 talent review meetings have been held, and a total of 321 people have been included in the reserve talent pool.

PCSC 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 2022 was 57.87%.

(Note) The number of transferred employees at PCSC/ the total number of vacancies for the year at PCSC.

Statistics on Education and Training

PCSC 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\$17,188 thousand in education and training in 2022, with the average training expense of NT\$1,995 per person. The total education and training hours were 111,791 hours with an average of 12.97 hours per person ^(Note). Due to the pandemic and the epidemic prevention policy in 2022, many site visits and in-store training sessions were suspended or canceled to cut down on real-life classroom training. To encourage learning and foster an organizational culture that favors learning, PCSC continued to implement the talent development plan by actively creating a digital learning environment, focusing on online digital learning in a variety of formats while optimizing digital teaching materials 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 and online certification. In 2022, the number of online courses accounted for 46% of all employees' learning hours.

(Note) The denominator is calculated based on the average number of employee education and training hours for 8,617 employees on December 31, 2022 (including classroom training, online courses, online testing and external training).

Type of employees	Store employees		Management employees		Non-management employees		Total	
	Icon	Icon	Icon	Icon	Icon	Icon	Icon	Icon
Number of total training hours	13,094	27,540	7,408	1,872	31,141	30,737	51,643	60,148
Total number of employees	2,644	3,574	207	56	981	1,155	3,832	4,785
Average hours of training per employee	4.95	7.71	35.79	33.42	31.74	26.61	13.48	12.57

Education and Training Courses

Online Learning Curation

Most physical courses were put on hold in 2022 due to the impact of the pandemic. To avoid interruption in learning and increase the employees' motivation of online learning, we launched an annual online learning curation program with customized dedicated training courses. The results are as follows:

Two batches of themed online courses were launched for all staff members, including the 45 sessions of "Learning from the Books," "Exploring the Planet of Knowledge" with a total of 11,542 people passing. The Marketing Recharge Learning Program was created for those in marketing, with courses in marketing strategies and business communication consistent with current trends and pain points. There were 6 courses and 1,818 people passing. The group governance and finance courses were created for management to master leadership skills and a keen sense of business. There were 7 courses with 1,462 people passing.



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 2022, a total of 4 digital and 3 real-life lectures were organized with 741 participants passing.

TK Culture Promotion – ISE (In store Experience)

To practice a bottom-up approach and make sure the supervisors understand how things work in the stores, PCSC 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 59 batches were organized in 2022 and for 299 supervisors and 841 employees. A total of 194 batches have been organized so far with 2,540 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.

General Education and Training in 2022

Legal Education	Target Audience	Supervisors above team level at PCSC must receive 3 hours of legal education a year. The course is elective for managers of other levels.
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Legal Education



Course

Basic legal course features common legal knowledge (Fair Trade Act, Act Governing Food Safety and Sanitation, Labor Standards Act, sexual harassment and workplace violence), information session on advanced ethical corporate management, Laws and Regulations from Competent Authority: Fair Trade Act, Laws and Regulations Regulations from Competent Authority: Regulations Managers Must Learn: Competition Law in the Digital Economy, ethical corporate manager and personal information management for new recruits, use of the 7-ELEVEN brand, prevention of workplace violence and sexual harassment, zero violence in the workplace, safety in everyday circumstances, earthquake hazard prevention, office human factor hazard prevention, traffic safety (defensive driving), how to prevent overwork, workplace hazard prevention, preventing information leakage, 2022 social engineering, advanced personal information session, personal information session for new recruits, personal information manager (retraining).



2022 Results

- Online courses/lectures: 22 courses
- Legal course: 84,046 people completed 44,003 hours of learning

Cultivation and Promotion of ESG Talents

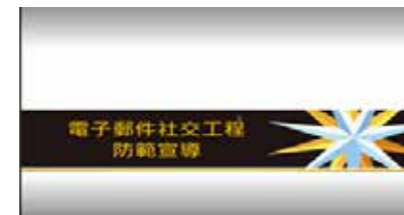
PCSC launched the Sustainable Management - Environmental Protection, Plastic Reduction and Eco-friendliness in 2022 to look back on plastic reduction actions, as well as communicating their implementation strategies and results in 2021, including sustainable management organizational reform, PCSC taking actions towards plastic reduction actions in advance, and the highlights of plastic reduction during Year One of Sustainability. We aim at enhancing awareness of sustainability based on "Planet Sustainability In Our Everyday Life" A total of 5,422 people passed the course.



In addition, PCSC 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 2022, 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 5 employees were sent to participate in training courses organized by external professional institutions.

Enhanced Information Security Education

PCSC 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 information security protection, a total of 1,718 people passed the course in 2022.



Big Data Talent Cultivation Program

A big data seed class was set up with the hopes of assisting different departments to analyze information with data through data seed learning and diffusion, so as to save manpower, achieve dynamic monitoring of business data, and provide insights into business decisions for enhanced business performance and creating a benchmark learning model. It is hoped that the class can produce valuable analytical applications to the organization. A total of 58 people participated in the process composed of tools, concept building, department task selection and practical exercises to the final big data presentation, with a total of 39 people passing.

TOEIC Program

To keep up with the development strategy in the age of globalization, PCSC started working with a company authorized by TOEIC in the second half of 2022 to enhance the language ability of the employees and shape an environment for language learning to cultivate more talents that can be stationed abroad. TOEIC exams exclusive to PCSC were organized to address the needs of employees in different regions as well as complying with the epidemic prevention policy. Two online exams and one on-site exam were organized with a total of 155 participants. In the meantime, four themed courses including grammar, listening, reading and mock exams were introduced with a total of 617 participants.

Franchisee Education and Training

PCSC 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.

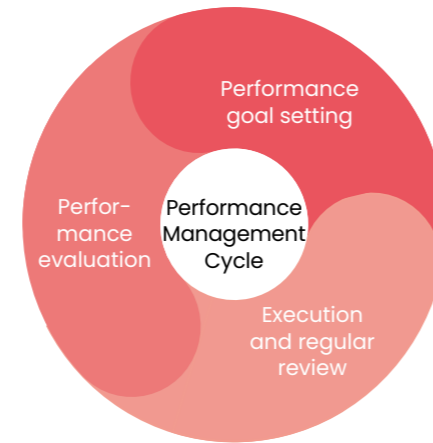
Franchisee training can be divided into two categories, namely basic training for franchisees and training for store managers. The basic training for franchisees refers to a total of 172 hours of intensive training lasting for 4 consecutive weeks, during which the knowledge and skills required to serve 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 2022, training was completed for a total of 225 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 2022, a total of 6,871 people completed the store manager training with the theme of "Community Building Ideas and Enhancing Regular Customer Loyalty."

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.

PCSC 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 converse, give back continuously and follow up on their performance, in order to assist them in boosting their performance and strengthening their weaknesses.



Full-time Employees

- Performance goals are set during the first half of the year, for which supervisors and employees discuss and set the annual goals. Supervisors may provide guidance based on the progress of tasks during the evaluation period.
- The final performance evaluation is carried out at the end of the year (only for those who have worked for over 273 days during the year). 100% of full-time employees completed performance evaluation



Part-time Employees

A bonus distribution evaluation is carried out each month to incentivize part-time employees to maintain the store image, service quality and quality assurance.

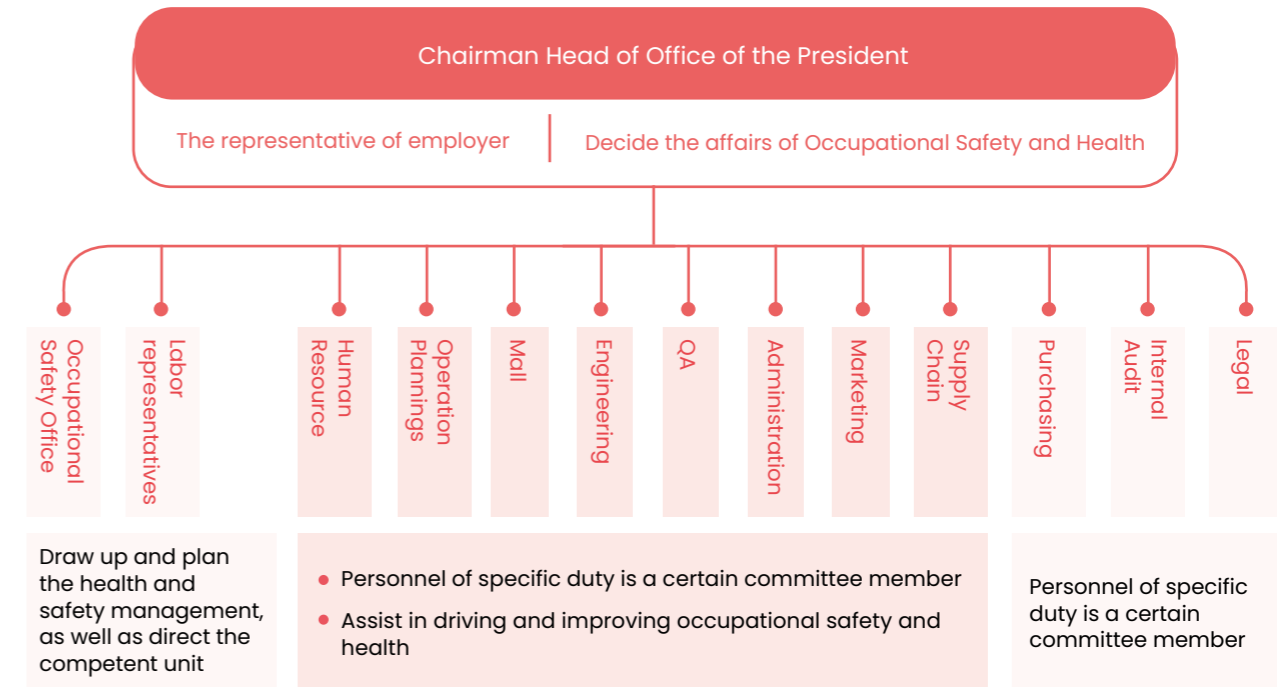
In addition, PCSC adopts a 360-degree evaluation method to evaluate employees at a specific salary level. The results will be used as a reference for future promotion decisions. Although not all employees have yet been included, we will continue to make the mechanism more objective with the method, which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

5.2 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 a 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 3 full-time staff members (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.

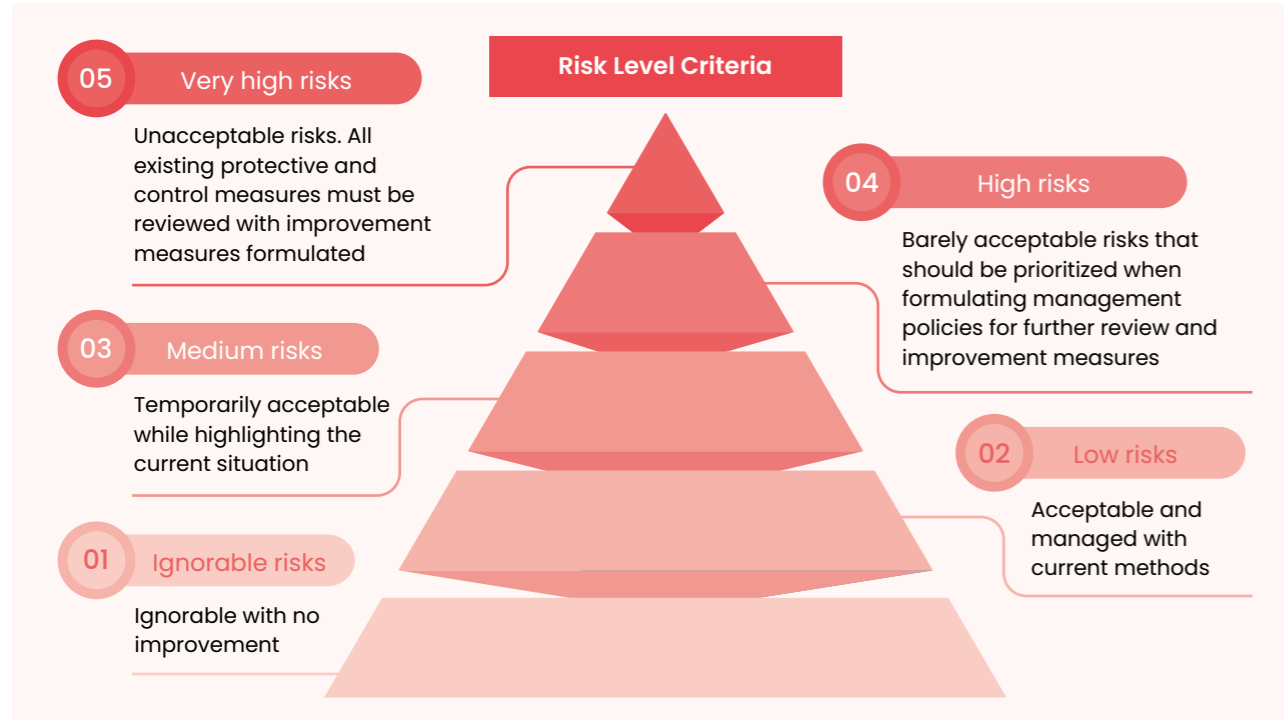
Occupational Safety and Health Committee



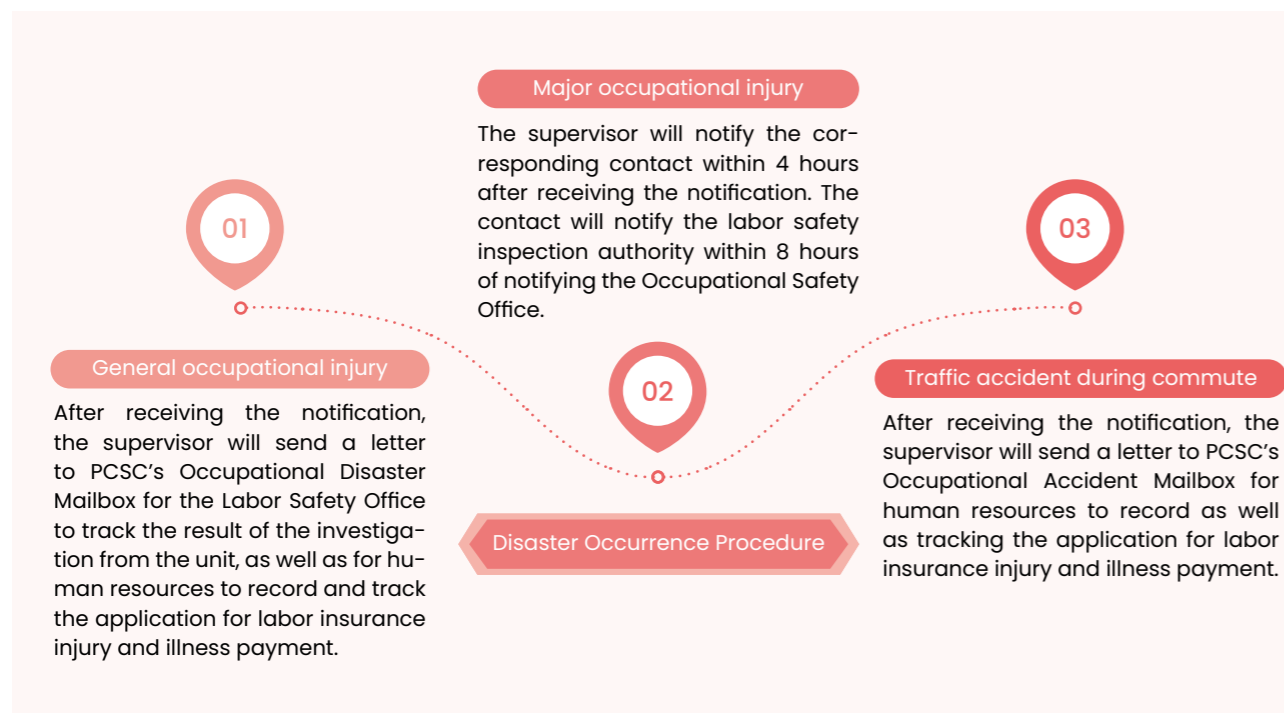
Occupational Safety and Health Policy

The President approved the [Occupational Safety and Health Policy](#) in 2022 with five guidelines for implementing risk prevention and management. Our goals in 2022 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, safety risk assessments and 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.

PCSC conducts a risk assessment every year, and all risk assessment personnel and internal auditors receive 2 hours of education and training each year 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 2022, a total of 71 operations were evaluated in 6 different venues, including the stores, shopping centers, construction sites, laboratories, fresh food manufacturing factories and offices. The risk assessment determined that both software and facility control measures existed. The result of identification shows 28 risks in the first level, 33 risks in the second level, and 10 in the third level. Overall, there was no high risks of the fourth and fifth levels.



In order to reduce the probability of occupational disasters for employees, Occupational accidents being monitored through the occupational safety reporting mechanism, initiate incident investigation and tracking, confirm the details. such as being violated in the workplace, immediately activate the mechanism of employee care, relevant protection and assistance for special circumstances. The hazard is identified by exploring the cause of the incident, inspect and analyze the opportunities for improvement, evaluate the safety equipment, strengthen personal protection (such as resisting external violence with reporting software), as well as making improvements based on strengthening the personnel's emergency response capabilities through education and training to eliminate and lower the risks to prevent similar incidents, safeguard work safety and create a friendly workplace.



Four Major Occupational Safety Plans

PCSC 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. PCSC 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.

- Overload prevention plan**: There were 33 cases risking overwork in 2022. 19 have completed assessment interviews with a doctor, and the others are still ongoing.
- Human factor hazard prevention plan**: A total of 191 people assigned the value of 3 to pain (severe pain) on the questionnaire in 2022, out of which one case was suspected to be work-related. The assessment interview has been completed for a doctor to offer medical advice.
- Illegal violence prevention plan**: There were 9 cases of workplace violence in 2022, all of which were registered with assistance offered. Three were 8 cases of internal workplace violence, and one of external workplace violence (Note). PCSC provided medical assistance, job adjustment and counseling based on the individual condition of the employee who filed the complaint. Violators were punished according to the circumstances with their roles adjusted or sent to the police for judicial proceedings.
- Maternity health protection plan**: There was a total of 57 maternity health protection cases in 2022, all of whom completed interviews with doctors. 5 people were placed at risk level 2, but the risk was lowered after adjustment to their work assignments.

(Note) External meaning the source of violence was not from an internal employee.

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. In addition, the occupational safety training exchange session has been held for three consecutive years (2020-2022) with a total of 113 suppliers participating.

	Description	2022 Performance
Safety and Health Training	Certification training (Class C occupational safety and health/first aid): Target audience: store employees Outsourced for a training unit and formulate Class C in-job training material exclusive to the stores in line with the stores' occupational environment and employee assignments.	2,792 people certified in total

	Description	2022 Performance
Safety and Health Training	Course in "Safety in Everyday Circumstances:" Target audience: store and back office employees Remind employees to pay attention to the safety in everyday circumstances and enhance the awareness of home safety with courses such as fire prevention and typhoon preparedness.	6,664 people completed training
	"Earthquake Disaster Preparedness" course: Target audience: store and back office employees Taiwan is located in an earthquake zone. The course strengthens the ability of employees to respond to earthquakes.	8,005 people completed training
	"Building Escape Drill" course: Target: back office colleagues Impromptu escape drills were organized to improve the vigilance and speed of escape of the employees for enhanced safety.	596 people completed training
Environmental Monitoring (Head Office)	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 2022.	
Contractor Management	Supplier security agreement organization meeting: The meeting was hosted in August 2022 for contractors from all over The local area (for decoration, utility, signboard, general repair).	87 suppliers attended the meeting.
	In 2022, 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, falling, incomplete pre-work education, electric shock and cutting.
	Agreement organization meeting for new contractors: In 2022, an agreement organization meeting was held for new contractors to obtain information on safety and health operation regulations.	22 meetings

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

PCSC 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. PCSC 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, labor inspectors from the Taipei City Labor 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

PCSC continued to pass regular inspections for ISO 45001 Occupational Safety and Health Management System with zero deficiencies in 2022, with the internal audits and external certifications covering the scope of the 719 employees working in the head office in line with the management system, accounting for 8.34% of all employees. For the moment, directly-operated and franchise stores are not covered. 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 workers (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 2023. 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. Key tier-1 foundries of its own brand have been fully introduced, and the follow-up will continue to promote and establish a report on the introduction of specifications. The end goal is having all suppliers for own brand products receive ISO45001 third-party certification by 2023 as condition for sourcing suppliers in the future.



▶ 2022 ○ ○ ○ ○ ○ 2025

ISO Certification
ISO 45001 Occupational Safety and Health Management System (Head Office)



▶ 2022 ○ ○ ○ ○ ○ 2025

Health Promotion Administration
Health Promotion Certification



▶ 2022 ○ ○ ○ ○ ○ 2023

Department of Health, Taipei City Government
Excellent Breastfeeding Room Certification (Head Office)

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, PCSC provided training regarding the Labor Standards Act to 168 people in 2022. After assessing the location of the operating base within the scope of the individual operations and the nature of work, it is considered that the store employees may be exposed to high/low temperature, heavy objects and other working conditions with occupational safety concerns. Their labor rights could also be damaged due incomplete record-keeping in the shift system, salary or vacation days not given in accordance with the law, insufficient time between shifts and other issues that violate labor rights, or logistics

employees working overtime. In addition, the Occupational Safety Office conducted occupational safety and health risk assessment and unannounced audits for different working environments, targeting back office, stores and shopping malls. In 2022, a total of 195 inspections were conducted, of which 27 had zero defects, with 315 defects improved at an improvement rate of 100%. The number of inspections decreased by 8.2% compared to the year before, as we focused on construction site safety for Q1 of 2021 with increased construction site inspections. Please refer to [“PCSC Human Rights Due Diligence Procedure”](#) for other human rights risk assessments and mitigation measures.

Back Office

Audit Action	Audit Frequency	2022 Results
Attendance record	Each month	No abnormality
Labor audit from competent agency	As needed	No legal violation

(Note) No penalty was received for violating occupational safety and health regulations in 2022.

Directly-operated Stores

Audit Action	Frequency	2022 Results	Mitigation Measures
Attendance record	Each month	No abnormality	-
Store self-inspection and district advisor reviews for occupational safety and health	Each May	The store performed self-inspections and reviews	Mitigation measures are tracked by store managers
Labor audit from competent agency	As needed	No illegal event	-

(Note) No penalty was received for violating occupational safety and health regulations in 2022.

Franchises

Audit Action	Frequency	2022 Results	Mitigation Measures
Store self-inspection and district advisor reviews for occupational safety and health	One self-inspection a year (prior to the universal inspection)	The store performed self-inspections and reviews	
Third party ^(Note1) labor conditions inspection	Once every year, conducted between April and August in 2022	5,833 franchises were inspected, and abnormalities were detected in 157 stores. The top three deficiencies included the time of arrival was not recorded to the minute in the attendance record, the interval between shifts was less than 11 hours, the leave record was not shown, or the salary record did not show the remaining hours of paid leave or the salary for untaken leave. The deficiencies were addressed during visits from the district consultant. The stores were also included in the list for review to ensure improvement.	Follow-up guidance and tracking was arranged by store supervisors for stores with abnormalities ^(Note 2)

Third party ^(Note 1) occupation and health inspection	Once every year, conducted between August and October in 2022	A total of 5,856 franchise stores were included in the 2022 annual occupational safety inspection with the deficiency rate of 1.08%, showing a decrease of 1.31% compared with 2021 (2.39%). The main deficiencies included store employees not having completed the online legal course and kept the records, store managers not having obtained the Class C Labor Certificate or it has expired, employed workers not having a general physical checkup, etc.
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(Note 1) A third-party consulting company was entrusted to oversee the implementation.

(Note 2) In 2022, all franchise stores with abnormalities during the third-party labor condition inspections have taken mitigation plans and confirmed that they have improved.

Contractors

Audit Action	Frequency	2022 Results	Mitigation Measures
Unannounced occupational safety and health inspection at construction sites	Each month	A total of 106 inspections were conducted, of which 8 had zero defects, with 172 defects improved at an improvement rate of 100%. The number of inspections decreased by 16% compared to the year before, as we focused on construction site safety for Q1 of 2021 with increased construction site inspections.	Deficiency review and key point sharing: In order to prevent the contractor from repeating the same mistakes, we analyzed the audit results with labor inspectors from the Taipei City Labor Inspection Office invited to serve as lecturers during the agreement organization meeting organized for suppliers from all over The local area (for decoration, utility, signboard, general repair) in August 2022 to explain relevant safety and health regulations in order to strengthen the safety concept of contractors and reduce the probability of disasters.

Statistics on Occupational Injuries

PCSC strives to reduce occupational injuries. We have the achievement of zero cases of work-related fatalities or critical injuries for 6 consecutive years through various safety and health management plans, and the frequency severity indicator was 0.21 in 2022, lower than the retail industry's average of 0.42 in the past three years (2019-2021) according to the Occupational Safety and Health Administration, Ministry of Labor. The recordable occupational injury rate of female employees in this year decreased compared with 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. PCSC initiated cross-department coordination in the second half of 2022 with departments such as operational planning, franchising and legal affairs and promises to include occupational injury data from franchise stores in the scope in 2023. Statistics is being included in the calculation for the moment. In addition, please refer to the appendix for the statistics of disabling injuries of employees and contractors in 2022.

Number and type of injuries by employee gender in 2022 (excluding traffic incidents)

Type of Injury	Falling, tumbling	Tripping	Object falling	Object collapsing	Cuts, lacerations, scrapes	Caught by large equipment	Exposure to high/low temperatures	Others	Total
Male	1	2	1	0	2	0	1	2	9
Female	1	3	0	1	1	1	4	0	11
Total	2	5	1	1	3	1	5	2	20

Number and type of injuries by supplier employee gender in 2022

Type of Injury	Falling, tumbling	Total
Male	1	1
Female	0	0
Total	1	1

Health Promotion Activities

Employees are a vital asset of the Company, and keeping employees healthy is one of PCSC’s goals for creating a happy enterprise. “Happy Cooperative Society” was established in 2010 to help employees cope with stress from life and work, as well as building a healthy body, mind and interpersonal relationships. Professionals trainers were introduced 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 2022, volunteers spent 2,910 hours caring for 3,775 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. Under the “Health Management Program” introduced in 2013, registered nurses were employed by the Company to provide health consultations on demand. A clinic was also set up at the head office to measure the employees’ blood pressure and treat simple wounds. In the meantime, employees are provided with exclusive “Health Passports” as well as a fitness circle exclusive for employees through an app in 2019. Gatherings were to be avoided in 2022 due to the pandemic. However, all employees were still encouraged to maintain the habit of exercise through “PCSC Fitness Circle” that prevent the pandemic while taking care of their health. We also provided health education through regular e-newsletters and seminars to encourage employees to manage their own health.

Resources and Services

	Description	2022 Performance
Health Check and Follow-up	Full-time employees who are over 35 years old with 5 years of experience are offered health checkups superior to the statutory requirement for prevention, early diagnosis and treatment.	Receive NT\$16,000 for health check subsidy is offered every other year. A total of 2,356 people were eligible for the subsidy in 2022.
	Annual health check for employees and food workers	PCSC offered health checks to store employees who handle food in 2022, as well as general labor health checks superior to the statutory requirement to 5,536 people with a participation rate of 81%.
Individual Healthcare Services	Healthcare services provided by doctors were made available every other month	Doctors provided 414 hours of one-to-one healthcare services for a total of 417 employees, with the satisfaction rate reaching 4.92 points.
	4 registered nurses	<ul style="list-style-type: none"> Treatment was provided for 180 people A comprehensive health management mechanism has been established to manage employees with abnormal health check results. They were categorized into different levels for management. 100% of employees with extremely high risks received intervention, correction tracking and case tracking.
Health Promotion App	“Fitness Life Circle” was set up for the employees through the app. Four events were organized in 2022 (each lasting a month) to encourage employees to work out regularly, including Walking for Carbon Reduction, Healthy and Wealthy, Mooncake for Mid-autumn Festival and Desert Oasis. Activity record was made available as a new feature.	A total 5,933 people participated in the events, burning 19.79 million calories with the equivalent of 2,571 kilograms.
Vaccination	Encouraged employees to get COVID-19 vaccination, as well as making flu and pneumococcal vaccines available on site.	<ul style="list-style-type: none"> COVID vaccination: The coverage rate of the first dose of back office staff was 97.9%, the second dose was 97.7%, the third dose was 94.5%, and the fourth dose was 17.2%. The program was still ongoing. Flu vaccine in the workplace program assisted 100 people Pneumococcal vaccination program assisted 45 people

Response to COVID-19

2022 was a tough year for fighting COVID-19. The pandemic broke out in April, and the Central Epidemic Command Center (CECC) raised the alert level as well as tightening control measures. PCSC continued to care for the health and life of our employees during the pandemic through prevention, reporting and care. We also promptly adjusted the measures in line with the development.

To protect our employees, we encouraged back office employees to work from home or work during different hours based on the Work from Home Measures. Protective equipment were offered to store employees with epidemic prevention care packages delivered to their home, as well as taking out insurance for all employees and giving out at home rapid test kits. All employees, franchise owners and employees were given consolation money if they were infected. Applications for the emergency relief fund of the Uni-president Foundation were made to help everybody get through the pandemic.