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Safeguarding Peace of Mind

Amid rapid social and environmental changes, consumers’ expectations for healthy diets, environmental friendliness, and access to digital information continue to rise. Taking Customer Health and Safety as its highest guiding principle, President Chain Store Corporation continues to refine its products and services, while strengthening product labeling management to ensure that information disclosure is accurate, complete, and compliant with laws and regulations. This enables customers to clearly understand key information such as ingredients, nutrition, and consumption guidance. At the same time, through marketing communications across stores and digital channels, the Company communicates product information in a more consistent and easy-to-understand manner, helping customers make choices that provide peace of mind and meet their needs, while jointly creating a more transparent new everyday consumption experience.

Sustainable Goal Management Process

Material Topic	Management Metrics	Medium- and long-term Targets	2026 Targets	2025 Targets & Performance	
 Customer Health and Safety	Revenue share from private-label products with voluntary health nutrition labeling ^(Note 1)	60% by 2028	56%	48% 55.16%	↑
	Revenue share from products with reduced saturated fat, trans fat, sodium or sugar ^(Note 2)	20% by 2028	15%	3% 14.57%	↑
	Revenue share of products with enhanced nutritional content ^(Note 3)	16% by 2028	14%	12.5% 13.62%	↑
	Rate of major food safety risk violations ^(Note 4)	0% by 2028	0%	0% 0%	✓
	The proportion of A+ and A level stores in the President Chain Store Corporation High-Quality service assessment ^(Note 5)	74% by 2028	72.00%	71.00% 72.00%	↑
 Product Labeling and Marketing Communication	Number of incidents involving private-label products violating the regulations on product labeling or marketing communications	0 case by 2028	0 case	0 case 0 case	✓
 Customer Relationship Management	Online revenue share	No target set	6.5%	6.4% 6.7%	✓
	Customer satisfaction survey - Customer satisfaction rate	91.00%	90.50%	90.00% 90.45%	✓
 Product and Service Innovation	Number of active OPENPOINT members	12.45 million people	12.35 million people	12.15 million people 12.24 million people	✓

Note 1: The denominator is revenue from all private-label food products, and the numerator is revenue from private-label food products that comply with the “eight major product categories” under the Health and Nutrition Profiling Assessment System standards. Please refer to the definition of health and nutrition standards in this chapter for details.

Note 2: The denominator is revenue from all private-label food products, and the numerator is revenue from private-label food products that comply with the “reduced-sugar products,” “reduced-oil/fat products,” and “reduced-sodium products” under the Health and Nutrition Profiling System standards. Please refer to the definition of health and nutrition standards in this chapter for details.

Note 3: The denominator is revenue from all private-label food products, and the numerator is revenue from private-label food products that comply with the “nutritionally enhanced supplement products” under the Health and Nutrition Profiling Assessment System standards. Please refer to the definition of health and nutrition standards in this chapter for details.

Sustainable Development Goals & Management Policies



SDG 3 Good Health and Well-being

- Invested **NT\$139,315** thousand in food safety management
- The private-label healthy eating brand Simple Fit® recorded revenue of **NT\$4,643** million



SDG 8 Decent Work and Economic Growth

- The number of stores exceeded **7,000** and reached 7,248 with the highest market share
- Invested **NT\$204,566** thousand in research and development
- uniopen reaching **19.5** million members



SDG 12 Responsible Consumption and Production

- Certified sustainable procurement of raw materials accounts for **NT\$7,720** million^(Note), taking up **30.14%**
- 100%** of private-label food suppliers with annual procurement amounts of **NT\$30** million or above introduced ISO 45001

Corresponding Material Topics

- Customer Health and Safety
- Product Labeling and Marketing Communication
- Customer Relationship Management
- Product and Service Innovation

Policies and Commitments

- Product safety management regulations
- Store management regulations
- Product safety information collection and inventory tracking SOP
- Rules for Safety on Private-label Products
- Rules for Onsite Assessment of Private-label Product Manufacturers

Management Actions

- Control the raw materials through raw material management and quality assurance inspection to safeguard customer health and safety, ensure the quality of delivery through the cultivation and management of logistics personnel, service quality in the stores is optimized with service evaluation, quality assurance and ethical corporate management certification training to ensure the health and safety of consumers.
- The Product Safety Management Regulations clearly stipulate that product labeling of delivered shipment must comply with the regulations of the competent authority, and the logistics center must also check product labeling when receiving shipment to ensure the compliance of product labeling and marketing communications.

↑ Exceeded ✓ Achieved — Not Achieved

Note 4: Major food safety risk events refer to events determined to involve fines of NT\$100,000 or above. The numerator for the major food safety violation rate is the number of stores and logistics centers where major food safety risk events occurred, and the denominator is the number of stores and logistics centers inspected by the competent authority for food safety issues.

Note 5: The grading definitions were adjusted this year. Previously, Grade A referred to scores of 90–100. In 2024, this was adjusted to Grade A for scores of 80–89 and Grade A+ for scores of 90–100. The denominator is the total number of store audits, and the numerator is the number of audited stores rated Grade A+ and Grade A.

3.2 Customer Health and Safety

Product safety is the cornerstone of President Chain Store Corporation operations. To this end, it follows the internal “Private-label Product Policy” to stay on top of the value chain of products, from raw materials, logistics to stores with management mechanisms and continuous tracking. In the meantime, we fulfil our promise of product safety through product safety information and a comprehensive internal reporting mechanisms. In 2025, a total amount of NT\$139,315 thousand was invested in food safety management.

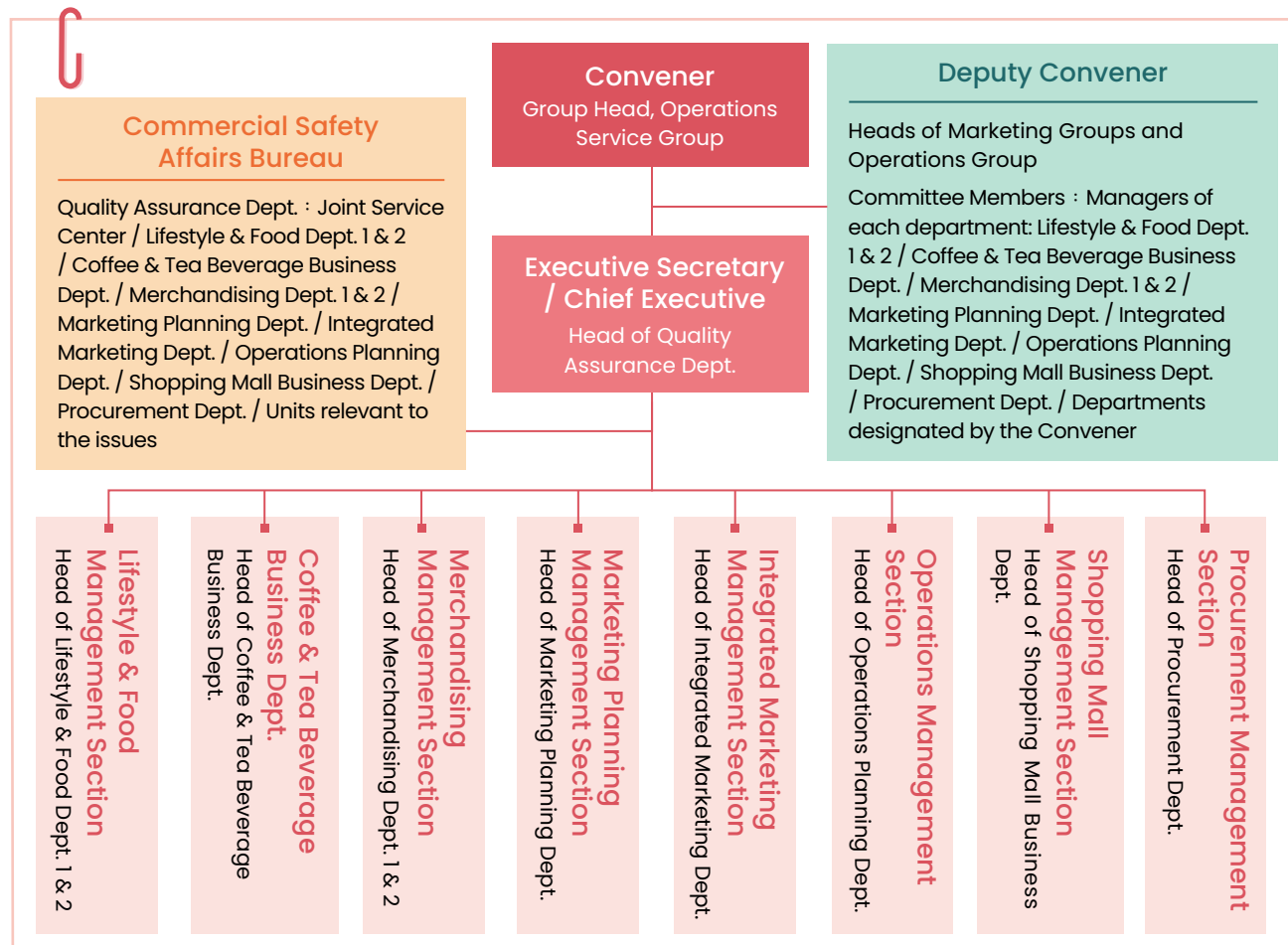
No preservatives or partially hydrogenated oils are used from raw materials to product for private-label fresh food. Each product must be inspected by a third-party testing agency. Fructose is also not added. If the ingredient is contained in raw materials, it will be tracked and managed internally.

Based on statutory requirements, President Chain Store Corporation has established microbiological standards for fresh food products, and requires suppliers to provide qualified third-party inspection reports and conduct regular testing for all product categories.

For private-label products that may contain GMO materials approved by the Ministry of Health and Welfare, the information will be disclosed.

Product Safety Committee

The Product Safety Committee is divided into three main levels. The convener is appointed by the President, with the Marketing Group Vice President and Operation Group Vice President serving as deputy conveners. The Quality Assurance Department Manager serves as the Director-General on the second level. Under the Director-General, a separate Business Security Affairs Bureau is responsible for the integration and collection of issues related to product safety. The third level consists of 8 task forces with each department head as leader. Focusing on safety and quality, the Product Safety Committee set up a management system for private-label products with the scope covering 100% of private-label products. One meeting was convened in 2025, with discussions focusing on reporting and tracking important business security information, planning and responding to changes in regulations.



· Collection and Inventory for Product Safety Information ·

Staying abreast of the latest product safety information has been key to President Chain Store Corporation’s making product quality management a reality. Product safety information is negative reports collected by President Chain Store Corporation on its private-label products and indirect investment business, information on unqualified products, and information on regulations promulgated by relevant authorities and issued in other countries. President Chain Store Corporation manages information in different levels in accordance with our “Product Safety Information Collection and Review Tracking Standards.” The system applies to 100% of President Chain Store Corporation’s private-label products. In 2025, the Company collected 363 product safety-related memos, including 2 A-level information, 302 B-level information and 58 L-level information.

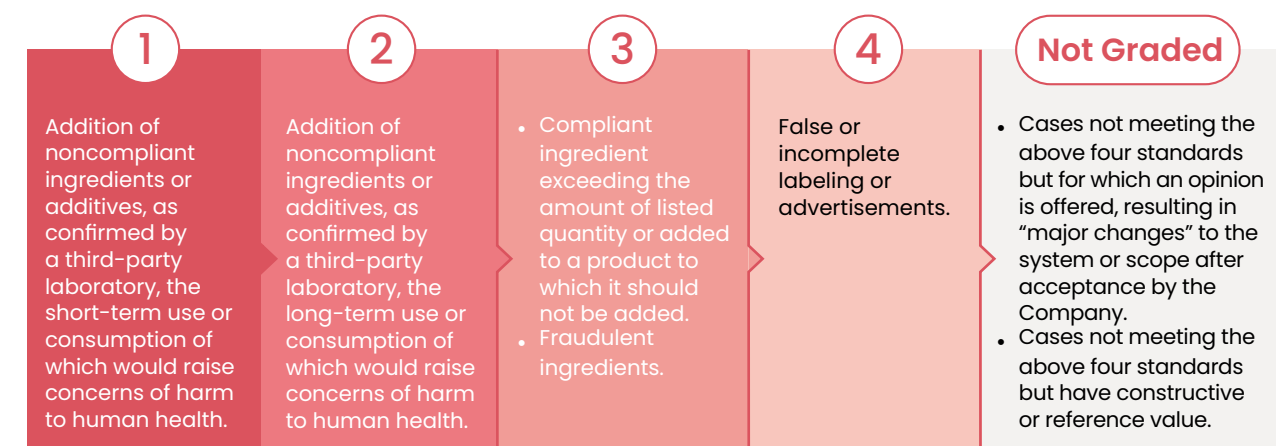
Note: A-, B-, and L-level information is compiled based on the date of internal announcement. In 2025, there were 2 A-level incidents, all of which were negative business security information directly related to President Chain Store Corporation. Crisis notifications or follow-up actions were carried out for each case, including a review and proposal of improvement measures. All improvement actions have been completed and the cases have been closed.

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

· Internal Reporting System ·

President Chain Store Corporation has established an internal product supervision mechanism based on the “Rules for Safety on Private-label Products.” This mechanism invites employees to come together to play a role in supervising product safety. In cases where employees in logistics, directly operated stores, or franchisees have doubts or questions about ads, labeling or ingredients, they can use this mechanism to provide feedback. Issues raised in this way are forwarded to the Product Safety Committee and the person making the report receives a reward based on the severity of risk involved with the safety issue. In 2025, no incident was reported.

President Chain Store Corporation Product Safety Incident Risk Categories



· External Grievance Mechanism ·

President Chain Store Corporation established an “Integrated Services Center” to act as the internal and external channel for issues involving products and services. Consumers can voice their complaints or suggestions to the Integrated Services Center via hotline or email. The Center creates a file for each issue and in cases that require follow-up, cases are only closed after customers receive information on how President Chain Store Corporation responded to and handled the issue. In 2025, the Center handled 86% of the cases online in real time with 100% of the cases closed ^(Note). 100% of the stakeholder letters were answered.

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

Product Value Chain



Raw Material Management	Logistics Management	Store Management
- Tracking and traceability system - Product quality inspection	Logistics management	- Product labeling - Service Quality Evaluation - Quality Assurance Inspection - Quality Assurance and Ethical Corporate - Management Certification Training Inspection

· Raw Material Management ·

< Tracking and Traceability >

To effectively monitor product safety and take up the responsibility of President Chain Store Corporation as a retail business, President Chain Store Corporation works with the ROC Fresh Foods Development Association to set up a Material and Quality Assurance System (MAS) for private-label products. This ensures that product raw materials and suppliers can be tracked and managed. The main document in the MAS system is the product specification document, which records the sources of raw materials and the suppliers. The Company confirms the system complies with relevant regulations through reviews and existing quality assurance mechanisms. As of the end of 2025, 100% of the Company's private-label food products had the corresponding product specification document in the MAS system.

President Chain Store Corporation meets the definition of a vendor of box meals as set forth in Article 9 of the Act Governing Food Safety and Sanitation and set up a traceability system for the meal box category in accordance with the official document (Food and Drug Administration Document No.1071300516 authorized by the Ministry of Health and Welfare on 26 June, 2018), a total of 664 products in the meal box category ^(Note) have undergone traceability management (must be traceable), taking up 100% of all box meal items in the current year.

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

< Quality Certification >

To manage and stay on top of product quality, President Chain Store Corporation's Quality Testing Laboratory obtained ISO/IEC17025:2017 certification following items specified by TFDA and TAF (ISO/IEC 17025:2017). After a product is made, the laboratory first samples and tests it for microorganisms with chemical methods, ensuring product safety before it is put on the shelf. As of the end of 2025, the laboratory conducted tests on 640 items per requirements of CNS or the competent authority. Another 125 test items that follow directives from the aforementioned requirements were also conducted.



TAF Certification Items: ISO/IEC 17025:2017 certification items	
Microorganisms	1 item
Caffeine	1 item
TFDA certification items	
Microorganisms	1 item

In 2025, a total of 818 tests were run on products and raw materials, with 818 passing the test. Unqualified products were treated in line with the contract, on top of carrying out follow-up inspections and monitoring to ensure that the products we sell are safe. The quality testing laboratory resulted in costs of NT\$42,860 thousand, including NT\$25,650 thousand for entrusted laboratories ^(Note), accounting for 0.02% of the Company's operating revenue.

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

· Logistics Management ·

President Chain Store Corporation products are shipped to stores after production. Ensuring product quality during transportation is the key to stable product quality and safety. Therefore, even though the logistics company is not a main element in the scope of disclosure in this report, its operations are still disclosed due to its impact on product safety. After President Chain Store Corporation products and raw materials are manufactured by suppliers or contract manufacturers, they are shipped to stores by a logistics company. To ensure that the quality of products is maintained and guaranteed throughout the entire process of shipping, storage, and display and to reduce potential risk to products due to temperature, employees or sanitation, we partner with logistics companies on initial logistics and in-store product management and service audits. Initial logistics involves cooperation on shipping, taking product quality management processes from the store and pushing them upstream to the supplier end to set up a comprehensive quality control mechanism. In 2025, we continued to implement a logistics mechanism for 100% of the exclusive and private-label products including rice, fresh noodles, salads, cooked food, refrigerated flavored breads, sweet potatoes and fresh foods.

· Store Management ·

< Product Labeling >

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

In the meantime, President Chain Store Corporation is also committed to obtaining relevant labels for its own products. In 2025, the raw materials for President Chain Store Corporation's private-label products were inspected by an external body to confirm no GMOs were adopted. To make it easier for consumers to make purchase decisions, President Chain Store Corporation is also committed to clearly displaying labels relevant to GMOs on the outer packaging in accordance with MOHW's "Guidelines for Labeling Packaged Food Containing GMO Raw Materials" and Guidelines for Labeling Bulk Food Containing GMO Raw Materials." Among private-label products, the ones whose outer packaging was marked with a label stating "Does Not Contain GMO" reached a revenue of NT\$375,161 thousand in 2025.

< President Chain Store Corporation High-Quality Service Qualification >

President Chain Store Corporation conducts an annual President Chain Store Corporation High-Quality Service Qualification assessment on all its directly-operated stores and franchises, with items including basic service, professional service, comfort of the environment and appropriate responses. The results of the assessment are graded A+ and A(excellent), B (meets expectations) or C (needs improvement)^(Note). In 2025, a total of 1,821 stores were graded A+ and 1,052 were graded A out of all the stores, accounting for 72% of all the stores that were audited, exceeding our high-standard target (71%). Operations specialists visit stores receiving a grade of C to provide guidance, and hold meetings to draft corrective action plans, conduct drills on the shortcomings as well as reevaluating to ensure improvement, providing the consumers with a great shopping environment. In addition to continuously improving service quality at individual stores through in-depth guidance provided by district consultants, President Chain Store Corporation publicly recognizes warm and thoughtful store services through internal channels. The Company has also received external recognition, including the Gold Award and Service Pioneer Award in the Commercial Times Service Industry Evaluation. Its public restrooms have also received the Gold Quality Award for Public Restrooms from Taitung County and New Taipei City, as well as the Outstanding Public Restroom Award from the Ministry of Environment.

2025 Annual Initial Assessment	Grade	Number of stores Audited	Percentage
A + (Excellent)	90~100	1,821	45.6%
A (Excellent)	80~89	1,052	26.4%
B (Meets expectations)	70~79	866	21.7%
C (Needs improvement)	< 70	251	6.3%

< Quality Assurance Audit >

President Chain Store Corporation performs quality assurance audits through the engagement of an external management consulting company. In 2025, 99.35% of all stores underwent this audit. A total of 31,444 stores were inspected with a pass rate of 92.97%. The stores were unqualified mainly due to expired products. President Chain Store Corporation provided concrete suggestions for the issue and followed up to ensure that improvements were made.

Note: The scope of inspected stores and the pass rate includes all inspected retail stores in 2025, and stores that close by the end of the year are not excluded.

< QA and Ethical Corporate Management Certification Training and Audits >

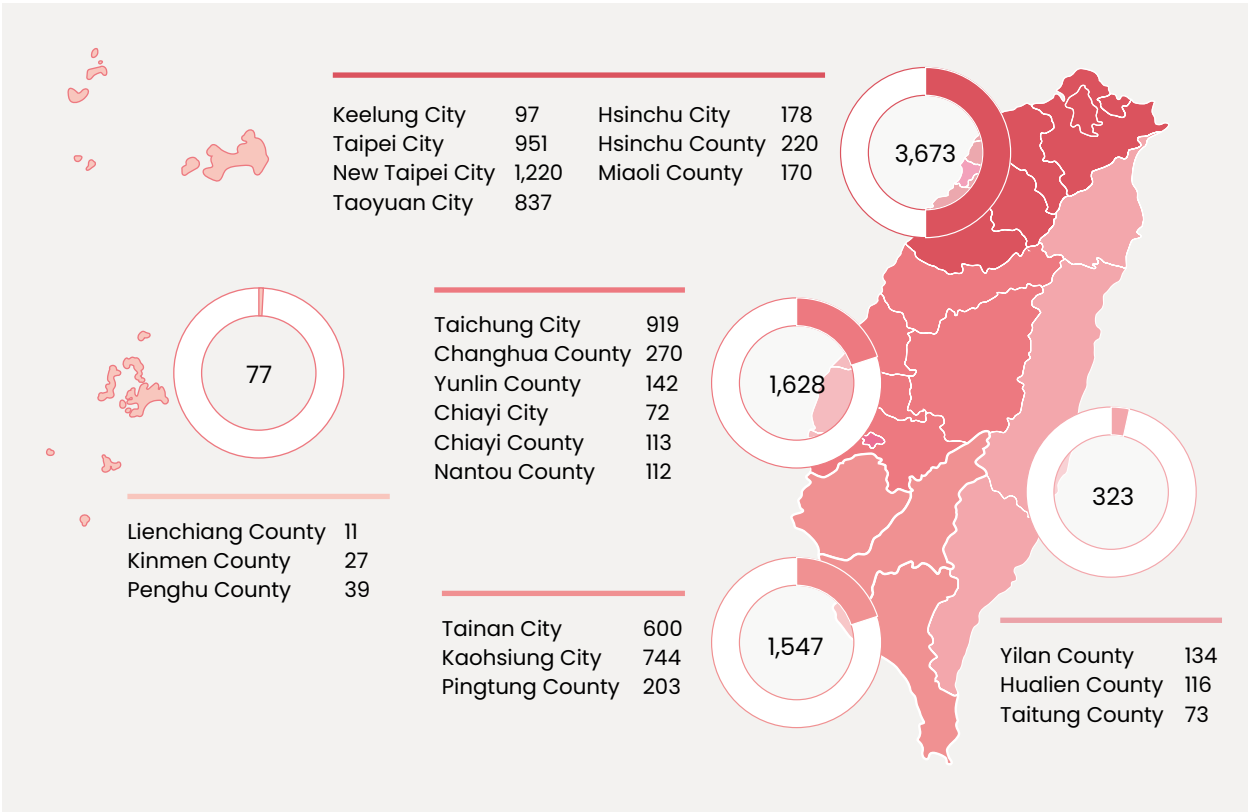
In addition to the store audits described above, President Chain Store Corporation continues to provide quality assurance and ethical corporate management education and training for all employees each year to strengthen overall personnel quality assurance capabilities. Course content covers the implementation of quality assurance operations, compliance with ethical corporate management standards, and maintenance of the Company's image. Professional quality assurance courses on different topics are arranged to strengthen employees' professional capabilities. In 2025, a total of 73,661 participants attended the training. President Chain Store Corporation also engages a management consulting firm to audit store quality assurance training certification. In 2025, 99.18% of all stores were audited.

3.3 Product and Service Innovation

President Chain Store Corporation's goal is to provide a variety of innovative and quality products that exceed customers' expectations. To this end, it integrates internal resources to promote product and service innovation. We launched a total of 9,333 products and 1,879 services in 2025. In 2025, private-label products accounted for 26% of total revenue. By continuing to provide consumers with more high-quality products and convenient services, President Chain Store Corporation will become a good partner in people's daily life.

Store Locations

President Chain Store Corporation focuses on providing customer services characterized by convenience and peace of mind with stores in Northern, Central, Southern parts of Taiwan as well as outlying islands. The Stores All over Taiwan project was launched in 2019 by inventorying districts out of the total of 368 towns and villages with gaps in services where making purchases remained inconvenient. As of 2025, we have a total of 7,248 stores, 171 more compared to 2024. With more than 7,000 stores connecting 368 towns and districts (with the exception of Wuqiu) to each location that needs services, we have reached a new milestone of ["24/7 Services from Our Stores All over Taiwan."](#) It is our hope that we can continue to expand the scope of services offered by President Chain Store Corporation, so we can meet the needs of customers in a timely manner with a variety of convenient and quality services and to become the service platform that customers depend on in their fast-paced lives. In the coffee business, CITY PRIMA® surpassed 7,000 stores. Through interactive mechanisms such as the "Product Wishing Pool," the Company invited consumers to participate in product development, successfully creating buzzworthy products such as "Flipped Pudding." This not only increased the success rate of new products, but also strengthened brand engagement. In 2025, President Chain Store Corporation also launched OPEN! FUNLAND for the first time, integrating elements of character IP, animation, and trend culture to create a new recreational consumption space. In the meantime, the Company opened the first street-front flagship store for !+? CAFE RESERVE + TEA Bar, offering a higher-quality tea beverage experience with strong customization flexibility, further boosting the brand hierarchy and value positioning of its tea beverage series.



To this end, it provides customers with cash flow, logistics and information flow services with digital tools such as the 7-ELEVEN online shopping site, ibon, OPENPOINT app and MyShip. This allows consumers to make the most of President Chain Store Corporation as the base and service center for everything in life. The strategy that incorporates e-commerce and store transactions has been adopted to develop innovative services and trending products, connecting the OPENPOINT ecosystem to make the most of the membership economy and actively becoming a platform of life services in the eye of consumers. In 2025, the proportion of customers using online services and sales platforms reached 12.47% of the total number of transactions, and online revenue accounted for 6.7% of individual revenue.