

Workplace Violence Prevention

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

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

Prevention and Handling of Discrimination

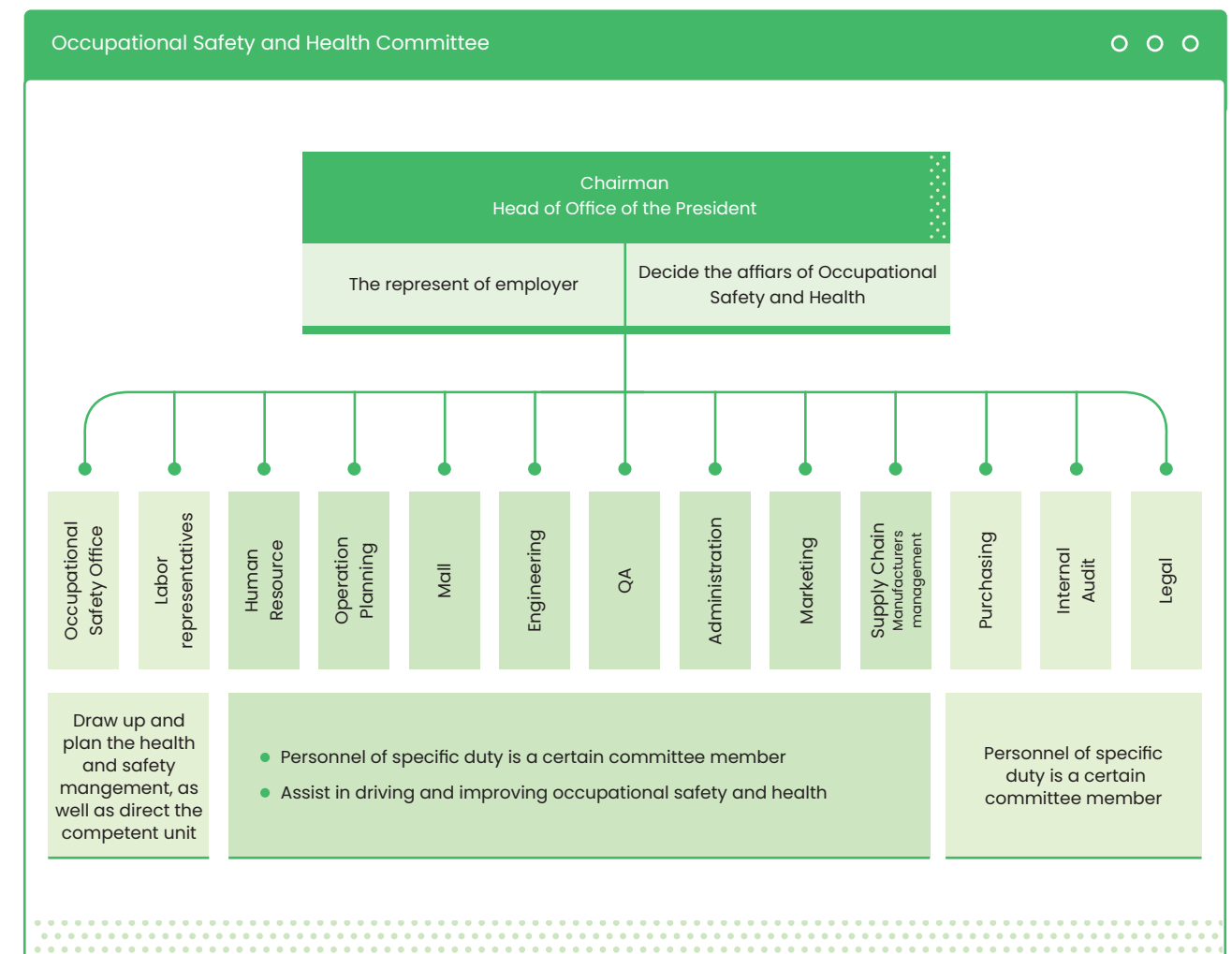
President Chain Store Corporation attaches great importance to equality and inclusiveness in the workplace. In addition to its commitment to prohibit any illegal discrimination, sexual harassment, illegal physical and mental abuse, as well as intimidation in the workplace in its Human Rights Policy,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

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

5.3 Occupational Safety and Health

Occupational Safety and Health Committee

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



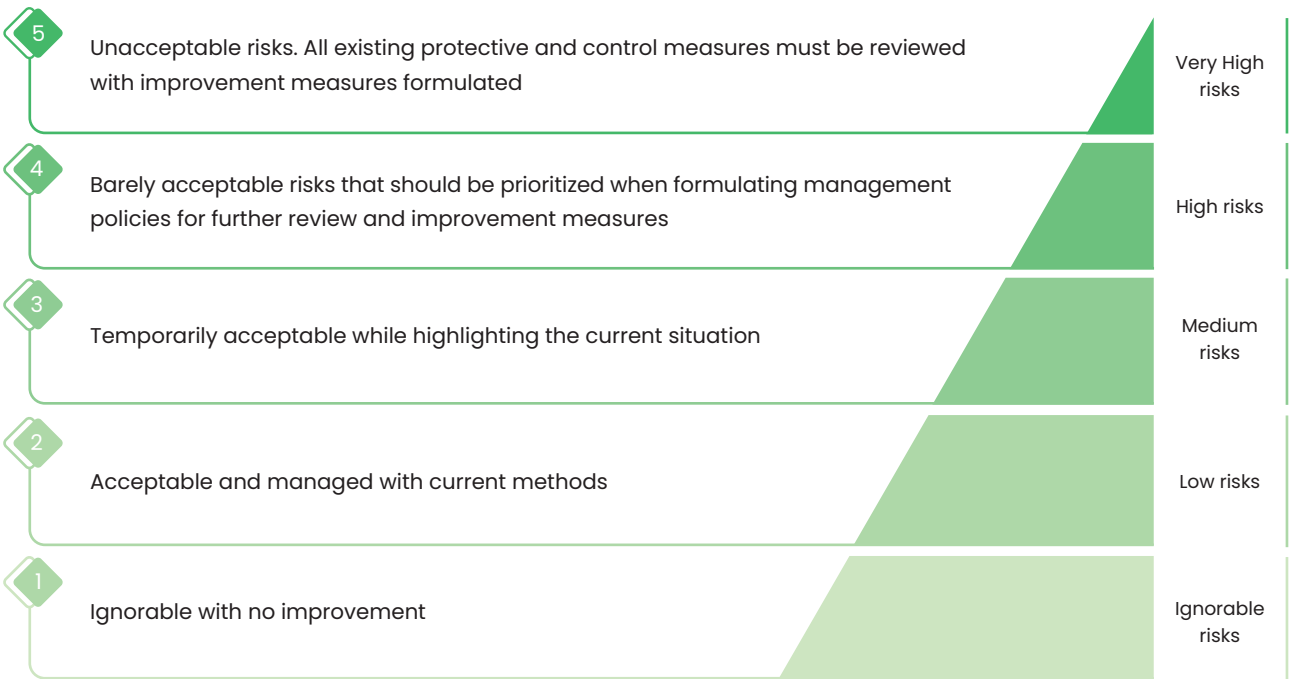
Occupational Safety and Health Policy

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

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

Risk Level Criteria

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



Flow of Incident Occurrence



Four Major Occupational Safety Plans

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

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

Emergency Response Mechanism

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

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

Implementation of Occupational Health and Safety

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

Safety and Health Training

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

Environmental Monitoring (Head Office)

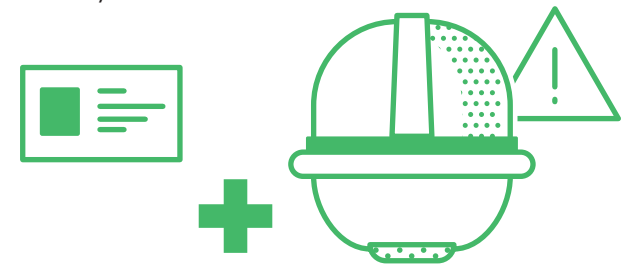
Description	2024 Performance
The quality of drinking water receives inspection each quarter. The concentration of carbon dioxide and lighting are checked every six months.	The results exceeded standards.
The disinfection frequency was once a quarter in 2024.	

Contractor Management

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

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

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



Occupational Safety and Health Management System and Health Certification

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

Occupational Health and Safety Audits

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

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

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

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

Statistics on Occupational Injuries

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

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

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

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

Health Promotion Activities

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

+ Resources and Services +

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