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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.

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.