6 Promotion of Social Welfare & Charity

Building upon our core operations, President Chain Store Corporation fosters connections within the community to better understand our consumers' needs, build trust and confidence. We use our resources to implement goals such as promoting health & well-being, eliminating hunger, developing sustainable communities, fostering education, protecting the environment, circular economy, etc. - building a better, more sustainable future with our consumers and the 7,000+ stores across the local area. Our mission is to become the indispensable neighbor that spreads love and ensures safety in the community.

President Chain Store Corporation integrated its resources to form the Good Neighbor Meal Delivery Team, providing nearly **90,000** meals in 2024 with over **18,000** digital pickups to help the elderly in different towns

What Time Is It? Café Project connects **20** welfare groups for the elderly, hospitals and nursing homes, and has helped more than **5,000** elderly people with dementia integrate into the community.

Organized a total of **1,850** Health Funfest with over **20,000** participants

A total of over **200,000** people took advantage of the Sustainable DIY materials

Encouraged more than 8,000 children to improve their reading skills with point collection as incentive, with over **210,000** books read

The Youth Deep Roots Program has worked on a total of **41** projects with youth organizations

Social Welfare

Policies and Commitments

- Philanthropic Strategy

Management Actions

- Good Health and Well-being: What Time is it? Café, Good Neighbor Health Classroom, Millennium Blood Pressure Monitoring Station, Good Neighbor Healthcare Funfest
- Zero Hunger: Good Neighbors Meal Delivery Team
- Sustainable Cities and Communities: Youth Deep Roots Program
- Quality Education: Sustainable Funfests, Deep Roots in Sustainability Project, Reading Encouragement Program
- Environmental Protection: Sustainable Circular Economy Project

Sustainable Goal Management Process

Material Topic	Management Metrics	Medium- and long-term Targets	2025 Targets	2024 Targets& Performance
Social Welfare	In-store change donation/amount of goods donated (Note 1)	NT$274 million by 2028	NT$244 million	↑ NT$234 million ····· NT$284 million
	Sessions of Good Neighbor Funfest organized and number of participants	2030 Total number of sessions : 20,000 Total number of participants : 300,000 Session with a social welfare theme (Memory Café, Good Neighbor Classroom, etc.) : 5,000 sessions	Total number of sessions: 15,000 Total number of participants: 200,000 (Note2) Session with a social welfare theme (Memory Café, Good Neighbor Classroom, etc.): 5,000 sessions	— Total number of sessions: 17,000 Total number of participants: 150,000 ····· Total number of sessions: 12,000 Total number of participants: 110,000

↑ Exceeded ✓ Achieved — Not Achieved

(Note 1) The fundraising schedule is adjusted each year according to the needs of external groups and society. Therefore, it is difficult to set targets based on the performance of the previous year. The target is achieving continuous and stable growth instead.
(Note 2) Based on the actual performance in 2024, and adjusting according to the needs dictated by the social climate each year, the target for 2025 has been adjusted to an estimated growth of 25%.

President Chain Store Corporation prioritizes on the promotion of health and well-being, nutritional and food needs, and sustainable cities & communities, which will achieve the SDG 2 Zero Hunger, SDG 3 Good Health and Well-being, SDG 11 Sustainable Cities and Communities, respectively. Furthermore, we are also concerned with SDG 4 Quality Education, SDG 12 Responsible Consumption and Production and environmental protection, therefore we continue to utilize our wide network of channels to create platforms for charity donations. The vision of President Chain Store Corporation's influence: Creating a charity-friendly store with the densest local service network, building a bridge between social welfare groups and the public to share goodwill, continuing to promote sustainable mutual benefits, and striving to become an irreplaceable good neighbor in the community that delivers warmth and peace of mind.

Major Aspects	Strategies	Topics	Actions	SDGs
Zero Hunger	Taking care of the vulnerable elderly in remote areas and improving care for the elderly living alone by organizing a team of volunteers for meal delivery to fill gap of social welfare groups, alleviate the problem of insufficient meals for elderly living alone in areas where grocery-shopping is inconvenient	Neighborhood care, sufficient meals	Working with five major social welfare groups to solve issues related to elderly care by focusing on meal delivery services, and expanding store meal delivery and meal sharing by combining iCash2.0 mobile pickup to make sure the elderly are provided for.—Good Neighbor Meal Delivery Team	2 ZERO HUNGER; 3 GOOD HEALTH AND WELL-BEING
Good Health and Well-being	Preventing common diseases the perspective of preventive medicine	Community care, Good Neighbor	Health education, care for the disadvantaged and elderly in stores, blood pressure and waist circumference measurement, as well as dementia prevention.—Good Neighbor Health Funfest	3 GOOD HEALTH AND WELL-BEING
	Raising awareness of liver diseases which are the most common in Taiwan through fundraising and charity health checkup services, calling on people to "take the initiative to screen, actively seek medical treatment and treat early" to protect their health.	Healthcare	7-ELEVEN works with the Liver Disease Prevention & Treatment Research Foundation to raise funds. Stores near District Health Service Centers offer health checkup services to turn certain 7-ELEVEN stores into an information hub for health education focused on liver diseases. —In-store change donation	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Sustainable Cities and Communities	President Chain Store Corporation supports youths in returning to their hometowns to develop a variety local industries with the "Youth Deep Root Program"	Local industry development, Youth	President Chain Store Corporation's Good Neighbor Foundation observed issues young people encounter when trying to stay in their hometowns. In 2024, it supported local youth groups in 8 different counties and cities to connect them with large retail channels. —Youth Deep Root Program	8 DECENT WORK AND ECONOMIC GROWTH; 11 SUSTAINABLE CITIES AND COMMUNITIES; 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Quality Education	Working with the Good Neighbor Foundation to organize "Good Neighbor Funfest" with a large variety of experience activities to turn 7-ELEVEN into a community activity platform.	Foundation in sustainbility, Good Neighbor Funfest	Organizing Good Neighbors Funfest with the stores to launch activities with themes including environmental protection, education, health and social welfare to make Good Neighbors Funfest more educational. —Good Neighbors Funfest	4 QUALITY EDUCATION
Environmental Protection	Promote environmental protection to connect the public with the environment and care for the environment.	Environmental protection promotion, strength from the crowd, carbon reduction, habitat protection	Helping The Society of Wilderness conduct ecological surveys, habitat protection, monitoring and restoration to maintain the ecological environment, holding various environmental education activities and lectures, training volunteers for the Society, as well as inviting the public to engage in environmental protection actions. —In-store change donation	6 CLEAN WATER AND SANITATION; 7 AFFORDABLE AND CLEAN ENERGY; 15 LIFE ON LAND
	Working towards a sustainable earth and common good for the society through recycling to reduce plastic and carbon emissions, making a sustainable lifestyle and green consumption a reality.	Circular economy	Recycled PET bottles from 7-ELEVEN stores are turned into yarn before being made into packaging materials for recycled low-carbon gift boxes. The boxes are assembled by those with Down Syndrome. The public is invited to order for the boxes to be sent to the recipients as an attempt to increase social inclusion. —In-store change donation	3 GOOD HEALTH AND WELL-BEING; 12 RESPONSIBLE CONSUMPTION AND PRODUCTION

By engaging in community services, donations (money & goods), points donations, and other charitable fundraising, we not only fulfill our goals for promoting health, eliminating hunger, developing communities and education quality, as well as protecting the environment, but also better understand the needs of the community (e.g. nutritional health or local economic development) through our interactions with the public. These can then be transformed into future business opportunities to promote sales of healthy, ready-to-eat food products, achieving sustainable development for both social welfare and economy.

6.1 Philanthropic Participation & Fundraising

Philanthropic Participation

President Chain Store Corporation brought its corporate influence into full play in social welfare and charity events. The monetary equivalent of the amount of time and other contributions that President Chain Store Corporation invested in social welfare and charity in 2024 are as follows.The monetary equivalent of time and other costs contributed by President Chain Store Corporation in charity events in 2024 (unit: NT$)

Item	Amount	%
Cash (excluding marketing expenses)	26,865,000	16.34
Time cost (voluntary services done during paid working hours) (Note)	17,996,952	10.95
In-kind donations (products or services, programs, partnerships or similar)	113,665,000	69.15
Management overhead	5,842,318	3.55
Total	164,369,270	100.00

(Note) Calculations are based on factors such as the number of hours individuals contributed, salary, operational and management costs for fundraising platforms and the number of events held. Cash contributions include charitable donations of NT$26,600,000, including donations to Good Neighbor Foundation, Millennium Health Foundation, as well as NT$265,000 in costs for the Health Station program.

(Note) This year's overall investment decreased by NT$46 million, or 22.1%, compared to last year. This is caused by issues with 7-ELEVEN's manpower as well as external factors such as low birth rate, aging communities, increased digital applications and digital natives, which had an impact the number of store events and the number of participants. In addition, social welfare DM racks were suspended since the second half of 2023, so the overall investment was reduced compared to 2023.
(Note) Number of Sustainable Funfest * 4 people * number of hours * hourly wage

Charity Donation

President Chain Store Corporation has long hoped to utilize our vast and convenient network to maximize our influence on philanthropy, and "Bring Back the Love" charity fundraising platform is one of the biggest all-round channel for donation in Taiwan. Moreover, we have created several different platforms for charitable donations, including OPEN POINT app online donations, in-store cash donation, ibon machine donation, membership point donation and pledge donation of goods to enhance the general public's awareness of social welfare issues. In 2023, a total of NT$707 million was raised for charitable donations, with a decrease of NT$10 million (Note), allowing corporate resources to be invested in health and well-being, hunger eradication, urban and rural sustainability, education and empowerment and environmental protection, creating a wonderful and sustainable society together with everyone through over 7,000 stores.In 2024, OPENPOINT APP online donation joined hands responded to the occasion of International Day of Charity (September 5), as well as connecting internal and external social welfare communities to call on the public to engage in charity through online donation features such as the "Coin Purse", maximizing the function of the fundraising platform to help the disadvantaged and starting a cycle of social good.

(Note) The main reason for the decrease in donations this year is that in 2023, the Ministry of Health and Welfare and World Vision launched an emergency fundraising for the victims of earthquakes in Turkey and Syria. Therefore, the amount of donations in that year increased significantly. In comparison, the scale of donations has decreased this year.

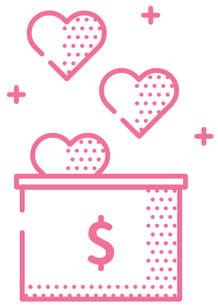
App Online Donation

Working with 92 social welfare organizations in 2024 to raise a total of over NT$57.33 million

In 2023, the amount of recurring fixed-amount donation exceeded 20%. In 2024, the Coin Purse donation feature was enable so that people could donate as little as NT$1, committed to the sustainable operations of the charity ecosystem.
In addition to launching recurring fixed-amount donation promotion activities every quarter in 2024 by offering free gifts, we responded to the International Day of Charity (September 5) in launching the fundraising campaign for the International Month of Charity. Additional OPENPOINT points were offered to fixed amount of donations made on OPENPOINT APP, calling on the general public to engage in charity. Moreover, we have worked with internal and external charity communities on the initiatives to offer help to those in need.
One out of every five consumers who use the OPENPOINT APP to donate has made their fixed-amount donation recurring, with a single donation up to NT$180,000 and multiple recurring fixed-amount donations up to NT$20,000.

Online Fundraising Milestones

2021	Launched the OPENPOINT APP online donation feature
2022	Launched the recurring donation feature
2023	Regular donations exceeded 20% of the total amount
2024	Launched the Coin Purse donation feature
2024	Launched the International Month of Charity fundraising program to encourage people to donate by working with social welfare groups



In-store Cash Donation

A total of approximately NT$222 million raised through In-store Cash Donation in 2024

We launched the "Bring Back the Love" charity campaign in 1988, setting up over 7,000 in-store donation boxes. We also carefully keep track of and audit donations regularly to ensure that all matters regarding fund transfers and financial accounts are handled with transparency – reassuring the public that their generosity is going to a good cause.
As Taiwan becomes a super-aged society, "care for elders" was added to our in-store cash donation program starting in 2014. By now, the program had been running for 10 years. To observe current needs and address social issues, environmental issues were included in 2021 to focus on "Green Lifestyle" and "Age-friendliness." In 2024, we continued to work on issues such as elder care by focusing on meal delivery services to solve the demand for food for disadvantaged groups living in areas with fewer resources to fill in the gap. Moreover, we continued to focus on environmental protection by working with social welfare organizations in this field to promote environmental protection and encourage people to go outdoors. In 2024, a total of NT$222 million was raised through in-store cash donation.

	Partner Organizations	Program Details	Amount raised
1st Quarter	Down Syndrome Foundation R.O.C	In addition to supporting diversified services, we have launched sustainable recycled products to contribute to environmental protection and social welfare. We have set up the first "Green Energy Sheltered Workshop" for those with Down Syndrome in Taiwan with change donations, introducing green electricity to help social welfare groups assist more people with Down Syndrome and people with mental disabilities in employment training. A recycled low-carbon gift box was launched during the Mother's Day period in 2024 with packaging material made of scarves from recycled PET bottles from 7-ELEVEN stores. The gift box is assembled by those with Down Syndrome and sent to the recipients from Down Syndrome Foundation R.O.C, Chinese Christian Relief Association and Double Bliss Welfare and Charity Foundation after people have pledged donation to contribute to the cycle of love and kindness, as well as promoting social inclusion. The initiative also gives access to employment opportunities for those with Down Syndrome in sustainable sheltered workshops. We pay it forward with change donations and reduce the burden on the earth. - Down Syndrome Foundation Mother's Day Low-carbon Gift Box	NT$55.22 million
2nd Quarter	The Society of Wilderness	We joined hands with the Society of Wilderness to improve biodiversity conservation and environmental protection through diverse environmental education tools, connecting people with the land and helping them engage with the environment. We encourage people to go outdoors and protect the environment through a series of activities, including habitat protection, eco-park initiative, the international City Nature Challenge initiative and Earth Initiative. As summer is the peak period for electricity consumption, the Society of Wilderness held a summer solstice lights-off market event to promote energy saving, calling on the public to contribute to energy saving through small actions at home. The Society of Wilderness	NT$54.55 million

	Partner Organizations	Program Details	Amount raised
3rd Quarters	Liver Disease Prevention & Treatment Research Foundation	**Liver disease is the most prevalent in Taiwan. According to the Ministry of Health and Welfare, there are about 1.6 million hepatitis B carriers and about 400,000 to 600,000 patients with chronic hepatitis C. Abdominal ultrasound is the best tool for early detection of liver disease. In the third quarter, we joined hands with the Liver Disease Prevention & Treatment Research Foundation to launch the "Have You Had an Abdominal Ultrasound This Year" charity fundraising event. Working with stores near District Health Service Centers, free blood tests, abdominal ultrasound and other health check services were provided. Follow-up consultations were provided by registered nurses afterwards, making specific 7-ELEVEN stores information hubs for liver health education. People are encouraged to "take the initiative to screen, actively seek medical treatment and treat early" to protect their health and eliminate liver disease as soon as possible. - Liver Disease Prevention & Treatment Research Foundation** 	NT$18.64 million
4th Quarter	A Kernel of Wheat Foundation, the Sisters of Our Lady of China Catholic Charity Social Welfare Foundation, Hondao Senior Citizens Welfare Foundation, Pingtung Christian Hospital	7-ELEVEN is committed to becoming a good neighbor who provides services for the community. From August 2024 to March 2025, we joined hands with four charity organizations including A Kernel of Wheat Foundation, the Sisters of Our Lady of China Catholic Charity Social Welfare Foundation, Hondao Senior Citizens Welfare Foundation, Pingtung Christian Hospital, to provide consistent support for vulnerable elders in rural areas as well as areas with insufficient resources. In the meantime, we expanded the scale of our dementia-friendly action dramas and connections on campus to optimize existing charity services offered by the stores. For example, the Good Neighbor meal Delivery Team was combined with iCash2.0 mobile pickup and meal sharing services to alleviate the pressure of meal preparations for elders living alone or families where elders take care of those who are even older. The Good Neighbor Classroom has organized a series of lectures to share the concept of good nutrition and meal options to the elderly, helping them eat well and live well. 	NT$94.38 million

ibon Donations

Over 100 social welfare groups supported in 2024 with over NT$320 million raised

In order to assist more charities with social welfare and more disadvantaged groups, President Chain Store Corporation started accepting donations at ibon machines in 2008, allowing convenient and around-the-clock donations from the public. In 2023, donation from ibon machines continued to be invested in five major issues of concern including environmental protection, eradication of poverty and hunger, health care promotion, employment support for the disadvantaged and reading education, supporting 100 charities with nearly NT$200 million. In addition, we contributed to the rescue efforts for the 2024 Noto earthquake and 2024 Hualien earthquake by assisting the Ministry of Health and Welfare, World Vision, the Disaster Relief Foundation, and the Hualien County Government in launching emergency fundraising programs for victims of earthquakes, raising a total of NT$120 million. We did our best in overseas emergency rescue by offering our support to earthquake victims and reconstruction.

+ Stakeholder Feedback +

Fundraising Office Project Supervisor of the Mustard Seed Mission

We are grateful to President Chain Store Corporation for providing valuable support to the Mustard Seed Mission's services through fundraising, goods collection and point donation, helping more vulnerable families, children, women and the elderly to receive immediate assistance and long-term companionship. Whether it is donating to support the victims of the 2024 Hualien Earthquake and typhoons, or giving timely help and hope to the recipients in difficult situations through goods collection, the point donation system in particular allows the public's daily consumption to be transformed into resources for more people in need. We are grateful to President Chain Store Corporation and all participants for helping us work together to realize the vision of "self-reliance, self-help, and mutual benefits," as well as spreading love to every corner in need.

Administrative Assistant fo the Childhood Cancer Foundation of R.O.C.

With its nationwide network and 24-hour service, President Chain Store Corporation's ibon platform provides a safe and convenient donation platform, allowing people to do good deeds at ease anytime and anywhere without being restricted by time and location. President Chain Store Corporation also shows great friendliness to charity groups. Not only does it waive platform service fees and handling fees, it allows donations to be fully used in services. The platform also gives charity groups additional exposure as an important partner charity. Over the years, the the Childhood Cancer Foundation of R.O.C. has maintained a solid partnership with ibon, which not only effectively maintains existing donors, but also increases donations by nearly 15% by attracting more kind-hearted people who share our philosophy and are willing to support.

OPEN POINTs Donation

OPEN POINTs Digital Donation

Over 27 million points raised in 2024, the equivalent of NT$23.13 million

Low-touch economy is the way in digital age. President Chain Store Corporation continued to construct charity-friendly platforms with the most dense network of local services, leading way to digital transformation in digital charity. Donations are made faster and more convenient with more options by providing two platforms for people to donate points, including OPEN POINTs within the OPEN POINT APP, and points from 7-ELEVEN charity events, allowing more options for people to do good.

President Chain Store Corporation assisted social welfare organizations in exchanging for everyday supplies through point donations, helping individuals and families in need. A total of 27 million points were collected in 2024, of which 4.6 million were OPENPOINTs, and over 23 million points were from various promotional events, equivalent to NT$23.13 million. A total of over 44 organizations received our donation.

Goods Donation

amount of goods donation reached NT$62 million in 2024, with nearly 165,000 sets of supplies, helping tens of thousands of families.

Since 2018, President Chain Store Corporation has assisted social welfare organizations by encouraging the public and suppliers to pledge to goods donations for those in need, such as people with financial difficulties, elders living alone, children from dysfunctional families, homeless people and stray animals. The program is now in its 7th year, with the number of donations having helped over a million families and elderly living alone so far.

In 2024, the value of the items pledged reached NT$62 million, with a total of more than 165,000 sets of items donated to cases taken care of by the organizations. The items included basic supplies, such as 1919 relief food packages, as well as stationery sets, fresh milk, and gift boxes for Mother's Day, Mid-Autumn Festival, Christmas, and Chinese New Year meals. President Chain Store Corporation also cares deeply about animal welfare by raising donations of dog and cat food for stray animals.The charity Lunar New Year's Eve dinner donation held by "Bring Back the Love Charity Fundraising Platform" has helped more than 70,000 people celebrate the New Year. President Chain Store Corporation takes advantage of its dense logistics network across Taiwan, inviting global supplier partners in sustainable development and more than 7,000 store managers and partners across Taiwan to deliver to designated locations of government agencies and social welfare groups. Resources are relayed with public donations, stores, logistics and social workers, helping tens of thousands of families and people.In 2024, President Chain Store Corporation pioneered the pledge of boxed meals to feed thousands of homeless people. The goods included 15,000 portions of warm boxed meals and Uni-President unsweetened soy milk. Uni-President's fresh food manufacturers donated another 1,700 rice balls. In cooperation with the Department of Social Welfare of Taipei City, New Taipei City and Zenan Homeless Social Welfare Foundation, we helped homeless and poor people celebrate the New Year.

6.2 Environmental Protection

Low-carbon Economy

+ Reducing Carbon Emissions through Supporting Local Produce +

To help business owners maintain good relations with neighbors and reduce carbon emissions with local ingredients, President Chain Store Corporation manages cafeterias on AUO's plants (Taichung/Houli/Longtan). We have been ordering rice from local farmers' associations for many years, including Houli Farmers' Association, Da'an Farmers' Association, Longtan Farmers' Association and Xinpu Farmers' Association, etc. The total volume procured in 2024 reached 46,174 kilograms, allowing employees enjoy the high-quality rice produced locally in the cafeteria.

6.3 Good Health & Well-being

Care for Elders

What Time Is It? Café

Serving a total of over 5,000 elders with dementia so far

7-ELEVEN's "What Time Is It?" Café is the first of its kind in the industry that provides social welfare services for elders with dementia to experience and learn, serving a total of 5,000 people so far. Starting from May 2024, we innovated to expand our influence by launching the new "Memory Café" event. We opened single registrations to social welfare groups across Taiwan, so that elders with dementia can experience a variety of store activities. As of December 2024, nearly 20 events have been held, serving about 100 elders, allowing them to regain their confidence and happiness.

In response to the International Dementia Month in September, the "What Time Is It?" Café also launched a limited-time stamp collection event in September, inviting people to enjoy a cup of coffee while doing good deeds, helping the elderly with dementia to regain confidence, as well as raising awareness of dementia.

Please refer to "Love Is All Around with 7-ELEVEN" for details of this project

Community Outreach

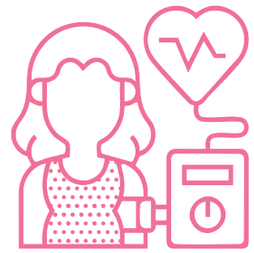
Good Neighbor Health Funfest

Organized a total of 1,850 "healthcare events" in 2024 with approximately 20,000 participants

President Chain Store Corporation has long been concerned about the health and well-being of people. Since 2008, the Good Neighbor Foundation has partnered with the Taiwan Millennium Health Foundation to set up the "Millennium Blood Pressure Monitoring Stations" in selected stores. In the meantime, President Chain Store Corporation organizes health events such as the Good Neighbor Health Funfest and Care for the Disadvantaged to raise public health awareness.

The "Millennium Blood Pressure Monitoring Station" provides self-service blood pressure and waist circumference measurement for the public. A "National Day of Health" is hosted at our stores each year, with medical staff and volunteers recruited to measure waist circumference and blood pressure for the public. This is the largest private metabolic syndrome health checkup initiative in Taiwan. We hosted the 15th edition in 2024 with nearly 10,000 people participating nationwide. Since 2018, some stores have been upgraded as "Millennium Smart Blood Pressure Stations" where people can use their mobile phone numbers or electronic tickets to store measurement records and connect to ibon machines for print-outs.

In 2024, a total of 1,850 "Good Neighbor Health Funfests" were organized with blood donation, blood pressure measurement, waist measurement, health seminar, health education for the physically- and mentally-challenged, healthcare for elders and the disadvantaged, OPEN! CARES, etc. for over 20,000 participants. The goal is hosting 2,000 sessions in 2025 and 2026.



6.4 Zero Hunger

Caring for the Neighborhood

Good Neighbor Meal Delivery Team

President Chain Store Corporation integrated its resources with nearly 70,000 meals delivered and picked up in 2024, as well as over 18,000 digital pickups through OPEN POINT with a total of nearly 90,000 meals.

President Chain Store Corporation has always paid special attention to the aging population and issues regarding meals for this group. According to statistics from the Ministry of the Interior, Taiwan has entered the stage as a "super aged society" in 2025, with the population over 65 years old accounting for over 20%. Among them, elders in areas with limited access to groceries need long-term and stable support from social welfare groups for daily meal delivery. In order to make up for the manpower gap of social welfare groups in delivering meals during holidays, President Chain Store Corporation has called on 7-ELEVEN employees to form the "Good Neighbor Meal Delivery Team" since 2014 together with the Mennonite Social Welfare Foundation, the Sisters of Our Lady of China Catholic Charity Social Welfare Foundation, A Kernel of Wheat Foundation and Hondao Senior Citizens Welfare Foundation. The meal delivery and pick-up services are provided by 85 stores located in 13 counties and cities to fill the gap of bringing the elders meals, as well as addressing the pain point of insufficient delivery manpower. Over the past decade, more than 300,000 meals have been delivered and picked up to share the love, responding to United Nations SDG 2 Zero Hunger, achieving co-prosperity among local communities and building an elderly-friendly local platform.

Meal Delivery Service

Every Saturday and Sunday, nutritionists from social welfare organizations select meals from 7-ELEVEN store meals for the store manager to deliver to the homes of the elders. The elders are also greeted with kindness for a warm and enjoyable experience, making sure local elders have warm meals as a good neighbor

Meal Pickup Service

President Chain Store Corporation integrated its own resources to launch the Mobile Pickup service on the OPENPOINT APP. Buyers can share products with others with their phone or icash2.0 cards.

OPEN! Mobile Shopping Cart Service

The highly mobile Mobile Shopping Cart Service regularly delivers daily supplies for people with economic difficulties.

+ Stakeholder Feedback +

Employee at the head office of A Kernel of Wheat Foundation

What makes me the most grateful is that President Chain Store Corporation is a good partner that fully integrates "love" and "creativity" with the strengths of the Company. Through stores all over the country and the very convenient OPENPOINT APP, President Chain Store Corporation has really helped A Kernel of Wheat Foundation take care of the elderly's dietary needs. Whether it is the Good Neighbor Meal Delivery Team's store delivery and pickup, meal sharing, meal coupons, mobile pick-up, Good Neighbor Health Classroom, etc., each "action of love" shows that President Chain Store Corporation dedicates love, creativity, and practical actions to care.

6.5 Sustainable Cities and Communities

Development of Local Industries

Youth Deep Roots Program

The Youth Deep Roots Program has worked on a total of 41 projects with youth organizations as of 2024

The Executive Yuan has designated 2019 as "Year 1 of Local Placemaking" with a national strategic plan based on local placemaking. A wave of young people have returned to their hometowns to start businesses all over Taiwan, developing diverse innovative models such as local tourism, food, cultural and creative industries, renovating old houses and building settlements. However, according to a survey conducted by the National Development Council, it takes an average of 9.8 years for a local placemaking team to survive. Moreover, many encounter issues with uncertain business models and difficulties in product marketing and promotion.

President Chain Store Corporation's Good Neighbor Foundation observer the issues young people encountered in staying in their hometowns in 2017, and launched the "Youth Deep Roots Project" as a result based on the concept of "the best placemaking platform for returning home." In 2018, we started working with the youth placemaking group "Fish Bar" from Qixingtan, Hualien, to advocate marine sustainability and education on a fish-based diet. New teams join each year, and we continue to work with existing teams. As of 2024, we have worked with over 20 youth placemaking groups with solid social concepts.

The "Youth Deep Roots Project" worked with 8 youth groups in 2024. In the past 8 years, it has collaborated with 20 local teams on a total 41 projects, including Fish Bar from Hualien, Taiwan Dou from Sanxia, New Taipei City, Tri-small Fair from Douliu, Yunlin, Dawoko from Hukou, Hsinchu, Z.O Coffee from Nangan, Matsu, Big Hill North Moon from Hengshan Township, Hsinchu, Marikan from Lunbei, Yunlin, and coFishland from Qigu District, Tainan.

A total of 58 sessions of OPEN! Youth Funfest were hosted in 2024 to select new teams and match with stores located in the areas, turning 7-ELEVEN stores into a base for communications between young entrepreneurs and local communities. A total of 633 people participated in 2024.

(Note) Click here to watch the video.
Dawoko from Hukou, Hsinchu advocates forest recycling. In 2024, the team held 10 hand-made net-zero green small potted plant activities at the Hsinchu Xinhuzhong Store, attracting more than 150 parents and children to participate and share knowledge of sustainable development.

+ Stakeholder Feedback +

Tri-small Fair

"Tri-small Fair" was launched in Yunlin, Taiwan to explore local products, connect the people, land and a sense of satisfaction behind food ingredients. A variety of local ingredients such as peanuts, wheat, soy sauce, and yellow gardenia are upgraded with exquisite design, marketing and processing to become special souvenir. These products in cooperation with 7-ELEVEN allow everyone who comes to Yunlin to take away the good stories of Yunlin that are worth sharing."

Marikan

"The team was not good at organizing real-life activities, but were able to quickly optimize with several Funfest sessions within a short period of time. We also found that even in Yunlin where peanuts are grown, many children had no idea about peanuts. This makes promoting agri-food education more meaningful. On the other hand, our collaboration also reshaped the perception of the brand, such as brand vision and how to create products that can sell well. The channel shared a lot of experience with us."

Supporting the Development of Local Agriculture

With stores all over the world, President Chain Store Corporation is dedicated to becoming the center of the local population's everyday life. We that local agriculture is facing a "winner takes it all" situation, and many small farmers with friendly approaches need to work hard to find resources and overcome many challenges just to offer customers safer food ingredients. We offer small farmers support by giving them access to our channels so that they can obtain direct profits, as well as giving customers access to safer and healthier food. In 2024, President Chain Store Corporation supported local small farmers with a total of four service area shopping centers in Tai'an, Rende, Dongshan and Guanmiao, creating new value for local produce. In 2024, the turnover of small farmers reached NT$8.339 million.

Press Conference for Visually-impaired Masseurs in Tainan

To ensure stable employment for visually-impaired masseurs in Tainan City to help realize Mayor Huang Wei-che's political vision of creating a friendly workplace for "Hope Home," a press conference for visually-impaired masseurs was held by the Dongshan Service Area on Saturday, August 31. Liang Che, a famous artist supported massage by visually-impaired masseurs and shared his experience. Free massage and performances were also arranged on the day of the press conference.

Through the approval system of the Labor Affairs Bureau, each qualified visually-impaired masseur has a professional license, giving all customers the best service with their professional skills. The shopping area also supports visually-impaired massage with practical actions. With everyone's support and affirmation, visually-impaired masseurs have the opportunity to work and be self-sufficient.

6.6 Quality Education

Foundation in Sustainability

Good Neighbor Sustainability Funfest

Over 200,000 people took advantage of the Sustainable DIY materials such as picture books in 2024

President Chain Store Corporation actively promotes a sustainable literacy development program with social inclusion as the core. Since 2009, President Chain Store Corporation's Good Neighbor Foundation has organized various experience activities, which have become popular in the community.

To encourage learning and developing sustainable literacy from everyday life, the "Sustainable Good Neighbor Funfest" was launched in 2020 with themes covering environmental protection, food education, and health. It is linked to the United Nations Sustainable Development Goals and President Chain Store Corporation's core products and services. A variety of themed picture book materials are developed to teach and implement a sustainable lifestyle through play, which is more educational.

In 2024, President Chain Store Corporation's Good Neighbor Foundation focused on three major sustainable issues, including biodiversity, environmental protection, and low-carbon diets. To this end, it worked with social enterprises in different fields, including the Society of Wilderness, Department of Agriculture Taoyuan, Agriculture Department of Nantou County Government and other government agencies to launch the initiative. We created palm picture book DIY materials such as "Cherish Our Planet," "Fun Travel with fruit," and "Sustainable Diet for the Earth" so that children can learn about sustainability in an easy and interesting way through reading and craft. We also offer gifts for attending the events, such sweet potatoes and bananas, helping the parents and children discover sweet potatoes grown in an eco-friendly manner, bananas grown with the conservation of leopard cats in mind, as well as low-carbon rice to support local agriculture.

Over 12,000 Sustainable Good Neighbor Funfests were held with influence on more than 110,000 people. Over 200,000 people took advantage of the sustainable picture books and DIY materials in 2024.

+ Stakeholder Feedback +

Agriculture Department of Nantou County Government

We are very happy to have the opportunity to work with President Chain Store Corporation and the Good Neighbor Foundation to further develop local food and agriculture education through product sales and Sustainable Funfest activities, as well as contributing to environmental sustainability.

Store manager

Palm picture books and DIY materials are easy to use with themes echoing the Company's sustainability policy. They correspond to sustainable products sold in stores to enhance interactions between stores and customers while promoting a sustainable lifestyle.

Customer feedback

We can shop and attend Funfest activities in the store with fun DIY board games, palm picture books and event gifts. I hope more events will be held.

Reading Promotion

Reading Encouragement Point Collection Program

The Good Neighbor Foundation has worked tirelessly to achieve the dual goals of "improving reading ability" and "promoting sustainable education." To this end, it has collaborated with a variety of sustainable partners such as 7-ELEVEN, industry, government and education to accompany school children in reading, with the ultimate goal of promoting sustainability in the future. The Reading Incentive Program was launched in 2014 to motivate children to read through "Reading Point Collection" that is highly replicable and easy to implement. After reading, students will receive points from their teachers. After collecting 50 points, they can send the card back to the Good Neighbor Foundation to redeem an NT$50 7-ELEVEN voucher. In addition to encouraging reading, we also encourage children to read and write independently. We hold the "Good Neighbor Essay Competition" every year and incorporate issues such as food education, biodiversity, energy conservation and carbon reduction in the topics to allow children to understand and observe sustainable issues from daily life.

In 2023, the Reading Encouragement Program continued to have a positive impact, supporting a total of 123 schools and accompanying class bases, encouraging more than 8,000 children to improve their reading motivation through point collection and laying a good foundation for children by reading a total of 210,000 books. Two Good Neighbor Carton Libraries were setup, and a "One School, One Project" was completed for one school.

(Note) Click here to watch the video.

1 **Good Neighbor Carton Library**

The first one: Taiwan Olive Garden Care Association_Yongkang Tutoring Center (MINI Good Neighbor Paper Library) (opened on May 8, 2024)
The second one: Luofu Elementary School, Fuxing District, Taoyuan City (opened on September 19, 2024)

2 **One School, One Project**

Luofu Elementary School, Fuxing District, Taoyuan City "Library Sorting Plan" (opened on September 19, 2024)

3 **Good Neighbor Essay Competition**

A total of 1,002 pieces were received from 27 schools, an increase of 134% compared to 2023.

4 **Good Neighbor Classroom**

A total of 30 sessions were held, with a total of 438 students participating this year.

One School, One Project

One School, One Project: Library Sorting Plan for Luofu Elementary School

With the opening of the 7-ELEVEN Luofu store in Fuxing District, Taoyuan, President Chain Store Corporation reached another milestone in its vision of providing "24/7 Services from Our Stores All over Taiwan." Moreover, the Good Neighbor Foundation assisted Luofu Elementary School in promoting reading through the "Reading Encouragement" program. However, we observed that due to insufficient manpower and lack of professional library management skills, the library of Luofu Elementary School could only stack books in boxes. The new library could not effectively play its role. In order to create a better reading and learning environment, the Good Neighbor Foundation launched the "Library Sorting Plan for Luofu Elementary School" in 2024, inviting Books.com to assist in planning book inventory, classification, shelving, management and so on with its professional experience. More than 30 students from the nearby Luofu High School engaged in preliminary book classification during the summer vacation. In the meantime, President Chain Store Corporation recruited employees from the head office and Taoyuan/Hsinchu District's Operations Department to serve as volunteers, assisting with archiving and sorting of books. It took 6 months and nearly 100 volunteers to categorize the 10,000 books and complete library sorting.

Good Neighbor Carton Library

Good Neighbor Paper Library: Combination of Sustainability and Reading Literacy

In addition to launching the "Library Sorting Plan for Luofu Elementary School," the Good Neighbor Foundation joined hands with Cheng Loong Corp. and Retail Support International to set up the 6th Good Neighbor Paper Library in Luofu Elementary School, transforming the counseling room into a new library space. Considering that the counseling room is a key place to protect children's physical and mental wellbeing, the theme was decided as "surrounded with protection." The three main walls were created using different sustainable paper elements. Not only does this activate the space, but also makes the room more suitable for counseling, making it a base for taking root in sustainable education.

(Note) Click here to watch the video.

Chief of Sustainability Campus Action Plan

To improve the gap in reading between urban and rural areas and the lack of sustainable resources, the President Chain Store Corporation Good Neighbor Foundation takes schools and communities as the core, makes good use of corporate and external resources to co-create sustainable literacy activities. For the 25th anniversary of the foundation in 2024, President Chain Store Corporation and social enterprises 5% Design Action and Earth Solutions launched a "Sustainability Textbook" to integrate years of experience in helping students understand the importance and practical possibilities of sustainability in a way that can be easily understood.

In addition, the Good Neighbor Foundation worked with CARAT in Dentsu Group to create a new model for the retail industry to enter campus and launched the "Chief of Sustainability Campus Action Plan." The plan integrates the concept of green living into daily learning through innovative educational methods, allowing students to become the driving force of sustainable actions.

+ Stakeholder Feedback +

Teachers

Through continued collaboration with President Chain Store Corporation Good Neighbor Foundation's Reading Incentive Program, students not only participated in the point collection activities, but also a wide variety of related activities, such as the Good Neighbor Classroom, "One School One Project" and the Love the Earth Essay Competition. These activities have stimulated their interest in reading, hand-on learning and writing, as well as helping them develop good reading habits and significantly improve their learning ability.

Students

This year we were able to participate in the Reading Encouragement Point Collection Program again! Although it is sometimes a bit challenging to collect all the points, we really like this activity. The process of earning points through reading keeps us motivated, and the teachers often encourage us. Some books may not be so interesting at first, but in order to reach the goal, we will still work hard to read, and it turns out that there are many books that are very interesting. We all hope that this activity can continue.

Parents

Since last year, I found that my child often borrowed books from school to read at home. At first I thought it was just a whim, but it has actually become a good habit. After asking the homeroom teacher, I learned that the school has an program to encourage reading. Children can collect stickers and exchange them for gift cards if they read. This is a win-win situation. I am grateful to 7-ELEVEN for being a socially responsible company, allowing children to move towards a better future.

6.7 ESG Advocacy Platform

Sustainability Initiatives

President Chain Store Corporation has been included in the Dow Jones Sustainability World Index for six consecutive years, and it is ranked 3rd among the global food retail industry. As the only retailer in Taiwan to be included for six consecutive years, we continue to innovate and promote sustainable actions from our core business of convenience stores to convey the concept of "Planet Sustainability In Our Everyday Life." In 2024, President Chain Store Corporation participated in SDG Asia hosted by the Institute for Sustainable Energy Research for the second time, with "7-ELEVEN GOOD STORE Daily Carbon" as the theme to expand the scale of participation. It joined hands with its affiliated companies, including 7-ELEVEN, Starbucks, and T-Cat to create an exhibition, which was the largest sustainable life experience venue for a single enterprise. The venue connected OPENPOINT digital experience to respond the international Earth Day initiative, carbon reduction diet proposals, new-generation energy-saving vehicles, etc., to create a new sustainable trend and show the brand's green power. Throughout the year, we continued to invite consumers to take sustainable actions in their daily lives through internal and hybrid events and media advocacy, such as participating in the CommonWealth Magazine's SDG International Forum, Business Today's Green Life Festival, Taiwan Sustainable Retail Forum, and promoting educational action plans such as Chief of Sustainability.

March: CommonWealth Magazine's SDG

In response to Earth Day, President Chain Store Corporation held an international forum in collaboration with CommonWealth Magazine based on the theme of "President Chain Store Corporation Green Living Guidelines" to communicate the Company's various carbon and plastic reduction practices in daily life, such as Veggie Selection®, local procurement, OPEN iECO Recycled Cups Renting Service, etc., as well working on the Company's Earth Hour initiative in March.
Among them, the content of the 1Pconn dialogue reached 8.7 points of satisfaction (out of 10 points).

April: Earth Day with internal and external efforts, hybrid events

In response to World Earth Day, we have integrated internal and external resources for information dissemination based on the theme of "Planet Sustainability In Our Everyday Life." Posters with information on sustainable development were replaced in the stairwells of each floor to share the Company's sustainable performance throughout the year, thanking our partners for their efforts and enhance internal perception. Externally, we have been using memes on social media based on the popular topic of MBTI to create the "Sustainable E-type People" initiative for communicating with young people about the results, as well as calling on them to join us on a low-carbon diet.

June: Chief of Sustainability Campus Action Plan

President Chain Store Corporation joined hands with Good Neighbor Foundation on the Reading Encouragement Program, as well as creating the Chief of Sustainability Campus Action Plan with social enterprise 5% Design Action and CARAT as the first in the reail industry, combining 7-ELEVEN's daily actions towards sustainability with the Curriculum Guidelines to encourage children to practice sustainable actions in their daily lives. A Chief of Sustainability would be selected by vote at the end.
The "Sustainable Textbook" co-created with 5% Design Action and Earth Solutions was also be incorporated as one of the 10 sustainable pioneer corporate partners. "Life transformation" is adopted as a theme to teach children to contribute to sustainable development with ease in our stores. The first sustainable textbook was launched on World Environment Day, and is available for download on the Earth Solutions official website.

July: Taiwan Sustainable Retail Forum

The retail industry is closely related to people's lives. Together with Taiwan Sustainable Retail Forum launched by the Institute for Sustainable Energy Research, President Chain Store Corporation shared how it leads the retail industry in promoting sustainable development and implementing green lifestyle guidelines, such as launching ESG products and services to promote sustainable lifestyle transformation, low-carbon diets and age-friendly, etc., to drive the industry towards a more sustainable direction. All consumers are invited to make sustainability a reality in 7-ELEVEN stores.

August: 7-ELEVEN GOOD STORE Daily Carbon

President Chain Store Corporation participated in SDG Asia hosted by the Institute for Sustainable Energy Research in August 2024. The event was organized with 20 affiliated brands and supplier partners. To make "sustainable MICE industry" a reality, we actively sought to join the Ministry of Economic Affairs' "Carbon Reduction Plan for the MICE industry" in 2024. We showcased CITY CAFE® Oat Milk Latte, Veggie Selection®, Low-carbon Plant Rice, Intelligent Automatic Recycling Machines, Low-carbon Products, rPET packaging materials, Sustainable Farm and 7-ELEVEN Bring Back the Love as well as other sustainable products and services. We also launched the "GOODS Sustainability" area with OPENPOINT APP that lists low-carbon products and communicating the Company's sustainable actions to the outside world.
A. We won gold in the 2024 Marketing and Communication Award's Annual Outstanding Advertiser - Corporate Social Responsibility category.
B. We won the "Green Design Gold Award" by the organizer for our second participation in the event.

October: Business Today's Green Life Festival,

In response to the United Nations ACT NOW - 10 personal actions against climate change, Business Today launched the Green Life Festival and invited President Chain Store Corporation to participate since it has excellent ESG performance and is internationally recognized sustainable governance. President Chain Store Corporation adopted the theme of "7-ELEVEN Daily Carbon: Low-carbon Diet for Sustainability," bringing together the Company's local low-carbon products and Earth Hour event to share its carbon reduction and sustainable performance, achieving focused communication and expanding the sustainable benefits of President Chain Store Corporation through internal and external connections and hybrid events.
President Chain Store Corporation had products in the "low-carbon diet" category on display, as well as interacting with the consumers based on the Earth Hour in Store experience, inviting them to take actions towards carbon reduction and sustainability through the experience.