

# 6 Appendix

## 6.1 GRI Performance Indicators

### Green Accounting

Table of environmental-related expenditures

	Item	Details	Effect and Reduction in Resource Use or Greenhouse Gas Emissions	Investment (NT\$1000)		Expense (NT\$1000)	
				2011	2012	2011	2012
Merchandise	Considering the safety and environmental impact of merchandise, we switched to more environmentally-friendly materials; Refrained from using preservatives or artificial flavorings in fresh foods	Began sourcing paper lunch boxes, conducted environmental and general product testing and testing of fresh foods.	Protecting consumers' health, while also taking into consideration safety and the environmental impact.	--	--	348,448	387,324
Stores	Energy saving measures	Purchase power savers – used in 198 stores; freezing/refrigeration shared radiator –used in 1,310 stores; energy-saving lighting tubes –used in 860 stores; 2,172 cooling air circulation fans at hypermarkets; 1,513 frequency-conversion air conditioners  Purchased energy saving equipment for 225 stores; Installed A/C circulation fans in 1,615 stores, 1,085 inverter A/C units, and T5 28W energy saving bulbs in 2,606 stores as part of our energy saving light bulb program in 2012	Energy savings	205,462	145,608	210	21,351
	Cleaning, handling of waste, and recycling	Cleaning, greening, beautification, and waste (old uniforms) disposal in stores	Maintaining a clean environment and reusing resources	--	--	139,207	220,927
	Extending the life span of equipment and building materials.	Installed steel counters in 1432 stores  Other environment-friendly equipment (including refurbishing and reusing 9,593 pieces of used equipment)	Reducing the need for lumber  Reduce waste by refurbishing existing equipment	73,600	76,800	89,271	75,482
	Purchasing green products	Purchased energy saving equipment, utilized environmentally-friendly materials, and introduced the e-invoice in stores.	Received Energy Label Certification, reduced the need for lumber, and lowered carbon emissions	--	--	137,672	31,793
Social Contributions	Community environmental awareness advocacy	Taught energy saving and conservation, while promoting CSR and sponsoring environmental groups	Environmental advocacy and education	--	--	19,470	31,793
	Environmental protection and social charity events	Organize all kinds of social service activities of CSR, such as environmental protection, cleaning and beautification activities themed with "clean up the world", 311 earthquake hazard in Japan, Hunger 30 public service activities, and sponsor related environmental protection associations  Held the Beautification Association's 10th annual National Congress and the "Clean Up the World" activity and sponsored World Vision's 30 Hour Famine	Corporate Social Responsibility	--	--	23,786	12,881
Internal Environmental Education	Environmental education and office resource recycling	Promoted paperless operations, environmental cleaning and greening, and recycling of waste.	Promote the idea of environmental protection.			1,052	18,211
Delivery	Delivery efficiency increases and recycling	Invested manpower and equipment in reverse logistics recycling operations at stores	Reduce carbon emission, the environmentally friendly coolants are 20% more energy efficient than the traditional coolants.			20,637	3,818
<b>Total</b>				73,600	76,800	89,271	75,482

### Environmental accounting costs in recent years

Year	2006	2007	2008	2009	2010	2011	2012
in NT\$1000	422,331	464,997	629,812	591,377	1,057,894	1,058,815	1,021,244

### Personnel information

Year		2011	2012
No. of Employees (By type)	Store Employees	2061	2015
	Management	1816	1782
	Part-Time	4841	4939
	Total	8718	8736
No. of Employee (By area)	Northern Taiwan (Zone: North 1, North 2, and Taochu)	6387	6283
	Central Taiwan (Zone: Changchung)	841	871
	Southern Taiwan (Zone: Chianan, KaoPing)	1490	1582
No. of Employee (By age)	< 30	4894	4690
	30~50	3697	3877
	> 50	127	169
Labor Turnover Rate (%)	Labor Turnover Rate of full time	7.36	11.65
	Labor Turnover Rate of part time	99.08	94.79
No. of parental leave		31	46

### Other GRI Performance Indicators

year	2011	2012
Numbers of discrimination(including head office and retail stores)	0	2

Interview survey had carried out immediately, if verified, related units will require to punishment.

year	2011	2012
Numbers of human right related appeal	32	30
Numbers of appeal cases resolved	32	30

Appeal channel: Joint service center, human resource department and auditing department.

year		2011	2012
SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Numbers of non-compliance with laws and regulations	2	3
	Monetary value	56,000	40,000

- In year 2011, 7-11 ibon cooperate with UNI AIR to sale domestic flight ticket. However, the Statute for the Development of Tourism No.27 indicates that non-aviation travel industry cannot sale domestic flight ticket. Therefore, we are penalty of 90,000 from Tourism Bureau.
- In year 2011, Nov, the Fair Trade Commission, Executive Yuan announce that coffee from 7-Eleven, Family Mart, Hi-Life and Circle K Stores increase 5 NT dollars since 4/10/2011, against the joint behavior. 16 millions of penalty were cost. After the company filed a petition and administrative lawsuit, the high administrative court (first instance of the administrative lawsuit: High Administrative Court, second instance: Supreme Administrative Court) announced in December 2012 that the verdict is in favor of PCSC. The Fair Trade Commission has appealed to Supreme Administrative Court and PCSC will continue to defend the case in court.

6.2 GRI Index

GRI Index	Report Section(s)
<b>1. Strategy and Analysis</b>	
1.1	Statement from the most senior decision maker 1. Words from the Chairman
1.2	Key impacts, risks and opportunities 1. Words from the Chairman
<b>2. Organizational Profile</b>	
2.1	Name of the organization About This Report
2.2	Primary brands, products, and/or services 3.1 Our Influence 5.1.1 Satisfied Consumers
2.3	Operational structure of the organization 3.1 Our Influence
2.4	Location of headquarters About This Report
2.5	Countries of operation 3.1 Our Influence
2.6	Nature of ownership and legal form About This Report
2.7	Markets served 3.1 Our Influence
2.8	Scale of organization 3.1 Our Influence
2.9	Significant changes 3.1 Our Influence
2.10	Awards received 3.1 Our Influence
<b>3. Report Parameters</b>	
3.1	Reporting period About This Report
3.2	Date of most recent report About This Report
3.3	Reporting cycle About This Report
3.4	Contact point on the report About This Report
3.5	Process for determining content About This Report
3.6	Boundary of the report About This Report
3.7	Limitations on scope or boundary of the report About This Report
3.8	Reporting on other entities About This Report
3.9	Data measurement techniques 5.2.1 PCSC and Environment
3.10	Explanation of re-statements No Applicable
3.11	Significant changes from previous report About This Report
3.12	Table on standard disclosures 6.2 GRI Index
3.13	External assurance About This Report
<b>4. Governance, Commitments, and Engagement</b>	
4.1	Governance Structure 3.1 Our Influence
4.2	Indicate if Chair of highest governance body is also executive officer Role of CEO and chairman is split
4.3	Independent and/or non-executive board members 3.1 Our Influence
4.4	Mechanisms for stakeholders and employees to provide recommendations or direction to highest governance body 3.2 Our Future
4.5	Linkage between compensation for members and organizational performance 3.1 Our Influence
4.6	Conflicts of interest 3.1 Our Influence
4.7	Determining qualifications and expertise of the highest governance body Please see our Annual report
4.8	Mission and values statements, codes of conduct and policies 3.1 Our Influence
4.9	Procedures for overseeing identification and management of economic, social and environmental performance 3.1 Our Influence
4.10	Processes for evaluating the performance of the highest governance body 3.1 Our Influence
4.11	Explanation of whether and how precautionary approach is addressed 3.2 Our Future
4.12	Externally developed, economic, environmental and social charters or principles 5.2.1 PCSC and Environment
4.13	Significant memberships in associations and/or advocacy organizations 5.1.4 Happy Community 5.2.1 PCSC and Environment
4.14	List of stakeholders engaged by organization 3.2 Our Future
4.15	Basis for identification and selection of stakeholders to engage 3.2 Our Future
4.16	Stakeholder engagement approaches 3.2 Our Future
4.17	Key topics and concerns raised through stakeholder engagement and response 3.2 Our Future
<b>Economic Performance Indicators</b>	
EC1	Direct economic value generated and distributed 3.1 Our Influence
EC2	Financial implications and other risks and opportunities for activities due to climate change 4.1 Sustainable Lifestyle
EC3	Coverage of defined benefit plan obligations --

GRI Index	Report Section(s)
EC4	Significant financial assistance received from government PCSC operates on its own reserves without any government backing
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation 5.2.2 PCSC & Our Employees
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation 4.2 Healthy Food · Food Safety
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operations --
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement 5.1.4 Happy Community
EC9	significant indirect economic impacts 2. Highlight Summary
<b>Environmental Performance Indicators</b>	
EN1	Materials used by weight or volume 4.2 Healthy Food · Food Safety 5.1.1 Satisfied Consumers
EN2	Percentage of materials used that are recycled input materials 5.1.1 Satisfied Consumers
EN3	Direct energy consumption by primary energy source 5.2.1 PCSC and Environment
EN4	Indirect energy consumption by primary source 5.2.1 PCSC and Environment
EN5	Energy saved due to conservation and efficiency improvements 5.2.1 PCSC and Environment
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives 5.2.1 PCSC and Environment
EN7	Initiatives to reduce indirect energy consumption and reductions achieved 5.2.1 PCSC and Environment
EN8	Total water withdrawal by source --
EN9	Significant impact of withdrawal of water to water sources --
EN10	Percentage and total volume of water recycled and reused --
EN11	Location and size of land owned, leased or managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas --
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas --
EN13	Habitats protected or restored --
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity --
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. --
EN16	Total direct and indirect greenhouse gas emissions by weight 5.2.1 PCSC and Environment
EN17	Other relevant indirect greenhouse gas emissions by weight 5.2.1 PCSC and Environment
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved 5.2.1 PCSC and Environment
EN19	Emissions of ozone-depleting substances by weight --
EN20	NOX, SOX and other significant air emissions by weight --
EN21	Total water discharge by quality and destination --
EN22	Total weight of waste by type and disposal method --
EN23	Total number and volume of significant spills There were no significant spills in 2001-2012
EN24	"Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally" Not Applicable
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff --
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation 5.1 Store is the CSR Proving Ground 5.1.1 Satisfied Consumers
EN27	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation --
EN28	Monetary value of significant fines and total number non-monetary sanctions for non-compliance with environmental laws and regulations --
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce 5.2.1 PCSC and Environment
EN30	Total environmental protection expenditures and investments by type 6.1 GRI Performance Indicators

GRI Index	Report Section(s)
<b>Labor Practices and Decent Work</b>	
LA1	Total workforce by employment type, employment contract, gender, and region 6.1 GRI Performance Indicators
LA2	Total number and rate of employee turnover by age group, gender, and region 6.1 GRI Performance Indicators
LA3	Benefits provided to full-time employees 5.2.2 PCSC & Our Employees
LA4	Percentage of employees covered by collective bargaining agreements 5.2.2 PCSC & Our Employees
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements --
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs --
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities by region 5.2.2 PCSC & Our Employees
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious disease 5.2.2 PCSC & Our Employees
LA9	Health and safety topics covered in formal agreements with trade unions --
LA10	Average hours of training per year per employee by employee category and gender 5.2.2 PCSC & Our Employees
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings 5.2.2 PCSC & Our Employees
LA12	Percentage of employees receiving regular performance and career development reviews 5.2.2 PCSC & Our Employees
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity 6.1 GRI Performance Indicators
LA14	Ratio of basic salary of men to women by employee category 5.2.2 PCSC & Our Employees
LA15	Return to work and retention rates after parental leave 6.1 GRI Performance Indicators
<b>Human Right</b>	
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. 5.2.3 PCSC and Our Suppliers
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. 5.2.3 PCSC and Our Suppliers
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained. 5.2.2 PCSC & Our Employees
HR4	Total number of incidents of discrimination and actions taken. 6.1 GRI Performance Indicators
HR5	Operations identified in which the right to exercise association and collective bargaining may be at significant risk, and actions taken to support these rights. --
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor. 5.2.2 PCSC & Our Employees
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor. 5.2.2 PCSC & Our Employees
HR8	Security personnel training regarding human rights. --
HR9	Total number of incidents of violations involving rights of local workforce and actions taken. --
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments. 5.2.2 PCSC & Our Employees
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms. 6.1 GRI Performance Indicators
<b>Society</b>	
S01	Percentage of operations executing conference with local communities, risk assessment and development plans. 5.1.4 Happy Community
S02	Analysis the risk of corruption by business units. 3.1 Our Influence

GRI Index	Report Section(s)
S03	Training for anti-corruption. 3.1 Our Influence
S04	Actions taken in response to incidents of corruption --
S05	Public policy positions and participation in public policy development and lobbying 5.2.4 PCSC & Government
S06	Financial Political Contributions. PCSC has consistently remained politically neutral and not involve in the financial political contributions.
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes. 6.1 GRI Performance Indicators
S08	Punishment and monetary fine for incidents against regulations. 6.1 GRI Performance Indicators
S09	Operations with significant potential or actual negative impacts on local communities. --
S010	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities. --
<b>Product Responsibility</b>	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. 4.2 Healthy Food · Food Safety
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety. --
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. 5.1.1 Satisfied Consumers
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. There were no illegal case in 2001-2012.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. --
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. --
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes. 6.1 GRI Performance Indicators
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. There were no complaints about customer privacy in 2001-2012.
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. 6.1 GRI Performance Indicators