

2024 President Chain Store Corporation ESG Insight Report



Planet Sustainability in
Our Everyday Life



PRESIDENT CHAIN STORE CORPORATION

In 2024, President Chain Store Corporation continued to stand out in sustainable governance in with recognition from domestic and international sustainable ratings.

2024 Sustainability Initiatives and Recognitions



- Official "TCFD supporter" since 2022
- Consistently refer to TCFD disclosure guidelines



FTSE4Good

- FTSE4Good TIP Taiwan ESG Index



- 2023 climate change questionnaire: **A-rating** (third consecutive year)



Dow Jones Sustainability Indexes

- Dow Jones Sustainability World Index (sixth consecutive year)
- Global sustainability benchmark



- MSCI ACWI ESG Leaders Index
- MSCI ACWI Index
- MSCI Emerging Markets Index
- MSCI EM Low Carbon SRI Selection Index
- MSCI ACWI Value Index
- MSCI Taiwan Index



TWSE

- 10th Taiwan Corporate Governance Evaluation: Top 5% (tenth consecutive year as only retail industry)
- Only retail industry Company to do so for ten consecutive years

2024 Third Party Verification Overview

Item	Reporting Standards	Accreditation Body	Scope
Sustainability Report	AA1000 Type 2 high-level	SGS Taiwan	Headquarter office Stores (retail & shopping centers) ^{Note}
	GRI 2021 Standards		
	SASB Standards Food Retail and Distribution Industry		
Sustainability Data	TWSAE3000 Assurance Engagements	PwC Taiwan	
Environmental Certifications	ISO 14064-1:2018	SGS Taiwan	7,261 locations (99.42% coverage)
	ISO 50001	SGS Taiwan	Headquarter office + 2 stores
OSH Management System	ISO 45001	SGS Taiwan	<ul style="list-style-type: none"> • 9.17% coverage for Headquarter office • 99.13% conducted the store internal safety audit • 100% of suppliers for private-label food products exceeding \$30 million procurement value
Quality Assurance	ISO/IEC 17025:2017	TFDA and TAF	PCSC Quality Testing Laboratory
Information Security	ISO 27001:2022	BSI Taiwan	In-Store POS system
	TPIPAS	Institute for Information Industry	Personal Information

Note: Due to relevance in the operations of this industry and the influence on material issues, also included in scope of boundary are 5 affiliated companies (Uni-President Cold-Chain Corporation, Wisdom Distribution Service Corporation, Retail Support International, President Logistics International Corporation and Uni-President Superior Commissary Corp) and Good Neighbor Foundation. Future reports are expected to include data from other affiliated companies to present comprehensive information on PCSC's value chain. ISO14001 is not applicable to PCSC, because it is not in the manufacturing industry.

2024 Climate-related Disclosures Report

To identify the actual financial impact of climate-related risks and opportunities on President Chain Store Corporation, scenario analysis and financial impact assessment of various risks and Opportunities was conducted. It serves as the basis for tracking the financial impact of risks and opportunities, with the aim of continuously enhancing climate resilience management and improving corporate sustainable competitiveness.



ENVIRONMENTAL

2024 Sustainability Performance and Targets

	Unit	2024		2025	Mid-and Long-term
		Performance	Targets	Targets	Targets
Sustainable Procurement					
Proportion of the cost of sustainably-certified raw materials	%	29.21	15.10	16.00	18 by 2030
Customer Health and Safety					
Proportion of revenue from private-label products with voluntary nutrition labeling ^{Note1}	%	11.46	10	11	12.5 by 2028
Proportion of revenue from products with reduced saturated fat, trans fat, sodium or sugar ^{Note1}		2.57	2	2.70	3 by 2028
Proportion of revenue from fortified food products with increased nutritious ingredients ^{Note2}		12.02	12	12.5	14 by 2028
Rate of major food safety risk violations ^{Note3}		0.25	0	0	0 by 2028
Proportion of private-label products that are recalled ^{Note4}		0.33	15	15	5 by 2028
The proportion of A+ and A level stores in the President Chain Store Corporation High-Quality service qualification ^{Note5}		79	70	71	74 by 2028
Product Labeling and Marketing Communications					
Number of incidents involving private-label products violating the regulations on product labeling or marketing communications	Cases	0	0	0	0 by 2028
Climate Change					
Energy Use Intensity (EUI) decrease compared with the previous year ^{Note6}	%	+5.75	-0.5	-0.5	-0.5
Scope 1 and Scope 2 GHG emission intensity reduction ^{Note6}	Compared with previous year	+1.76	-1	-1.5	60 Compared with baseline 2020
Waste Management					
Proportion of volume for waste removal reduction in each store ^{Note7}	% 2019 base year	25.63	20	20	45 by 2028
Food Loss and Waste Management					
Total weight of food loss and waste discarded	Metric tons, 2019 base year	3,216 76% Reduction	5,667 36.5% Reduction	5,366 39.9% Reduction	4,461 50% Reduction by 2030
Total weight of all food loss and waste		12,496	11,353	11,241	11,605 Halving by 2030
Total weight of food loss and waste volumes used for alternative purposes	Metric tons	9,279	5,686	5,875	7,144 by 2030
Packaging Materials Management					
Proportion of consumers bringing their own cups ^{Note8}	% Compared with previous year	20.91	19	21	24 by 2028
Number of stores adopting the Recycled Cups Renting Service ^{Note8}	Stores	2,531	2,300	2,500 (30% by regulations)	Following regulations regarding single-use beverage cups
Proportion of other single-use plastic for private-label products and materials	%	20.96	19	18	10% of other single-use plastic by 2028, completely eliminating plastic shopping bags and plastic straws. Completely eliminating other single-use plastic by 2050

Sustainable Supply Chain Management

Number of significant suppliers with capability building programs implemented	Suppliers	25	✓	20	20	25 by 2028
Proportion of significant suppliers that have received assistance in implementing corrective and improvement action plans	%	91.30	✓	85	90	100 by 2028
Proportion or number of significant suppliers receiving written ESG assessments/on-site assessments	Suppliers %	101 (88.6%)	✓	110	110	100 by 2028

Water Consumption

Water consumption decrease	%, 2019 base year	+ 9.47 Compared to base year	■	-1 Per year	-5 Compared to base year	-1 Per year
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Biodiversity & Deforestation

Biodiversity					2025 Net Positive Impact
Deforestation	NA	Complete the process formulation and degree of quantifiable impact by 2025			2035 No Net Deforestation 2050 No Gross Deforestation

Note 1: The denominator is the revenue of private-label food products.

Note 2: The denominator is the revenue of food products. Fortified food products refer to foods that are enhanced with beneficial nutrients such as dietary fiber, vitamins, minerals, phytochemicals, or other functional additives.

Note 3: The numerator of the calculation of rate of major food safety risk violations is the number of stores and logistics centers where major food safety risk incidents occurred, and the denominator is the number of stores and logistics centers that were audited by the competent authority for food safety issues.

Note 4: The denominator is all recalled product units, and the scope includes official letters and voluntary recalls (recalls for food safety issues not mandatory by the competent authority). Product recall information is based on reporting.

Note 5: The classification has been adjusted this year. A level was 90-100 points in the past. It has been adjusted to 80-89 points for A level and 90-100 points for A+ in 2024.

Note 6: Energy and GHG intensity targets were not met in 2024 mainly due to the impact of business growth; the diversification of retail channels and the rapid growth of frozen and refrigerated food in 2024, more energy-consuming equipment was adopted by the stores than previous years to support our business expansion.

Note 7: Targets for the current year and 2025 for store waste reduction have been adjusted in line with current operations. Please refer to description of Waste Generation and Process Flow Management section under 4.4 Food Waste and Waste Management in the 2024 Sustainability Report.

Note 8: Targets for the proportion of bring-your-own cups and the number of stores with recycling cup renting services have been adjusted for 2025 and 2028 in line with regulatory requirements. Considering the high regulatory uncertainty in 2030 and 2050, the targets will not be disclosed for the time being. Please refer to the description of the plastic reduction management action section under 4.2 Packaging Material Management in the 2024 Sustainability Report.

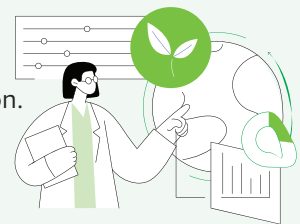
Environmental Policy

PCSC has established the "President Chain Store Corporation Corporate Sustainability Development Code of Practice." PCSC, together with its affiliates, subsidiaries, key suppliers, and other partners, is committed to the topics outlined in the code.



President Chain Store Corporation Corporate Sustainability Development Code of Practice

- Comply with environmental laws; prohibit harmful practices.
- Continuously improve environmental performance and surroundings.
- Conserve resources; maximize recycling and reuse.
- Reduce waste through pollution prevention.
- Minimize product/service lifecycle impacts; improve resource efficiency.
- Build an eco-friendly value chain; consider environment in supplier and partner selection.
- Support community development and sustainable local relations.
- Promote environmental education and share concepts with stakeholders.
- Set short- and mid-term goals to cut production and value chain impacts.
- Align with Paris Agreement; avoid climate-denial funding; target net-zero for Taiwan stores by 2050.



Sustainability Strategies

President Chain Store Corporation has continued to make "Planet Sustainability in Our Everyday Life", furthering the four major projects. Under the Sustainable Development Committee (functional committee), the Environment Group has respective task forces in the below functions and reports at least quarterly to the board of directors.

Sustainable Development Committee

The Environment Group



Sustainable Procurement

To stay updated with international trends and maximize President Chain Store Corporation's external impact in sustainability, we set up a Sustainable Procurement Task Force in 2021 to prioritize the purchase of equipment with eco-friendly or energy saving labels.

Sustainable Raw Materials

President Chain Store Corporation prioritizes the procurement of raw materials with environmental protection, animal welfare, energy-saving or carbon reduction labels, food safety certification, as well as working with suppliers to provide customers with more sustainable choices. Joint-purchase raw materials are mostly used for private-label products with sustainability certification, including boxed meals, cold noodles, sandwiches, coffee and freshly brewed tea.

2024 Raw materials procurement (NT\$6,713 mn) for private-label products

29.21% Sustainability Certified.

Up from **NT\$5,023mn** and **24.47%** respectively

Note: This includes the amount for sustainable procurement with international and local certifications. In addition to the relevant category certifications listed in the table below, processed products derived from them are included (for example, directly processed products of raw materials such as fried pork ribs, roasted beef, or processed condiments using soy from certified sources are included in the calculation).

Category / Certification	Certification/ Label	Exposure % of category as total of procurement cost	Coverage Certified % within category	
			2023	2024
Soy U.S. Soy Sustainability Assurance Protocol		7.22	23.10	40.56
Coffee Beans Rainforest Alliance incl. UTZ		19.93	0.02	0.03
Vegetables and Rice TGAP		8.24	7.54	3.25
Aquaculture Global Animal Partnership (G.A.P.), BRCGS (BRC Global Standard for Food Safety)		1.85	0.25	4.47
Beef AAWCS(The Australian Livestock Processing Industry Animal Welfare Certification System)		2.34	99.96	96.15
Wild Fish MSC (Marine Stewardship Council)		2.86	15.43	22.47
Poultry Global Animal Partnership (G.A.P.), Taiwan Animal Welfare System, PAACO (Professional Animal Auditor Certification Organization)	 	17.89	27.31	60.93
Pork IAWS (Interporc Animal Welfare Spain), BRCGS (BRC Global Standard for Food Safety), IFS (International Featured Standards)	 	6.53	96.24	91.54
Dairy Products ISO 14067 and carbon reduction label		23.82	43.80	68.19
Packaging FSC, PEFC	 	2.56	61.49	92.94
Palm Oil Unused	—	—	—	—
Cotton Unused	—	—	—	—
Tobacco Unused	—	—	—	—
Sugar Not obtained	—	1.49	0	0
Cacao Not obtained	—	0.21	0	0

Green Procurement

President Chain Store Corporation actively manages equipment, consumables and building materials by promoting green procurement. Green building materials are chosen for store renovations, and equipment and consumables that have obtained energy labels, environmental labels or certifications, or have actual environmental protection benefits are purchased for use in stores.

Coffee Cups with FSC Certification		Total Green Procurement
Scope of green procurement expanded in 2024 to solely adopt coffee cups with certification.	NT\$617,979 green procurement in 2024 (nearly doubled compared with 2023)	NT\$2.782 billion (20.73% of total annual procurement, reaching 15% target)



PCSC actively manages equipment, consumables and building materials by promoting green procurement, purchasing equipment and consumables that have obtained energy labels, environmental labels or certifications, or have actual environmental protection benefits for use in stores. Since reaching the previous 2025 16% target early, the 2025 target has been revised to 18%.

2025 Green Procurement Percentage of Annual Procurement Target of 18% Reached in 2024. (20.73%)

Unit: NT\$ thousand	2020	2021	2022	2023	2024
Green Procurement Amount	845,388	897,726	1,190,255	1,784,246	2,782,458
Percentage of total annual procurement	10%	8.54%	9.43%	15.91%	20.73% ✓

2024 Green Procurement Categories

Category	Procured Items	Amount (NT\$ thousand)
Energy Star	LCD screens, laser printers	106,974
RoHS	Uninterruptible power supplies, ST, Switch, WAP, POS cash registers/back office computers	1,327,267
Energy-saving Label	Inverter air conditioners, circulation fans, LED lamps	501,566
Green Building Material Label	Green building materials	87,372
With environmental protection benefits	Eco-friendly packaging materials used in stores: PLA coffee cups, ice cream/slushy cups, PLA/paper straws, energy saving devices	141,300
FSC, PEFC certification	Coffee cups, paper bags, stirrers, disposable chopsticks for boxed meals, Paper Star copy paper	617,979
Total		2,782,458

Local Procurement

President Chain Store Corporation supports local agriculture, fishery, vegetables and fruits with three strategies of “stable procurement,” “sustainability” and “planned support.” In 2024, all private-label products use local rice, including Tainan 11 rice, Taiken 9, long grain sweet rice certified with a “Taiwan Rice Label.” We also work with the Agriculture and Food Agency, Council of Agriculture, Executive Yuan to ensure the supply of high-quality fresh vegetable and fruit by cooperating with production and marketing groups through the traceability system and organic certification.

In 2024, percentage of locally sourced suppliers accounted for 79% of the total at NT\$8.261 billion, which was 68% of the overall procurement amount.

Area	Procurement Quantity (Metric tonnes)	% of Suppliers by Area	Procurement Amount (NT\$100 Mn)	% of Procurement Amount
Locally sourced agricultural products (Taiwan)	93,914	79%	82.61	68%
Non-locally sourced agricultural products (Foreign origin)	24,956	21%	38.24	32%
Total	118,870	100%	120.85	100%

GHG and Energy Management

GHG Management

Since 2024, President Chain Store Corporation will conduct annual assurance of greenhouse gas emissions for the parent company and subsidiaries included in the consolidated financial statements.

The consolidated company has established a greenhouse gas inventory mechanism based on the ISO 14064-1 standards for greenhouse gas inventory published by the International Organization for Standardization (ISO).

	Unit	2021	2022	2023	2024
Scope 1	tCO ₂ e/ year	31,252.97	29,940.01	30,177.03	25,562.65
Scope 2		464,932.82	504,544.40	513,790.60	564,564.64
Scope 3		185,910.72	2,393,290.28	4,556,627.93	5,781,597.27
Total (Scope 1+2+3)		682,096.51	2,927,774.68	5,100,595.56	6,371,724.56
GHG Intensity	CO ₂ e/million in revenue	2.95	2.92	2.75	2.80
Data coverage for operation locations	%	99.41	99.55	99.45	99.42

Note 1: Indirect emissions (others) in 2024 include: purchased goods, upstream emissions from purchased electricity, upstream transportation, waste generated in operations, business travels, employee commuting.

Note 2: Greenhouse gas inventory adopts the ISO 14064-1:2018 methodology. The organization boundary is set using operational control. The greenhouse gas emission coefficient refers to USEEIO, Electricity Emission Coefficient set by the Bureau of Energy of the Ministry of Economic Affairs, the Ministry of Environment's Emission Coefficient Management Table 6.0.4 and the Ministry of Environment's Product Carbon Footprint Information Network. GWP adopts AR6 values.

Note 3: The calculation method for indirect emissions from outsourced power is locate-based. Since the grid emission coefficient for 2024 had not been published at the time of the greenhouse gas verification, the coefficient of 0.494 kg CO₂e/kWh announced in 2023 was adopted as the greenhouse gas emission parameter to calculate the amount of carbon reduction.

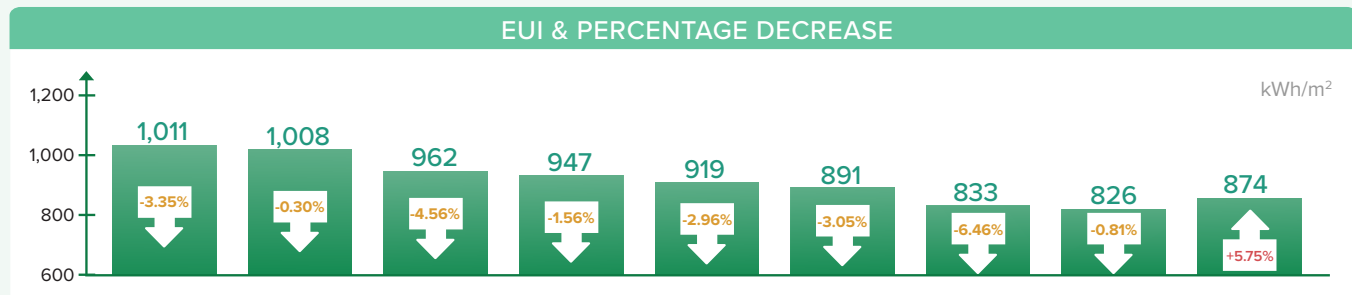
Note 4: The types of greenhouse gas covered by the inventory include carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF₆) and nitrogen trifluoride (NF₃).

Note 5: The carbon dioxide emissions from biological sources are zero.

In the future, we plan to introduce Science-based Targets (SBT) to strengthen carbon management of the entire value chain, and update mid- and long-term reduction targets, so that President Chain Store Corporation can exert the influence of the industry and promote the achievement of net-zero goal.

Store Energy Use Intensity (EUI) Based on Floor Space

The actual energy intensity of our stores was 874 kWh/m² in 2024, showing an 5.75% increase from 2023. We have not reached our energy intensity reduction target this year. In response to the diversification of retail channels and the rapid growth of frozen and refrigerated food in 2024, more energy-consuming equipment was adopted by the stores than previous years to support our business expansion. This growth is mainly driven by increasing performance, and equipment configuration will be adjusted in the future depending on business development. In the meantime, we continue to stay updated with equipment energy efficiency and promote energy-saving solutions to improve energy efficiency.



Note : The EUI of stores is calculated as the electricity consumption per ping (approximately 3.3 square meters) based on the data provided by Taiwan Power Company each month. The EUI for stores in areas without any data from Taiwan Power Company is estimated on the same basis. The two are added to produce the total electricity consumption that month, which is then divided by total floor area before adding up the EUI value of 12 months.

Store and Logistics Energy Conservation and Carbon Reduction Actions

■ PCSC Store Energy-saving and Carbon Reduction Measures and Strategies

In 2024, President Chain Store Corporation stores successfully saved 124,252,177 kWh of electricity through the energy saving program, the equivalent of 61,380.58 metric tons of CO₂e indirect emissions.

In addition to the replacement of energy-saving equipment, all store employees have been trained to conduct regular inspections on air conditioning, circulation fans, lighting, refrigerators and freezers, signboard windows and other equipment.

● Inverter system

Introducing refrigerators, air conditioners and freezers to improve energy efficiency with an inverter system.

● Store building insulation

Taking advantage of each store's geographical environment and architectural design concepts to reduce solar exposure.

● LED lamps

The introduction of LED lamps saves 43% energy compared to T5 lamps.

● Store lighting management

Changing the configuration of store lamps to reduce the total number of lamps.

● Signboard energy saving

Reducing unnecessary lamps through the intelligent lighting system and the improvement of signboard materials and designs.

● Reducing the window area in the stores

Maintaining energy efficiency by reducing the window area of the store.

● Improving the heat exchange environment

Preventing cold air from leaking by introducing energy-saving windbreak rooms and improving the efficiency of air conditioning.



■ Logistics Energy-saving and Carbon Reduction Measures and Strategies

PCSC actively influences long-term affiliated logistics partners to gradually invest in corresponding management plans or actions.

● Introduction of new environmental-friendly logistics vehicles

President Chain store Corporation's affiliated logistics companies plan to phase out 222 phase 4 and phase 5 logistics vehicles from 2024 to 2026, and purchase 279 phase 6 logistics vehicles.

● Same-time delivery of frozen and refrigerated goods

Since from 2021, President Chain Store Corporation's affiliated logistics companies has transform single-temperature layer logistics vehicles into logistics vehicles with two layers of different temperature settings (refrigerated and frozen) to improve loading efficiency.

● Distribution automation

Incorporating automatic distribution equipment to the internal operating environment and equipment of the logistics center, such as efficient automatically guided electric trailers, electronic picking and sorting systems, labor-saving lifting tailgates into vehicles, etc. Not only does this significantly reduce the personnel costs of logistics distribution, but also reduces the workload of personnel picking goods.

● Energy saving and carbon reduction measures for logistics centers

Introducing carbon reduction measures to affiliated logistics companies to continuously improve the energy consumption of daily operations.

Packaging Material Management

PCSC has set a goal of reducing the use of virgin plastic by 30% compared to 2019 by 2030, and converting 50% of its private-label product packaging and materials to environmentally friendly materials.

In order to completely eliminate other single-use plastic by 2050, PCSC has implemented management actions across private-label products and services, logistics, e-commerce and other operations.

Procurement

Packaging reduction target for private-label products set. Prioritize eco-friendly, certified packaging materials and lightweight packaging.

Reduce Single-use Plastic

- Stores no longer actively offer customers straws or provide net carriers for free. **Net carriers reduced plastic consumption by 19.33 metric tons in 2024, resulting in a 14.55% reduction compared to the previous year.**
- Ice makers were introduced to reduce the amount of plastic packaging used for ice cubes. **A total of 3,952 ice makers were adopted resulting in 212.5 metric tons of plastic reduction in 2024.**

Circular Cup Renting Services & Promotion

Introduced the "OPEN iECO Recycled Cups Renting Service". 2,531 stores adopted the service in 2024 (35% of total coverage), exceeding our target of 2,300 stores. **20.91% of consumers brought their own cups, exceeding the annual target of 19.00%.**

Rewards given for consumers who use their own reusable cups for freshly prepared beverages. Participating customers receive a discount of NT\$5. Moreover, on the first of each month, bringing own reusable cup for "CITY" brand freshly prepared beverages will entitle them to a NT\$7 discount.

FSC-certified Packaging Materials

FSC-certified packaging materials were adopted by paper cups used in the stores in 2024, and cup holders were made with 100% of recycled paper.

Packaging Material Consumption Metrics

Private-label Products

	Plastic Classification	Weight (Metric Tons)		Change Between Two Years
		2023	2024	
Usage	Reusable plastic	22.62	19.33	-14.55%
	Single-use plastic	11,209.70	11,741.34	4.74%
Material	Recyclable plastic	8,803.82	9,276.04	5.36%
	Compostable/decomposable plastic	93.24	-	-100.00%
	Other plastic	2,335.26	2,484.63	6.40%
Source	Virgin fossil-based plastic	10,685.42	1,111.54	3.99%
	Virgin renewable plastic	93.24	-	-100.00%
	Post-consumer recycled plastic (Plastic with recycled content)	453.65	649.12	43.09%
Total		11,232.32	11,760.67	4.70%

Note: The plastic milk containers for business use were recalculated from 2021 to 2024. The statistical data before 2023 was estimated based on bags (15 milk containers per bag). The number of milk containers used and the unit weight was recalculated in 2024, and the data of the previous three years will be traced back to correct relevant disclosures from 2021 to 2023.

Non-plastic Packaging Materials

In line with President Chain Store Corporation's Sustainable Procurement Policy, the targets for private-label products packaging by paper materials with sustainability certification have been set for 2030 and 2050 to reach 70% and 100%, respectively. We also continue to work towards getting sustainably certified materials for paper bowls and cup sleeves used in the stores.

In 2024, the consumption of non-plastic packaging materials (including paper/wood, metal) increased by approximately 10.72% compared the previous year, mainly due to the increase in coffee sales and not offering single-use plastic carrier net, leading to an increase of paper cup holders. Our cup holders are made of recycled paper to reduce the impact on the environment. An increase in metal packaging materials is mainly due to the increase in freshly prepared beverages leading to an increase in the outer packaging of coffee beans and fresh tea leaves. For full Packaging Material Management details, please see Section 4.2 of the 2024 PCSC Sustainability Report.

Food Waste and Waste Management Strategy

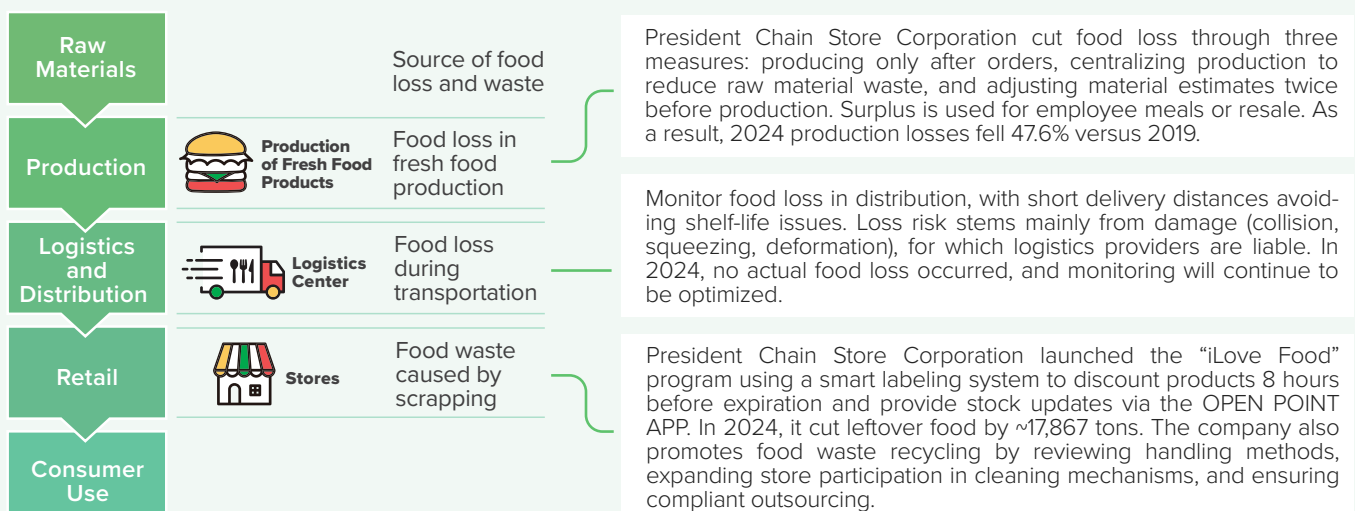
President Chain Store Corporation actively promotes relevant management measures to reduce environmental impact. The waste generated by the service model of convenience stores is mainly domestic waste and food waste. In 2023, President Chain Store Corporation formulated the "President Chain Store Corporation Waste Management Policy" and planned medium- and long-term goals, management strategies and reduction actions to effectively manage the waste generated by operations and implement its commitment to sustainable development.



PCSC Waste Management Policy

Food Loss and Waste Management

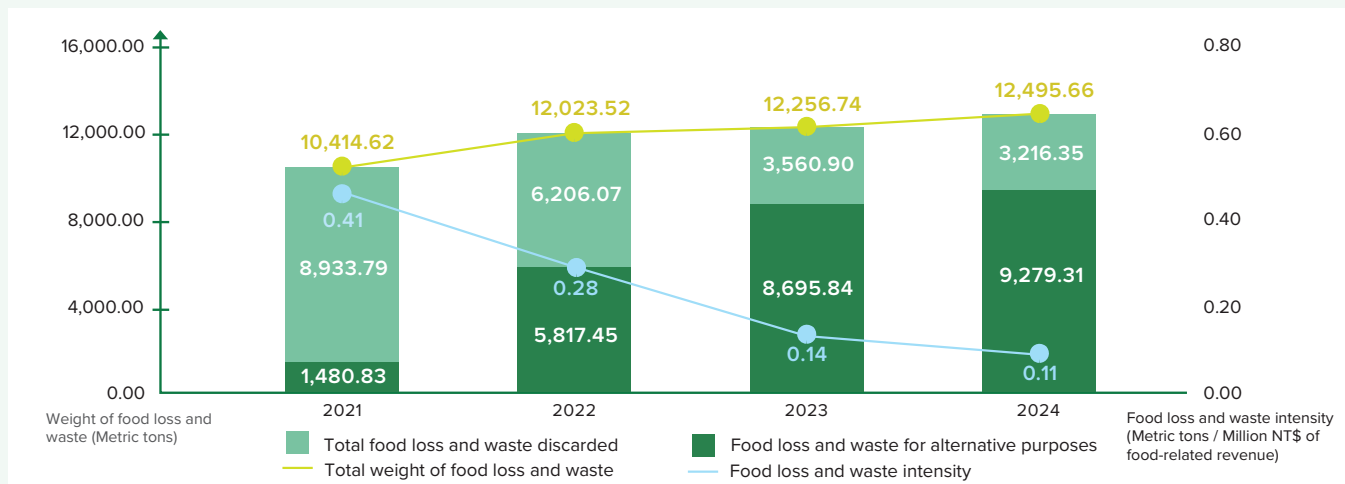
Target of halving food waste by 2030. (2019 base year)



Food Loss and Waste Management Performance

*The food used for alternative purposes ratio was **74.26%** in 2024.
(Up from 70.95% in 2023)*

President Chain Store Corporation inventories the production and sales of private-label products from manufacturing to retail. The total weight of food loss and waste generated in 2024 was 12,495.66 metric tons, with a 1.9% increase from 2023. The reasons include the increase in number of stores and continuous growth in fresh food sales. The food used for alternative purposes ratio was 74.26% (mainly for animal feed/compost) in 2024, with a significant growth compared to 70.95% in 2023.



Waste Management

In 2024, the total amount of non-recyclable waste from store operations and headquarters activities was 41,427.87 metric tons. PCSC takes 2019 as the base year and sets the average waste generated by a single store as the management target. The target was reviewed this year and adjusted to a 20% decrease in the waste removal volume per store in 2024 compared to the base year, and a 45% decrease in the waste removal volume per store in 2028 compared to the base year. **The waste removal volume per store in 2024 was 6.27 metric tons, a decrease of 25.63% from the base year, achieving the 2024 target.**

Biodiversity Policy and No Deforestation Commitment

In 2022, President Chain Store Corporation passed the Biodiversity and No Deforestation Commitment, publicly promising all operating locations and its supply chain will follow the principles listed in the Biodiversity and No Deforestation Commitment. Scope encompasses all operating locations and the supply chain.



PCSC Biodiversity and No Deforestation Commitment

Biodiversity

- Complete the process formulation and degree of quantifiable impact by 2025
- Net Positive Impact by 2050

No Deforestation

- Complete the process formulation and degree of quantifiable impact by 2025
- No Net Deforestation by 2035
- No Gross Deforestation by 2050

Biodiversity Assessment and Mitigation Actions

To strengthen biodiversity protection, President Chain Store Corporation established a biodiversity risk assessment process covering its operations, adjacent areas, and suppliers. In 2024, we engaged an external environmental consulting firm and partnered with sustainability and biology experts from National Pingtung University of Science and Technology, applying the TNFD LEAP approach to assess biodiversity dependencies and impacts around Kenting National Park stores. For our full biodiversity and initiatives, please see "Biodiversity Management" under Section 4.1 of the 2024 PCSC Sustainability Report.

Items	Number of Operating Sites	Area of Operating Sites (Hectares)
Total number of operational sites	7,303	152.29
Operating areas subjected to biodiversity impact assessments (Assessment)	18	0.35
Operating areas with high potential for biodiversity impact (Exposure)	18	0.35
Operating areas affecting biodiversity with implementation biodiversity impact managing and monitoring systems (Management Plans)	3	0.00000006

In 2024, 18 stores of President Chain Store Corporation were assessed and surveyed. The on-site survey covered 17 stores in national parks and 1 store near the park, 10 of which are located in the overlapping area of the “Taiwan Ecological Network” and the “conservation corridors of the Coastal Forests of the Hengchun Peninsula,” as well as another 3 stores exposed to the conservation corridors. Assessment concluded that each store needs to strengthen environmental management measures to reduce potential impacts on the ecosystem and facilitate sustainable operations.



Eluanbi Cape Store

Located near the famous tourist attraction Eluanbi Park with a diverse ecosystem in the surrounding area.



Sail Rock Store

Close to the Sail Rock scenic spot, located in the ecologically sensitive area of terrestrial crab on the coastline.



Dolphin Bay Store

Although the store is located outside the national park, it is adjacent to the national park and the store has a large land availability in the hinterland, so it is included in the spot check to strengthen the comprehensive assessment of ecological risks.

SOCIAL

2024 Social Performance and Targets



	Unit	2024		2025	Mid-and Long-term
		Performance	Targets	Targets	Targets
Talent Attraction and Retention					
Average training hours per employee	%	14.66	✓ 13	14	15
Labor Rights					
(1) Number of shutdowns	%	(1) 0 time	✓ (1) 0 time	(1) 0 time	(1) 0 time
(2) Number of days idle due to shutdowns		(2) 0 day	✓ (2) 0 day	(2) 0 day	(2) 0 day
Occupational Health and Safety					
Frequency severity indicator (FSI)	%	0.25	✓ 0.37	Lower than the average industry FSI over the past three years ^{Note}	
Lost Time Injury Frequency Rate (LTIFR) (Disabling Injury Frequency Rate, FR)	Rate	(1) 1.48	✓ 3.26 ^{Note}	Lower than the average industry FR over the past three years ^{Note}	
(1) Employees		(2) 0.13			
(2) Outsourcing companies (employees of contractors, franchisees, and manufacturers)					
Disabling Injury Severity Rate (SR)	Rate	(1) 40.88	44 ^{Note}	Lower than the average industry SR over the past three years ^{Note}	
(1) Employees		(2) 4.05			
(2) Outsourcing companies (employees of contractors, franchisees, and manufacturers)					

Note: Average rate in the retail industry over the past three years according to the Ministry of Labor.

Employees

PCSC is committed to creating a healthy and safe workplace that is competitive on the market, as well as encouraging the employees to develop in a variety of ways with salary and benefits beyond statutory requirements.

Employee Structure

Year	2020	2021	2022	2023	2024
Total Employees	8,500	8,348	8,617	8,651	9,186
Indefinite Contract	8,500	8,340	8,597	8,651	9,186
Term contract	0	8	20	0	0
Full-time ^{Note}	4,039	4,006	4,024	4,235	4,442
Part-time ^{Note}	4,461	4,342	4,593	4,416	4,744

Note: Full-time employees receive a monthly salary. Part-time employees are paid by hour. Employees without guaranteed hours follow the shift system, equivalent to the category of part-time employees.

Employee Turnover

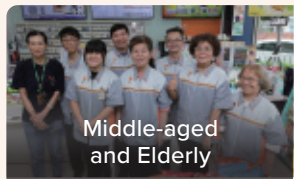
Year	2020	2021	2022	2023	2024
Full time employee's Turnover Rate	% 5.67	6.44	5.57	5.11	4.77

Note 1: Excluding the number of part-time employees.

Note 2: Including part-time employees, the 2024 annual total turnover ratio and annual voluntary turnover (excluding lay-off) is both 36.45% (down from 44.08% in 2023). The average retail industry's annual turnover rate is 50~60%.

Diversity Recruitment

President Chain Store Corporation has launched a diversity recruitment project to employ the elderly and new immigrants, industry-academia cooperation, students on internship and people with disabilities, providing suitable job opportunities for people of all ages and diverse groups.



Middle-aged and Elderly

PCSC partners with the Ministry of Labor to support middle-aged and elderly employment through "experience first, interview later" recruitment and pre-employment training. By 2024, it held 600+ events with a 45%+ acceptance rate, the first in its sector to launch such programs.

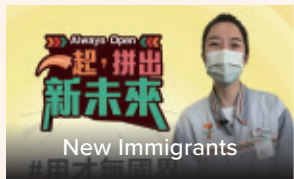
Middle-aged and elderly partners of PCSC aged 45 and above was 2,724.



Students

President Chain Store Corporation invested in the "Campus Career Preparatory Program" to activate the youth recruitment channel through three aspects, including practical courses, business competitions and promotion of sustainable education. This allows students to enter the job market while in school by encouraging them to intern in stores after school, so that they can immediately find employment after graduation.

Partnered with affiliates and 30 universities, engaging 500+ students to showcase innovative solutions and gain work experience.



New Immigrants

President Chain Store Corporation worked with the Ministry of Labor to launch the "Training and Employment Integrated Program" and set up a dedicated class with the resources of the Workforce Development Agency. Trainees, mainly new immigrants, were hired in convenience stores upon training completion.

More than 40% of trainees successfully found jobs after training.

In addition, PCSC employs more people with disabilities than the statutory quota to make equal employment opportunities a reality. In 2024, the President Chain Store Corporation head office and directly operated stores hired a total of 274 employees with disabilities, accounting for 2.98% of our total workforce and being 2.98 times higher than the statutory quota. President Chain Store Corporation also hired 122 indigenous and 52 foreign employees, accounting for 1.33% and 0.57% of all employees respectively.



Employee Rights

100% of the PCSC Employees are Represented in the Labor Union.

Employee Communication Channels

We provide numerous communication channels to listen to and understand the opinions of our employees, in case employees have any suggestions for the Company or feel that their rights and interests have been violated, they can report through various channels:



**Integrated
Services Center**



**Dedicated
Email**



**Stakeholder
Section**



**An Internal
Proposal System**

Employee Engagement Survey

PCSC conducts an Employee Engagement Survey every two years for all employees. In 2023, a total of 7,757 people^{Note1} filled in the questionnaire, accounting for 89.7%^{Note2} of the total employees. The percentage of employees giving an “active” and “very active” response accounted for 80.00% of all respondents, achieving the target value of 80% for the year. The next employee engagement survey is scheduled for 2025. In 2024, we actively organized and promoted employee engagement activities to enable more partners to share positive moods and positive energy.

Note 1: This survey is anonymous. Basic information questions were reduced in order to motivate more employees to participate, so gender was left out of the survey this time.

Note 2: Respondents accounted for 89.49% of all FTEs.

2024 Labor-Management Communication

2024 labor-management topics include: flexible working hours, administration in the office building, employee subsidy measures and so on. The results should be implemented by the departments involved.

4 Labor-Management Meetings

Meeting Attendees

5 employer representatives including department heads
5 employee representatives are assigned by Labor Union
and represent 100% of the employees.

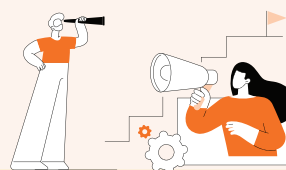
Labor Union

Formed at the end of
2019 by the employees.

Labor Union has not requested the company to negotiate a collective bargaining agreement so far, therefore no collective bargaining agreement been signed as a result, the Company will continue to maintain good interactions with the union in the future.

PCSC Internal Proposal System

In 2024, 270 employee rights reports were submitted (up from 253 in 2023). More reports were raised internally than externally reflecting trust in internal communication channels. Most involved supervisor attitude, overtime pay, shift reductions, salary delays, and franchise disputes. All cases were resolved within the year, with pay corrected, deficiencies addressed, and supervisor guidance provided.



Human Rights and Labor Audits

Human Rights Policy

To protect human rights, PCSC has formulated a “Human Rights Policy” with reference to international human rights policies and local labor regulations. The policy covers stakeholders including all employees, affiliated companies, suppliers, contractors and joint ventures.



PCSC Human Rights Policy

PCSC refers to “International Bill of Human Rights,” “Core Labor Standards of the Fundamental ILO Conventions,” and the “Ten Principles of the United Nations Global Compact” to formulate the policy and is committed to abide by the policy.

PCSC conducts regular human rights and labor audits across offices, stores, suppliers, and joint ventures. In 2024, 261 people received Labor Standards Act training. The Company also audits labor contractors and dispatched workers annually to ensure legal compliance, while monitoring their workplace adaptation and providing support.

- 1 Provide friendly and safe work environment
- 2 Prohibiting any discrimination, sexual harassment, harassment in general, workplace violence, intimidation; with a grievance mechanism and violation handling
- 3 No forced labor, human trafficking, or child labor.
- 4 Ensuring inclusive equal labor rights for individuals; eliminating unlawful discrimination and guaranteeing equal access to employment opportunities.
- 5 Respect employees’ freedom of association and collective bargaining.
- 6 Complying with all applicable laws with maximum working hours; ensure daily working hours do not exceed 12 hours and that monthly overtime does not exceed 46 hours; promoting physical and mental health and work-life balance. (With the exception of emergencies or special circumstances. Overseas subsidiaries shall operate in accordance with local regulations).
- 7 Establish diversified communication channels and grievance reporting to ensure stakeholders' rights

For the results of the audits, related risk mitigation measures, and other human rights risk assessments and mitigation measures, please refer to "President Chain Store Corporation Human Rights Management" and "President Chain Store Corporation Human Rights Due Diligence Procedure".



PCSC Human Rights Management



PCSC Human Rights Due Diligence Procedure

Remuneration

President Chain Store Corporation ensures full-time pay above minimum wage, factoring in living costs and industry benchmarks. Salaries are reviewed annually for competitiveness.



PCSC Salary Policy

In 2024, store staff started at the retail median (50th percentile) and logistics staff at the 70th percentile, with 5–10% regional allowances to support a decent standard of living. The starting salary for the new recruits at President Chain Store Corporation is equal for men and women for equal work, and the salary and benefits do not differ based on gender or age. In 2024, the ratio of starting salary to basic salary (NT\$27,470) for new back-office staff who are college graduates is 1.33 times, and 1.55 times for those with a master's degree. There is no significant difference in the remuneration ratio between men and women in 2024.

Variable Performance-based Compensation

All Full-time PCSC Employees are Eligible for Variable Performance-based Compensation.

The variable compensation of full-time PCSC employees is based on individual performance, including financial indicators such as the Company's gross profit and profitability, and is evaluated based on their contribution to the overall operations, with reference to market salary levels and the Company's operating performance. Bonus distribution is based on the Company's rules on bonus and performance management, while taking into account the Company's annual operating performance and individual performance. Employees can report unfair pay through labor dispute channels and the Audit Office. In terms of salary adjustment, most of the adjustment was between 2% and 5% in 2024, accounting for 74.96% of all employees. 10.58% of the employees received over 5% of adjustment.

Full-time Employees

- Performance goals are set during the first half of the year, for which supervisors and employees discuss and set the annual goals.
- The final performance evaluation is carried out at the end of the year.

Part-time Employees

- A bonus distribution evaluation is carried out each month to incentivize part-time employees to maintain the store image, service quality and quality assurance.

ESG-Linked Remuneration for Directors and Senior Management

President Chain Store Corporation has set forth the "Rules for Performance Evaluation of Board of Directors" to implement corporate governance and enhance the functions of the Company's Board of Directors as well as setting performance targets to enhance operational efficiency. A number of indicators that have been selected are highly linked to corporate governance and corporate sustainable development so as to ensure the Company's sustainable operations.



PCSC Director and Senior Management Pay Linked to Sustainability.

PCSC pioneered in linking carbon reduction to the performance of senior management such as CEO and senior executives since 2023, with appropriate rewards given in line with the achievement. The targets for 2024 were to reduce emission intensity by 1% per NT\$ million of revenue, passing the verification of ISO14064-1 greenhouse gas and ISO50001 energy management system. One point was added to the total performance score if all three KPIs were met. To implement the sustainable development strategy and promote its progress, PCSC links remuneration of senior executives to the sustainable performance indicators of the Company's four major environmental task forces (carbon reduction, plastic reduction, food waste management and sustainable procurement) in 2025. Annual targets are as below:

Assessment Indicators		Indicator Proportion	Calculation Method
Environment/ Packaging material management	Proportion of single-use plastic	2.5%	Scoring is calculated based on the achievement of the goal, and is linked to the total performance score of senior executives (accounting for 12%)
Environment/ Climate change	Proportion of direct (Scope 1) and indirect (Scope 2) GHG emission intensity reduction compared with the previous year	2.5%	
Environment/ Sustainable procurement	Proportion of the cost of sustainably-certified raw materials	2.5%	
Environment/ Food waste management	Annual volume and reduction ratio of food waste	2.5%	
Global trend/ Customer health and safety	Rate of major food safety risk violations	2%	

Executive Pay Disclosure

In 2024, the total amount of remuneration paid by PCSC to senior executives accounted for 0.44% of the Company's net profit after tax. For relevant information on remuneration, please refer to pages 27-28 President Chain Store Corporation's 2024 Annual Report.

■ President's Remuneration

President (Huang, Jui-Tien) remuneration as of 31 December 2024, Unit: NT\$ thousand.

Salary (A)		Pensions (B)		Bonus and Special Allowance (C) ^{Note2}		Earnings Distribution to Employees (D)			
PCSC	ACC	PCSC	ACC	PCSC	ACC	PCSC		ACC	
						Cash	Stock	Cash	Stock
13,099	15,304	251	251	34,900	35,870	2,075	-	2,075	-

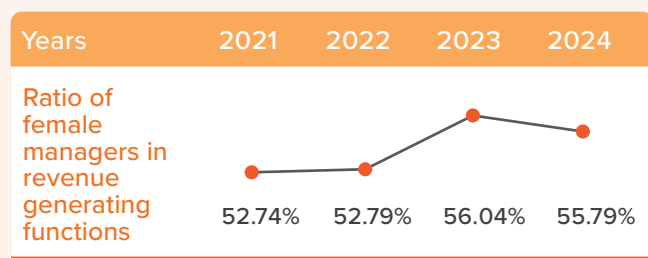
Summation of A, B, C, and D as a % of After-Tax Income					Compensation from parent company and affiliates other than subsidiaries	
PCSC	PCSC proportion		ACC	ACC proportion		
50,324	0.44%		53,499	0.46%	300	

Note 1: ACC = All Consolidated Companies

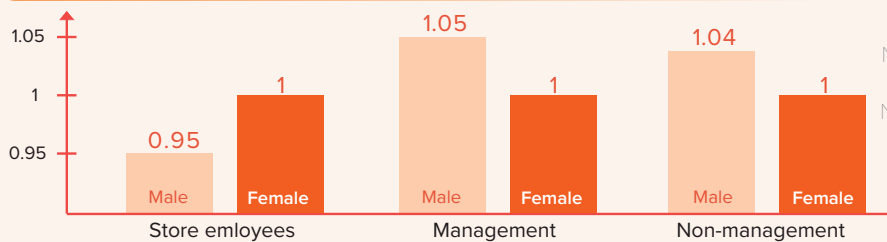
Note2: Includes car leasing expenses for managers

Gender Pay Equality

The starting salary for the new recruits at President Chain Store Corporation is equal for men and women for equal work, and the salary and benefits do not differ based on gender or age. The female ratio for department managers in 2024 was 15.79%, with combined 53.97% of females in positions including TEAM managers, store managers, district consultants and department managers. Mid- to long-term targets are being set for aforementioned aspects, namely 17% and 50% by 2028.



Ratio of Salaries for Male and Female Employees in 2024



Note 1: Compensation consists of basic salary and annual bonuses.

Note 2: The scope covers full-time employees who are still working at the end of December 2024 (but excluding interns and those who were newly recruited or transferred for less than half a year as of March 15, 2024), based on their total salary of 2024.

Non-compensation Benefits Beyond Legal Requirements

PCSC offers a variety of employee benefits. In addition to year-end bonuses and various allowances, it also provides four major benefit programs including the Benefit Saving Trust Fund, Good Life, Flexible Leave and Healthcare. Parental leave is also accessible in accordance with the law to favor employees' work-life balance. PCSC also has a comprehensive appointment system that allows the employees to be employed full-time or part-time, giving them flexibility in terms of work.

Awarded Gold for the 2024 Happy Enterprise Award Organized by 1111 Job Bank.

Benefit Saving Trust Fund

Available to all employees after passing probation period

- The trust invests exclusively in PCSC shares. Participants can transfer 6% of their monthly salary into the trust account each month, and PCSC provides an additional 1.8% as a bonus share. As of December 31, 2024, a total of 14,657 group employees had joined the Benefit Saving Trust Fund, totaling approximately NT\$3.949 billion.

Good Life

Available to all employees and above legal minimums

- Breastfeeding rooms are available in the offices.
- Contracts are signed with childcare institutions to provide preferential prices.
- Office staff can also choose when they go to and from work.
- "Work from Home Measures" allow back-office staff to work from home.
- A fixed amount of travel vouchers are given each year.
- Gifts are offered during pregnancy and when the baby is one-month old.
- The Happiness Corporative Society is set up to help the employees deal with issues involving physical/mental health and family.
- 3 hours of free consultation is offered to each employee on an annual basis.

Flexible Leave

Above and beyond legal minimums

- Maternity leave and miscarriage leave superior to that of the legal requirement. With no condition on seniority, all employees are paid their full salary.
- Main caretakers are offered 9 paid weeks for prenatal checkups and maternity leave.
- Non-main caretakers are also given 7 days of paid parental leave before and after their spouses give birth.

- Special care leave: If employees need to personally take care of their dependents due to a major incident, they can take a maximum of 3 days of paid “special care leave” to provide employees with flexibility in responding to the unexpected events and taking care of their families.

Healthcare

Available to all employees and above legal minimums

- Annual health checkups.
- Occupational disaster insurance.
- Group insurance for employees and dependents.
- Family Day and health promotion activities.
- Full time nurses and doctors are regularly stationed.



Talent Development and Cultivation

PCSC established the “Common Ability Structure of Office Staff and Regulations for Training Courses” and “Training Management Regulations,” detailing the competencies required and corresponding courses that all employees must attend defined training activities, assisting them in reinforcing positive behavior or skills.

Education and Training Metrics

Year	2023	2024
Total Invested	NT\$60,857 thousand	NT\$86,888 thousand
Invested Per Capita	NT\$7,035	NT\$9,459
Total Training Hours	115,149	134,624
Average Hours Trained Per Person ^{Note}	13.31	14.66

Note: The denominator is calculated based on the average number of employee education and training hours for 9,186 employees on December 31, 2024.

Key Talent Development Program

PCSC has established a reserve talent pool for managers. In addition to developing and evaluating potential employees through the talent evaluation mechanism, professional evaluation tools are adopted to measure the management capabilities of potential talents to shorten the period of vacancy and stabilize the overall operations without interruption.

By 2024, 47 talent review meetings have been held, and a total of 411 people have been included in the reserve talent pool. President Chain Store Corporation also hopes to provide employees with cross-unit experience opportunities through job rotation to expand their horizons and cultivate outstanding talents. The internal transfer rate^{Note} in 2024 was 63.03%.

Note: The number of transferred employees at President Chain Store Corporation/ the total number of vacancies for the year at President Chain Store Corporation.

ESG Related Training

In addition, President Chain Store Corporation believes that sustainable talents are a crucial part of the Company's future core competitiveness. To this end, it hopes to enhance the concept of ESG for all employees through various education and training, as well as encouraging them to combine the concept with their work.

2024 ESG Training Metrics

Scope and Topic	Course	Participants
All Employees		
Sustainable Operations and Results, Eco-friendly Promotion	Planet Sustainability in Our Everyday Life	7,980
Cybersecurity Education	Overall cybersecurity protection	3,384
	Various online cybersecurity courses	3,144
	Information security vulnerabilities	2,719
	Personal data management analysis (6 courses)	1,045
Labor Safety Regulations	Prevention of Workplace Violence and Sexual Harassment (4 courses)	51,792
	Occupational Safety and Health Act (8 courses)	3,634
Relevant Personnel and Departments		
Cybersecurity Education	External training “Cybersecurity Protection,” “Cloud Security” and “Cybersecurity Identification.”	11
	Social Engineering Attack Prevention	229
Ethical Corporate Management	Labor laws for management (2 courses)	326
	Advanced: Prevention of insider trading	530
	Ethical corporate management and personal asset management	410
Food Safety Regulations	Illegal food advertising, introduction to food safety laws	243
Labor Safety Regulations	Overview of the Labor Standards Act	60

Occupational Safety and Health

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, and for there to be 0 cases of serious occupational safety incidents.



PCSC Occupational Safety and Health Policy

The company has a Level 1 Occupational Safety Office and a 29-member Occupational Safety and Health Committee, with 10 employee-elected labor representatives (34.48%). The Safety Office has 4 full-time staff covering safety and health roles. The committee meets quarterly, chaired by the employer representative, with reports from the Safety Office and nurses.

All 2024 Occupational Safety and Health Targets Achieved

Frequency severity indicator (FSI) ✓

Lost Time Injury Frequency Rate (LTIFR) (Disabling Injury Frequency Rate, FR) ✓

Disabling Injury Severity Rate (SR) ✓

Note: Targets to be lower than the average rate in the retail industry over the past three years according to the Ministry of Labor.

Occupational Safety and Health Metrics

Year	Unit	2021	2022	2023	2024
Percentage of death caused by occupational injury		0	0	0	0
Percentage of severe occupational injury		0	0.06	0	0.04
Lost day rate		5.47	7.27	3.63	8.18
Lost day rate (disabling frequency rate)	%	27.34	36.34	18.13	40.88
Percentage of recordable occupational injury (disabling frequency rate)		1.35	1.26	1.64	1.48
Frequency-Severity Indicator		0.19	0.21	0.17	0.25

Occupational Health and Safety Audits

In 2024, the Occupational Safety Office conducted 222 inspections (vs. a target of 214), identifying 389 defects—all corrected, achieving a 100% improvement rate. Inspections fell 14.9% from 2023 due to revised audit objectives, with focus shifting to large-scale projects such as the Qingshui Shopping Center.

Product Value Chain Management



Raw Material Management

- Tracking and traceability system
- Product quality inspection



Logistics Management

- Logistics management



Store Management

- Product labeling
- Service Quality Evaluation
- Quality Assurance Inspection
- Quality Assurance and Ethical Corporate Management Certification Training Inspection

Raw Material Management



Tracking and Traceability

PCSC works with the ROC Fresh Foods Development Association to set up a Material and Quality Assurance System (MAS) for private-label products. The main document in the MAS system is the product specification document, which records the sources of raw materials and the suppliers. As of the end of 2024, 100% of the Company's private-label food products had the corresponding product specification document in the MAS system.

PCSC qualifies as a vendor of box meals under the Act Governing Food Safety and Sanitation. The Company established a full FDA-compliant traceability system covering all 752 meal box products, achieving 100% traceability.

Quality Certification

The Company's Quality Testing Laboratory obtained TFDA and TAF certifications (ISO/IEC 17025:2017). In 2024, 845 tests were conducted on 518 products and raw materials, with 842 passing (99.64%). All 3 initially unqualified products later passed re-inspection.

Logistics Management



Although not a core disclosure item, logistics operations are reported due to their impact on product safety. PCSC partners with logistics firms on shipping, storage, and in-store audits, extending quality control upstream to suppliers. In 2024, 100% of exclusive and private-label products (e.g., rice, noodles, salads, cooked foods, breads, sweet potatoes, fresh foods) were covered by this logistics mechanism.

Store Management



■ Product Labeling and Marketing Communication

PCSC ensures transparent labeling to protect customer rights and health. All suppliers must comply with food safety and labeling laws, sign compliance agreements, and have labels checked at logistics centers. The Company also uses an internal system to manage private-label packaging. In 2024, external inspections confirmed no GMOs in private-label raw materials, with clear GMO labels added to packaging. Products labeled “Does Not Contain GMO” generated NT\$113,508 thousand in revenue.

■ President Chain Store Corporation High-Quality Service Qualification

President Chain Store Corporation conducts an annual President Chain Store Corporation High-Quality Service Qualification assessment on all its directly-operated stores and franchises, with items including basic service, professional service, comfort of the environment and appropriate responses.

Assessment Grading	Number of Stores Audited	Percentage
A+ (Excellent: 90~100)	1,963	53%
A (Excellent: 80~89)	950	26%
B (Meets Expectations: 70~79)	611	17%
C (Needs Improvement: <70)	156	4%

Besides providing in-depth counseling through district consultants to improve the overall service quality, we plan to organize a quarterly training session for cadres in 2025, as well as focusing on the four tips for conversing with customers to enhance the overall service quality in the stores.

■ Quality Assurance Audit

PCSC performs annual quality assurance audits that include safety and product safety. Through the engagement of an external management consulting company. In 2024, 99.55% of all retail stores underwent this audit. A total of 30,075 stores were inspected with a pass rate of 92.79%^{Note}. The stores were unqualified mainly due to expired products. President Chain Store Corporation provided concrete suggestions for the issue and followed up to ensure that improvements were made.

Note: The scope of inspected stores and the pass rate includes all inspected retail stores in 2024, and stores that close by the end of the year are not excluded.

■ QA and Ethical Corporate Management Certification Training and Audits

To maintain the quality of the overall workforce, PCSC continues to provide quality assurance education and training for both new hires and existing retail store employees in addition to the store audits described above. A total of 87,135 people participated in the training in 2024 (accounting for all PCSC staff and including exited employees). A management consulting company was hired to audit the quality assurance training certification status of stores, with 99.45% of the retail stores audited in 2024.

Customer Health and Safety

The Product Safety Committee manages 100% of the private-label product safety. The committee has three levels: the President-appointed convener with two vice presidents, the QA Department Manager as Director-General overseeing the Business Security Affairs Bureau, and nine task forces led by department heads. In 2024, one meeting was held to review business security reports, track regulatory changes, and plan responses.

PCSC follows the internal “Private-label Product Policy” to stay on top of the value chain of products, from raw materials, logistics to stores with management mechanisms and continuous tracking. In 2024, a total amount of NT\$141,342 thousand was invested in food safety management.



Strict Quality Standards for Private-Label Fresh Food

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



Microbiological Safety Standards and Supplier Compliance

Microbiological standards for fresh food products are formulated according to the regulations, as well as requiring suppliers to provide qualified third-party inspection reports and perform regular inspections of all product categories.



GMO Disclosure for Private-Label Products

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

Healthy and Nutritious Products

In 2024, President Chain Store Corporation continued to focus on developing products with reduced saturated fat, trans fat, sodium and sugar with reference to the Daily Diet Manual published by the Health Promotion Administration. Moreover, preservatives, partially hydrogenated oils and fructose are not added to fresh food products.



PCSC Health and Nutrition Principles

Private label products take issues such as health, nutrition and genetic modification into consideration. In 2024, Healthy food products accounted for 17.99% of total PCSC Revenue.

■ Healthy and Nutrition Product Strategy

Products Catered to Priority Populations	Portion-Control Packaging Design	R&D Investments	
		To Improve Nutrition	To Improve Affordability or Accessibility of Healthy Products
<p>Launched 13 vegetarian labels to indicate product content (e.g., whether it contains five spices, milk, or eggs), to help consumer groups identify suitable products.</p> 	<p>Brands like "Simple Fit" and "Veggie Selection" use front-of-pack illustrations and symbols to communicate nutrition. Most products are designed for single servings and clearly indicate calorie content.</p> 	<p>The R&D center applies Health Promotion Administration guidelines to ensure products Provide 1/3 of daily vegetable intake. Certified dietitians and the Taiwan Millennium Health Foundation support "Simple Fit" product development. In 2024, "Simple Fit" revenue reached NT\$3,988 million.</p>	<p>The "Frozen-to-Chilled Project" extends shelf life for remote stores by packaging selected items for frozen storage, later sold chilled during emergencies to ensure nutritious food access. Currently, four products are offered in 79 stores.</p>

■ Healthy and Nutrition Product Metrics

(NT\$ million)	2021	2022	2023	2024
Total Revenue from Healthy Products	15,167.01	17,616.98	32,019.54	34,431.70
Total Revenue from Food and Beverages	142,267.74	160,220.50	178,123.02	191,410.74
Percentage of Revenue from Healthy Products (%)	10.66%	11.00%	17.98%	17.99%

■ Health and Nutrition Food & Beverage Revenue Breakdown

Item	2024 Revenue (NT\$ million)
Reduce sugar in food products	3,639
Reduce fat/oil in food products	1,310
Reduce artificial/ controversial ingredients in food products	23,168
Certified organic products	13
Reduce fertilizer use in food products	295
Nutrient-fortified food products	5,708
Reduce portion size in food products	287
Support digestive health in food products	10
Promote metabolism in food products	≈1

■ Health and Nutrition Non-Food Products Revenue Breakdown Personal Products / Cosmetics

Item	2024 Revenue (NT\$ million)
Certified organic products	≈1
Products with more natural vegetable based ingredients	51
Reduce artificial/ controversial ingredients in food products	2

Household Products

Item	2024 Revenue (NT\$ million)
Eco label/ certification products	4
Products with more natural vegetable based ingredients	≈1
Reduce artificial/ controversial ingredients in food products	≈1

Sustainable Supply Chain Management

PCSC places a high priority on supply chain management to ensure that our partners can promote sustainable development together. The Company has gradually increased the intensity and scale of management to carefully manage supply chain partners through regulations such as the Supplier Code of Conduct and the evaluation system. We have also implemented supplier guidance, capability building training and other measures to create a sustainable value chain with suppliers.

2023	2024	2025
<ul style="list-style-type: none"> Held ESG capability building workshops for suppliers on issues such as carbon reduction and circular economy 	<ul style="list-style-type: none"> Introduced supplier sustainability self-assessment questionnaire to gain in-depth understanding of suppliers' sustainable actions ISO 45001 implemented for all suppliers of private-label food products with annual purchases exceeding NT\$30 million 	<ul style="list-style-type: none"> Expected to introduce the Uni-President Group supply chain information sharing platform

Supplier Management Structure

The highest decision-making unit of PCSC implementation of supplier ESG program is the Board of Directors. We have also revised the "UNI-PCSC's Supplier Code of Conduct" based on the United Nations Global Compact (UNGC) and UN Guiding Principles (UNGPs), with requirements for suppliers' performance in Environment, Social and Governance, as well as requiring them to sign an "Agreement on Ethical Corporate Management and the Corporate Social Responsibility." In 2024, ISO 20400 Sustainable Procurement Guidance training was arranged for the procurement departments, totaling 39 man-hours. It is also scheduled to arrange supplier ESG management training for internal supply chain management personnel (including the carbon reduction task force) in 2025.

In 2024, 100% of PCSC suppliers signed the "Supplier Code of Conduct" and "Agreement of the Ethical Corporate Management and the Corporate Social Responsibility."

In 2024, 100% of PCSC private-label suppliers received ISO 22000 Certification (does not include factories overseas).

Supply Chain Management Policy

Suppliers are required to sign an "Agreement on Ethical Corporate Management and the Corporate Social Responsibility," and their compliance with the guidelines are taken into consideration when evaluating cooperation and contract renewal.

Policy	Standards and Compliance for the Year
Supplier Code of Conduct (PCSC and Subsidiaries)	All suppliers are required to sign, with 100% signing in 2024.
	E Providing products that conform to environmental protection and food safety laws and regulations to reduce their impact on the environment and health.
	S Not violating labor laws or regulations (including hiring rules, hiring child labor, working conditions, salary and remuneration, occupational safety and health); ensuring labor equality, a nondiscriminatory workplace, and fundamental human rights.
Agreement on Ethical Corporate Management and the Corporate Social Responsibility	G Not being involved in inappropriate gains or conflicts of interest through bribery, corruption, monopoly, or the giving of gifts.
	For suppliers unwilling to sign the agreement, President Chain Store Corporation will examine their existing internal regulations and the scope of commitment. Additionally, they will be required to commit to certain important items. If communication fails but it is still necessary to purchase from the supplier, the supplier will be asked to sign an "Affidavit on Ethical Corporate Management."

PCSC has set a long-term goal of increasing the proportion of suppliers with access to the campaign on the importance of sustainability. Tier-1 suppliers are those that trades directly with PCSC, while non-tier-1 are indirect suppliers. In 2024, we communicated with tier-1 suppliers to understand the feasibility of implementing the ESG risk assessment, as well as further coaching private-label suppliers to obtain third-party certification, achieving the annual target of 100% introduction of ISO 45001 for suppliers of private-label food products with a procurement value exceeding NT\$30 million. Moreover, we compiled promotional materials on sustainability trends and importance to raise awareness of the importance of sustainability to non tier-1 suppliers.

2024 Supplier Screening and Assessment

In 2024, PCSC defined Significant suppliers were redefined as the top 80% by procurement amount, or those with essential transactions or higher ESG/country/industry/product risks. A total of 114 significant suppliers were identified (110 tier-1, 4 non-tier-1) out of 958 tier-1 suppliers. PCSC also oversees private-label manufacturers, direct raw material suppliers, egg product suppliers, and store supply vendors.

■ New Supplier Screening

PCSC evaluates new suppliers based on legal compliance, certifications, management systems, traceability, and ESG criteria. Suppliers must score at least 80 points (including 15 mandatory ESG points) and submit a self-assessment. Those failing to meet standards or improve are disqualified, while strong ESG performers receive priority and incentives. In 2024, all 24 new suppliers passed. PCSC will raise the qualification threshold for overseas food packaging suppliers to 75 points by 2025 to further ensure product safety.

■ Supplier Assessment System

PCSC undertakes periodic evaluations of suppliers of private-label products, suppliers of raw materials by direct transaction, and suppliers of egg products, drafting different assessment criteria based on the characteristics and risks of each category of suppliers.

2024 Targets and Performance	2024	Target
Number of significant suppliers receiving desk assessment/on-site audit (second party) ^{Note1}	101 ✓	100
Ratio of significant suppliers assessed to have significant actual/potential negative impact who agreed to and participated in corrective/improvement action plans	91.30% ✓	85% ^{Note2}

Note1: The data here is calculated by adding up the number of significant suppliers that have completed the supplier sustainability assessment questionnaire and received on-site audits.

Note2: Target ratio of significant suppliers assisted in implementing corrective/improvement action plans.

2024 Significant Suppliers	2024
Ratio of suppliers receiving desk assessment/on-site audit to all significant suppliers	88.60%
Suppliers assessed to have significant actual/potential negative impact	69
Suppliers terminated due to significant actual/potential negative impact	0
Suppliers assisted in implementing corrective/improvement plans	63

In 2024, President Chain Store Corporation reached the target of “100% completion of audits for PB^{Note1} joint procurement, direct suppliers, and egg producers and the target of “100% completion of PB/PL^{Note2} on-site evaluations for manufacturers.” We will continue to keep the high standards as a target in the future. For full Supplier Assessment details, including Desk Assessments and On-site Assessments, please see Section 3.3 of the 2024 PCSC Sustainability Report.

Note1: Refers to contracts with manufacturers for large-quantity procurement of goods, or development of products with unique specifications, such as oden, rice, instant food, bread and other fresh food products, as well as CITY CAFE.

Note2: Refers to private-label products designed by President Chain Store Corporation, such as i-select collection of frozen foods and snacks, etc.

Supplier Development and Empowerment

PCSC aims to expand supplier participation in sustainability initiatives. In 2024, it engaged Tier-1 suppliers on ESG risk assessments, coached private-label suppliers toward third-party certification, and shared sustainability trend materials with non-Tier-1 suppliers to raise awareness.

■ Supplier Training

PCSC's Marketing Department engages significant raw material suppliers of private-label products on sustainable procurement and traceability, requiring compliance with its standards. Beyond contracts, it supports suppliers through ESG forums, ISO 45001 guidance, sustainable material adoption, and peer benchmarking.



PCSC Sustainable Development Website (Supplier Training Details)

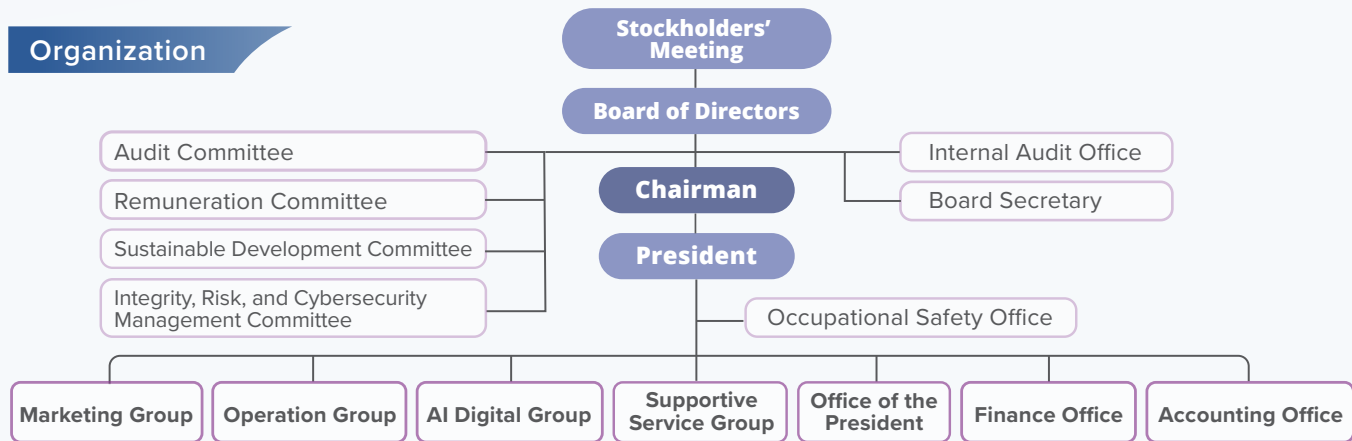
In 2024, PCSC and Cathay United co-hosted a “Carbon Reduction and Circular Economy Exploration Workshop” with 12 supply chain companies, focusing on low-carbon transition and circular economy practices in raw materials, by-products, water, and packaging. All participants recognized recycling as a driver of competitiveness and sustainability. The program continues with workshops and case-sharing, such as Yuland Biological Agriculture's practices, to foster sustainable supply chain cooperation and circular economy transformation.

2024 Targets and Performance	
Target number of significant suppliers with capability building programs implemented	20 Suppliers
Number of significant suppliers with capability building programs implemented	25 Suppliers ✓
Proportion of suppliers participating in capability building programs	21.93%



GOVERNANCE

Organization



Board of Directors

The current PCSC Board of Directors consists of 9 directors (including 3 independent directors), elected at the AGM on May 30, 2024. The board is 33.33% independent, with female representation of 22.22%. **No Directors have concurrent directorship appointments outside of the PCSC Group. (Excluding independent directors).**

In 2024, the Board convened 7 times with an average attendance rate of 98.4%.

Title	Name	Gender	Board Attendance	Concurrent External Boards ^{Note}
Chairman	Lo, Chih-Hsien (Uni-President Chair)	Male	100%	0
Director	Kao, Shioh-Ling	Female	100%	0
Director	Huang, Jui-Tien (PCSC CEO)	Male	100%	0
Director	Huang, Jau-Kai (Uni-President CEO)	Male	100%	0
Director	Wu, Tsung-Pin	Male	85.7%	0
Director	Wu, Wen-Chi (PCSC CFO)	Female	100%	0
Independent Director	Hsu, Ke-Wei	Male	100%	0
Independent Director	Chen, Liang	Male	100%	0
Independent Director	Hung, Yung-Chen	Male	100%	0

Functional Committees

The PCSC board has extensive risk management and financial expertise; most notably independent director Mr. Chen, Liang, with a professional background in international finance with various tenures within financial institutions. For detailed board expertise and experience, please refer to the PCSC website. Attendance rate for committees were 100% for 2024.



Board of Directors Website

Board Title	Name	Audit Committee	Remuneration Committee	Sustainable Development Committee	Integrity, Risk & Cybersecurity Management Committee
Number of Members in Committee		3	3	3	3
Number of Meetings in 2024		7	3	2	2
Director ^{Note1}	Wu, Wen-Chi			100%	100%
Independent Director	Hsu, Ke-Wei ^{Note2}	100%	100%	100%	100%
Independent Director	Chen, Liang ^{Note2}	100%	100%	100%	100%
Independent Director	Hung, Yung-Che ^{Note2}	100%	100%	100%	100%
Company Senior Executive ^{Note1}	Hsieh, Lien-Tang			100%	100%
Company Senior Executive ^{Note1}	Lua, Wen-Ji			100%	100%

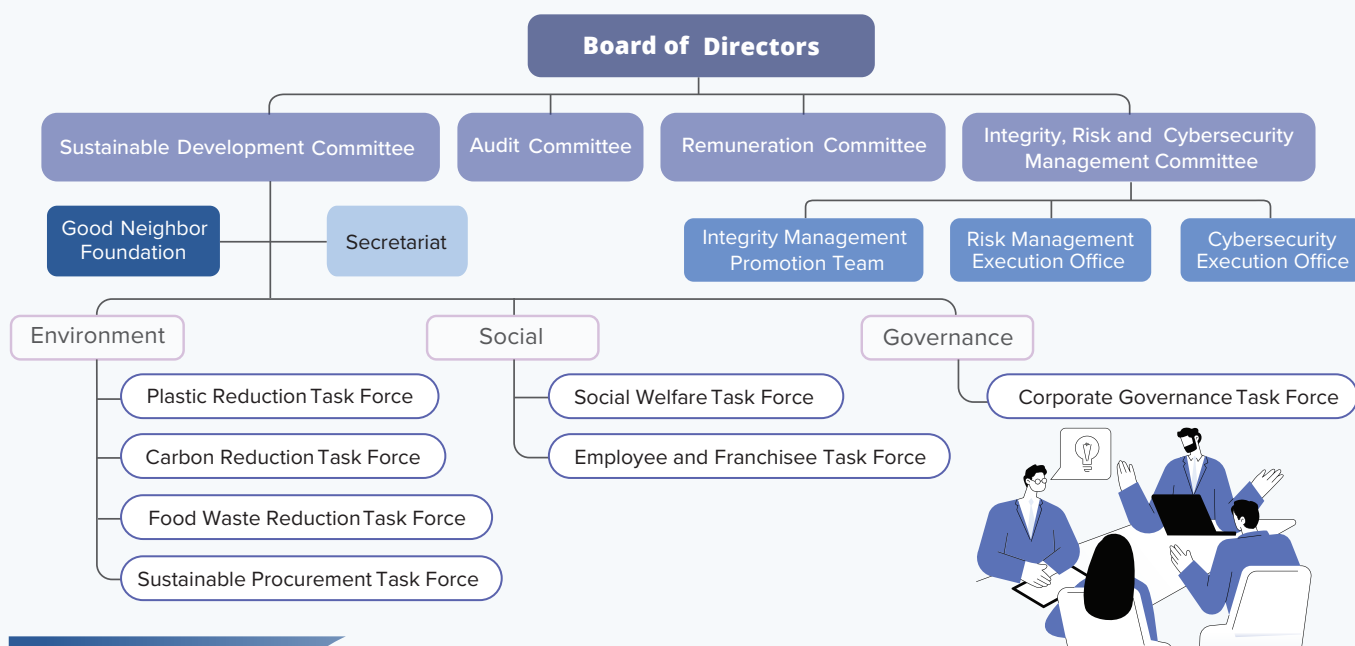
Note 1: Wu, Wen-Chi, Hsieh, Lien-Tang, and Lua, Wen-Ji were dismissed on July 30, 2025.

Note 2: Independent Director Chen, Liang previously served as Vice President of the Securities Trading Division at Smith Barney Investment Bank in New York, Senior Vice President of the International Investment Division at Oppenheimer & Co. Inc. in New York, Executive Director and Head of Asia at PaineWebber Investment Bank, and Director at a Taiwan Financial Holding Co., Ltd. He possesses a professional background in international finance, corporate M&A, financing and investment, as well as the development of Asian markets.

Sustainability Development Committee

The Sustainable Development Committee is comprised of independent directors and convenes twice a year and reports annually to Board of Directors. The Sustainable Development Committee is composed of three independent directors and the Company's senior executives, divided into three groups in Environment (E), Social (S) and Governance (G).

2024 Results	2025 Plans
<ul style="list-style-type: none"> Formed IFRS Sustainability Project Team and rollout plan for IFRS S1 & S2 disclosures. Carbon Reduction Task Force: released first climate-related financial report and introduced renewable energy. Expanded sustainable supply chain management with ISO 20400 procedures. Advanced circular economy: promoted sustainable farming and launched coffee grounds recycling project. 	<ul style="list-style-type: none"> Identify Group-level sustainable risks and opportunities per IFRS S1 & S2. Advance supply chain sustainability with a supplier carbon reduction plan. Set carbon reduction targets for consolidated subsidiaries. Track performance of four environmental task forces.



Risk Management

The Company's Board of Directors is the highest risk management unit that is responsible for approving risk management policies and structures to ensure the effectiveness of risk management. The Integrity, Risk and Cybersecurity Management Committee is affiliated to the Board of Directors with the "Risk Management Execution Office" underneath that is a cross-departmental risk management decision-making. The Committee classifies various risks and formulates management policies; monitors and provides monthly feedback on risk identification, as well as compiling the information of each department every 6 months.

President Chain Store Corporation has set up an independent unit to conduct internal audits on the risk management process, and introduced the ISO 31000:2018 risk management system in 2024 to develop awareness of corporate risk management through education and training. Classroom and online risk management courses have been scheduled for 2025 to improve the risk management capabilities of all employees.

Three Lines of Defense Model for Risk Management

Each Business Unit	Integrity, Risk & Cybersecurity Management Committee and Execution Office	Audit Office and Audit Committee
Review risks at least twice a year with risk management units (including risk identification, monitoring and feedback), as well as monitoring and tracking crisis or relevant risks.	Supervise policies, implementation, promoting cross-organizational management and control, regular reviews and improvements.	The former conducts audits on the overall systemic risk assessment processes, while the latter reviews internal audit reports and evaluates the effectiveness of the policies and procedures.

Risk Identification and Ranking

Finance Risks	Compliance Risks	Food Safety Risks	Franchisee Risks	Information Security Risks
Finance Office	Various business units/ Regulation Identification Committee/ Crisis Management Task Force	Operations Group/ Marketing Group	Operations Group/ Marketing Group	Cybersecurity Execution Office

The top three risks in 2024 were labor shortage, operational and food safety risks. The relevant risk appetite and mitigation measures are explained as follows:

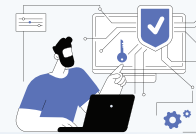
Risk	Mitigating and Response Measures
Labor Shortage Risk	Labor shortages from aging population and low birthrate caused higher franchise contract terminations. Countermeasures: <ul style="list-style-type: none"> ● Encourage multi-store operations in the same area for manpower efficiency. ● Recruit new franchise owners and promote employees to ownership. ● Reduce costs and raise store profits. ● Merge underperforming stores with suitable ones. ● Strengthen training and management to boost operations and sales.
Operational Risk	Store growth has strained logistics capacity, causing delivery delays, inventory shortages, and customer complaints. To address this, PCSC is expanding logistics parks, increasing staff, and diversifying transport and recruitment channels to improve delivery efficiency.
Food Safety Risk	Non-compliance by raw material suppliers can create food safety risks and disrupt supply. To mitigate this, PCSC holds monthly reviews, provides regular food safety training, and maintains emergency reporting procedures to ensure stable supply and reduced risk.

Information Security and Privacy Protection

Information Safety Policy

PCSC's Information Security Policy aims to reduce risks of misuse, leakage, tampering, or destruction of information assets (e.g., networks, systems, devices, HR data, supplier relations) from human error or natural disasters. Information security objectives:

- **Confidentiality** – only authorized users can access information
- **Integrity** – maintain accuracy and completeness of information and processes
- **Availability** – ensure timely access to information and assets for authorized users



PCSC Information Security Management Policy

Access Control ✓

Cryptography/Encryption ✓

Regulatory Compliance ✓

Data Privacy Policy

To protect the Personal Information PCSC holds, we have formulated the "Personal Information File Security and Maintenance Plan", in accordance with the relevant personal data protection laws and regulations of the Republic of China (Taiwan)—including the Personal Data Protection Act and the Regulations Governing the Security and Maintenance of Personal Data Files for the Retail Industry—as well as the Taiwan Personal Information Protection and Administration System (TPIPAS), 2021 edition.



PCSC Personal Information File Security and Maintenance Plan

Collection, Processing and Scope of Use ✓

Retention Period Specified by Business Unit ✓

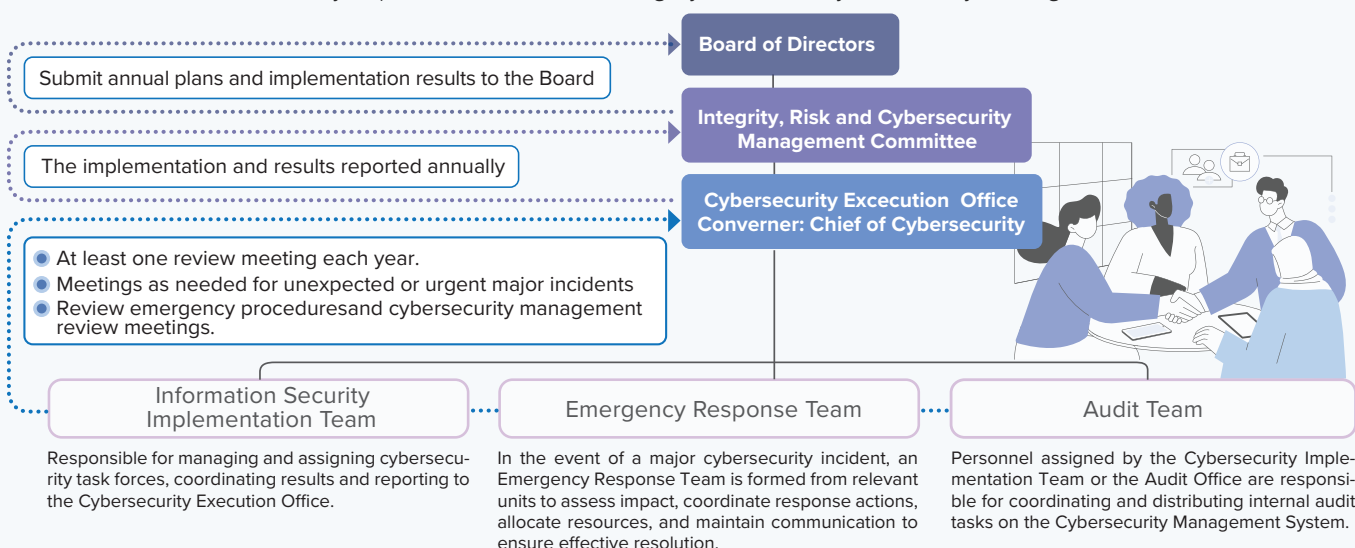
User Rights to Request, Amend, Cessation, Deletion ✓

Will Not Unlawfully or Arbitrarily Provide Personal Information to Any Third Party ✓

Regulatory Compliance ✓

Cybersecurity Execution Office

Previously known as the Cybersecurity Committee, it was renamed as the Cybersecurity Execution Office in December 2024. The "Information Security Implementation Team," "Emergency Response Team" and "Inspection Team" under the committee hold at least one review meeting a year, with the convener regularly reporting the implementation and results of information security implementation to the Integrity, Risk and Cybersecurity Management Committee.

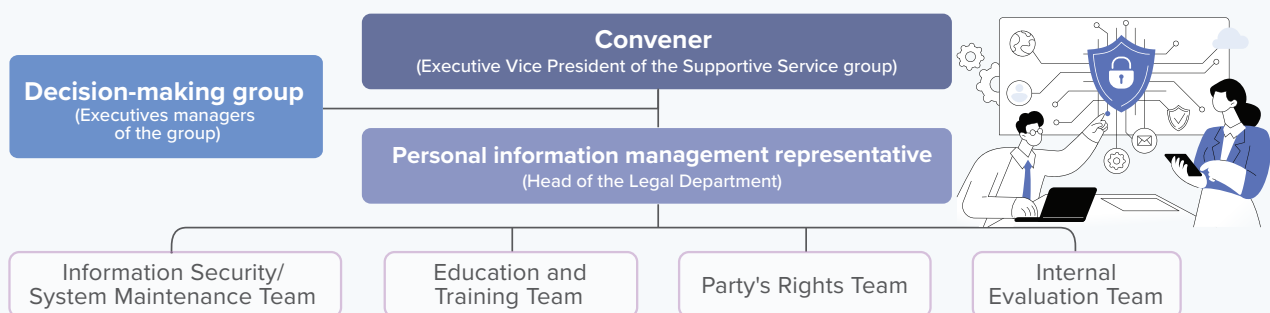


Personal Data Protection Task Force

President Chain Store Corporation uses customer data for non-primary collection purposes, which include marketing or communications with customers in compliance with laws and with the consent of customers. We comply with relevant government regulations and information management principles to ensure that the acquisition and use of data must be within the scope of authorized data established by the Company. In 2024, the proportion of customer personal data used by the Company for marketing and communications totaled at 99.5%. Digital technologies involve a lot of customers' personal data.

President Chain Store Corporation set up a special task force, reporting mechanism, as well as conducting training and internal audits to ensure the protection of consumers' personal data. The "Personal Data Protection Task Force" is a cross-departmental task force that regularly performs personal data inventory, risk analysis, internal system review, revision of notification, data destruction, education and training.

- Internal training for all new employees and senior employees to finish courses online with a 100% completion rate.
- Regularly publish cybersecurity e-newsletters to share the latest trends in cybersecurity, information on threat and protective measures.
- Ensure that all operating units and suppliers comply with the Company's personal data protection policy.
- Employee violations will be reported and affect the employee's personal performance evaluation and records.



Internal Audit and External Certification

Through the internal assessment and external verification system, it can effectively identify risks and supervise various departments to determine non-compliance matters corrective and preventive measures to achieve continuous improvement. For critical information and communication systems, a business continuity plan or regular testing plan should be conducted at least once a year:

Q1	Q2	Q3	Q4
<ul style="list-style-type: none"> • Vulnerability scanning • Penetration testing 	<ul style="list-style-type: none"> • Business continuity • Planned drills 	<ul style="list-style-type: none"> • Red team drill 	<ul style="list-style-type: none"> • Social engineering drill

President Chain Store Corporation first obtained TPIPAS certification in 2014 (Taiwan Personal Information Protection and Administration System). In 2023, the Company updated its certification with the validity period for 2 years. Besides the personal information protection certification, President Chain Store Corporation obtained the updated ISO 27001:2013 international certification for information security regarding the instore POS system to complete the information security management mechanism. The updated version of ISO 27001:2022 was put in place in 2024.

Ethical Corporate Management

Ethical Corporate Management is now overseen by the Integrity, Risk and Cybersecurity Management Committee, a functional committee consisting of fully independent directors. PCSC has formulated the "Corporate Governance Best Practice Principles," "Ethical Corporate Management Best Practice Principles," and "Ethical Corporate Management Operating Procedures and Code of Conduct" to serve as the base for promoting ethical corporate management within the Company, as well as being incorporated into employee personal performance evaluation that is linked to their salary. Any violation of ethical corporate management will result in a 5% to 45% reduction of year-end bonus (part of employee salary) depending on the severity of violation, or even demotion with a direct impact on employee remuneration. Moreover, PCSC raises awareness of Ethical Corporate Management through a monthly publication.



Corporate Governance Best Practice Principles



PCSC Corporation Anti-Corruption and Anti-Bribery Policy

Annual Assessments and Audits

Headquarters	Stores	Suppliers CoC Annual Signing
Annual Internal Assessments for Ethical Corporate Management (each division).	Annual audits of store QA training and certification status.	PCSC Code of Conduct for Suppliers, 100% signing rate in 2024.

The status of the Company's performance is disclosed on our official website and in the annual report each May. The "President Chain Store Corporation Anti-Corruption and Anti-Bribery Policy" is formulated in 2025 to require all stakeholders to comply with relevant regulations.

Ethical Corporate Management Best Practice Principles

Prohibits:

- Offering and acceptance of bribes.
- Illegal political donations.
- Improper charitable donations or sponsorship.
- Offering or acceptance of unreasonable presents or hospitality, or other improper benefits.
- Misappropriation of trade secrets and infringement of trademark rights, patent rights, copyrights, and other intellectual property rights.
- Engaging in unfair competitive practices.
- Damage directly or indirectly caused to the rights or interests, health, or safety of consumers or other stakeholders in the course of research and development, procurement, manufacture, provision, or sale of products and services.



Procedures for Ethical Management and Guidelines for Conduct

There was no incident of corruption, bribery or event that violated the Fair trade Act, conflict of interest, money laundering, insider trading, and political donations in 2024.

Employee Ethics Incentive

PCSC employees sign an agreement of self-discipline with regards to the policy. Any violation of ethical corporate management will result in a 5% to 45% reduction of year-end bonus (part of employee salary) depending on the severity of violation, or even demotion with a direct impact on the employee remuneration.

Ethical Management Promotion and Enforcement

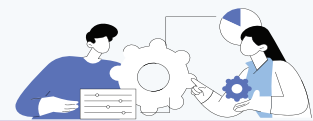
■ Employees

To help employees fully understand how to use the whistleblowing channels, all staff receive relevant training either during new employee orientation or through the QA and Ethical Corporate Management Certification program. Apart from monthly Ethical Corporate Management publications, PCSC also offers relevant training courses, of which 1,266 employees participated in 2024.

■ Suppliers

PCSC established "Supplier Ethical Management Guidelines" covering corporate ethics, conduct, anti-corruption, and grievance channels; to ensure ethical corporate management from suppliers. In 2024, a total of 198 supplier contracts and raw material supply agreements, as well as a total of 1,019 procurement contracts were signed. The signing rate of ethical corporate management and CSR-related clauses in the aforementioned contracts is 100%.

Grievance Channels and Whistleblower Protection



Whistleblower information is kept confidential to reinforce Non-retaliation Policy.

PCSC's Internal Audit Office and Integrated Services Center have set up exclusive reporting hotline (0800-008-711). Stakeholders may also report any violations through the stakeholder section of our website.

<https://www.7-11.com.tw/communication.aspx>.

In 2024, a total of 1,381 cases were raised in the stakeholder mailbox, and total of 96,768 phone calls were received with feedback and suggestions. 100% of the stakeholder letters were answered without receiving a major complaint. For consumer involving products and services, 92.5% of the cases were handled online in real time with 100% of the cases closed ^{Note}.

PCSC has established an internal investigation SOP for violation reporting and a relevant confidentiality mechanism. Information related to reported violations is only available to auditing personnel and their direct supervisors, while related documents are placed on file by the audit supervisor. If follow-up investigations show any violations of Company regulations or Company's losses, violators are to be disciplined in accordance with PCSC regulations and correction are to be made.

PCSC has the duty to keep information about individuals who report violations confidential. Information about such individuals cannot be released without their prior consent to keep them from being improperly punished or their personal information being exposed.

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