



Appendix

PCSC 2016-2019 Social Data

► Occupational injury statistic (excluding traffic accidents):

	2016	2017	2018	2019
Injury rate	1.37	1.82	1.97	1.29
Lost workday rate	16.59	19.68	31.59	35.71
Annual occupational hazards per 1000 workers	2.29	3.55	3.70	2.30
Frequency-severity indicator	0.15	0.19	0.25	0.21

► Average hours of employee education and training (classroom and online courses)

Year	Number of employees	Total training hours	Average time trained (hours per person)
2016	7,850	231,011	29.43
2017	7,877	238,789	30.31
2018	8,101	259,447	32.03
2019	8,430	325,186	38.57

► Number of events and participants of Good Neighbor Funfests Activities

Year	2016	2017	2018	2019
Number of events	5,456	12,087	16,990	17,960
Number of participants	151,075	272,000	358,437	368,641

► Event Outcomes of Millennium Health Station

	2016	2017	2018	2019
Number of stores with Millennium Health Stations	677	677	664	677
Number of Event Participants	38,287	35,019	33,893	34,281

► Outcomes of Fundraising for Charity from ibon Machine Donations

Year	Total Number of Donations	Total Amount Donated (in NT\$)	Average Donation Amount (in NT\$)
2016	429,295	572,869,140	1,334.4
2017	148,204	90,511,910	610.73
2018	261,727	240,195,870	917.73
2019	184,464	112,407,601	609.37

PCSC 2016-2019 Environmental Data

1. Energy Consumption^{Note}

Annual energy consumption of business locations					
Unit : 10 ⁴ kWh	2016	2017	2018	2019	2019 Target
Headquarter	125	116	113.4	111.3	--
Stores	82,613	81,583	83,149.8	83,063.9	--
Lifestyle center	No inventory before 2016		410.9	410.9	--
Regional offices and training centers	97	98	140.1	103.4	--
Total	82,835	81,798	83,814.2	83,689.5	85,071.4
Coverage (%)	99.03%	96.95%	99.48%	99.51%	--

Note: The energy consumption of retail locations in 2015 and 2016 were estimated by using monthly data provided by Taiwan Power Company and the area data of the retail locations. The inventory boundary was expanded in 2016 to include local offices and the training center. The energy consumption in 2017 to 2019 were the activity data of purchased electricity from the GHG inventory verified by the third party.

2. Cost of Energy

Year	2016	2017	2018	2019
Cost of energy (NT\$ 1,000)	2,173,833	2,135,407	2,112,392	2,253,012

Note: Costs from the headquarter building and retail locations were included and the costs from local offices, training centers and lifestyle centers are not included.

3. Greenhouse Gas Emissions

Year	GHG Emission (metric ton CO ₂ e/ per year)			Inventory Boundary	Coverage
	Scope 1	Scope 2	Total		
2016	117,313.660	438,196.536	555,510.196	Including the headquarter, local offices, training center, retail locations, but not included lifestyle centers.	99.03%
2017	119,389.058	432,710.053	552,099.111	Verified by SGS against ISO14064-1, including the headquarter, local offices, training center, retail locations and lifestyle centers. Some locations were excluded due to lack of valid evidence.	96.95%
2018	137,580.015	464,330.667	601,910.682	Verified by SGS against ISO14064-1, including the headquarter, 8 local offices, the training center, 5,466 retail locations (including 97 stores moved or closed in the year) and 22 lifestyle centers	99.48%
2019	30,702.887	446,064.804	476,767.691	Verified by SGS against ISO14064-1, including the headquarter, 8 local offices, the training center, 5,761 retail locations (including 115 stores moved or closed in the year) and 22 lifestyle centers	99.51%
2019 Target	139,643.715	471,295.627	610,939.342		

Note: Historical GHG emissions referred to CSR reports in the past years



4. Water Consumption

Year		2016	2017	2018	2019	2019 Target
Actual	headquarter	5,461	5,312	5,390	5,318	-
	Stores	710,936	1,225,970	1,234,393	1,758,809	-
Estimated <small>Note</small>	Regional offices	11,421	11,186	11,418	11,221	-
	Stores	584,373	533,455	726,393	883,610	-
Total		1,312,191	1,775,923	1,977,594	2,658,958	2,007,257.85
Stores with actual data		2,803	3,638	3,380	3,764	-
Estimated scope		8 regional offices and 2,304 stores	8 regional offices and 1,583 stores	8 regional offices and 1,989 stores	8 regional offices and 1,891 stores	-
Coverage		99.03%	99.07%	99.06%	99.11%	-

Note: The estimate for local offices was based on 2018 total water consumption per person at PCSC headquarter and the number of employees at local offices. For stores, the estimate is based on an average verified store water consumption and the total number of stores. Water consumption at the training center and lifestyle centers does not follow either the headquarter or retail store pattern, so these were not included in the scope of our estimates

5. Waste Disposed

Unit : metric tons		2016	2017	2018	2019
Actual	headquarter	--	--	23.93	24.09
	Stores	--	4,952.83	5,298.73	5,262.49 (Note2)
Estimated <small>Note</small>	headquarter	22.96	23.63	--	--
	Regional offices	48.03	49.76	50.69	50.85
	Stores	44,725.97	38,949.95	39,644.23	42,253.45 (Note3)
Total waste disposed		44,796.96	43,976.17	45,017.58	47,768.22
Stores with actual data		0	589	633	645
Estimated scope		headquarter \ 8 regional offices and 5107 stores	headquarter \ 8 regional offices and 4,632 stores	8 regional offices and 4,736 stores	8 regional offices and 5,010 stores

Note 1: The 2016 and 2017 estimate for local offices was based on 2018 waste disposed per person in the headquarter and the number of employees at the headquarter/local offices. For stores, the estimate is based the average verified store waste disposed and the total number of stores. Waste disposal pattern at the training center and lifestyle centers does not follow either the headquarter or retail store pattern, so these were not included in the scope of our estimates.

Note 2: Data on the amount of kitchen waste cleared from stores by the waste clearance company is available starting in 2019. Hence, the weight of kitchen waste was deducted from the total weight of waste cleared from stores in 2019.

Note 3: Considering the stores of estimation, these stores cannot confirm the actual food waste recycling, so the estimated value of the store's removal volume will be estimated based on the total amount of waste from the waste clearance company (without deducting food waste).

6. Waste Recycled

Unit : kg		2016	2017	2018	2019
Plastic	headquarter	3,308.0	2,064.0	1,643.5	1,503.0
	Stores	590,317.0	564,233.0	559,866.0	676,310.0
Paper	headquarter	15,510.0	10,586.0	9,456.0	13,321.0
	Stores	5,455,166.0	8,363,317.0	8,611,585.0	8,916,812.0
Metal	headquarter	577.0	496.0	531.7	448.2
	Stores	92,400.0	50,362.0	21,723.0	12,826.0
Dry battery	Stores	478,473.0	264,202.0	304,554.0	326,965.0
CDs	Stores	85,163.0	57,496.0	56,190.0	65,450.0
Food waste ^(Note)	Stores	-	-	-	177,330.0

Note: Data on the amount of kitchen waste cleared from stores by the waste clearance company is available starting in 2019.

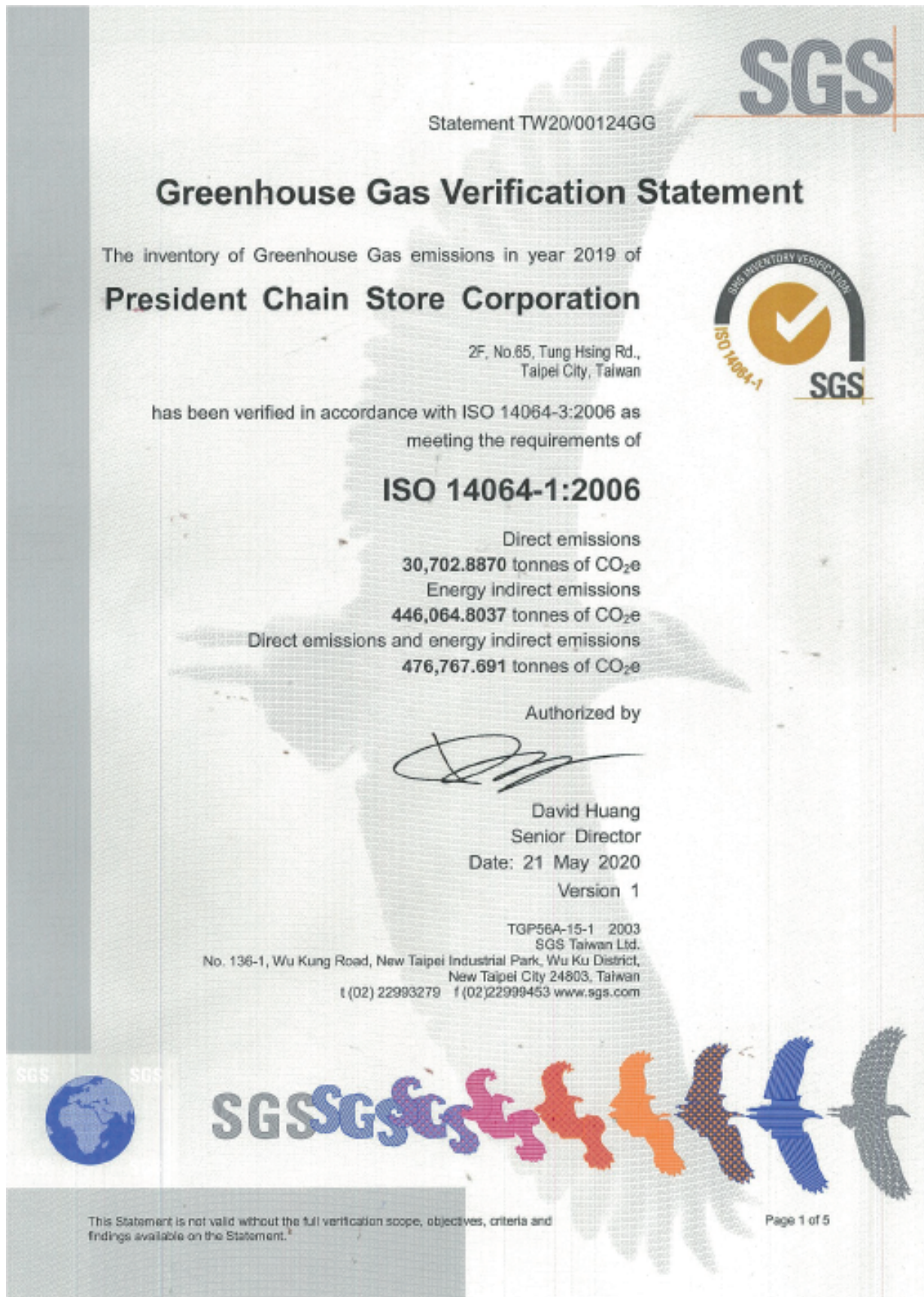
7. By Treatment and Disposal Method (incl. waste disposed, incinerated and recycled)

Unit : metric tons	2016	2017	2018	2019	2019 Target
Waste disposed (excl. incineration)(A)	2,003.51	2,262.64	937.29	884.66	1040.47
Waste incinerated (B)	42,793.45	41,713.53	44,080.29	46,706.22	--
Waste recycled (C)	6,720.91	9,312.76	9,565.55	10,191.59	--
Total waste incinerated and recycled (B+C)	49,514.37	51,026.28	53,645.8	56,897.81	--
Total waste generated (A+B+C)	51,517.88	53,288.92	54,583.13	57,782.47	--
Coverage	99.03%	99.07%	99.06%	99.11%	--
incineration ratio (%) ^{Note}	95.53%	94.85%	97.92%	97.91%	--

Note: The incineration ratio is the percentage of incineration to total non-recycled waste according to the national data of normal waste disposal (excl. recycled and reused) published by the Environmental Protection Administration (EPA).



2019 ISO 14064-1:2006 Greenhouse Gas Verification Statement



2019 KPI Achievement

Area	2019 KPI	2019 Performance	Achievement
Corporate Governance	PCSC was ranked among the top 5% in the Corporate Governance Evaluation.	PCSC was ranked among the top 5% in the Corporate Governance Evaluation for the sixth year in a row.	V
	Ethical corporate management and the Corporate Responsibility Clause were incorporated into 98% of the Department of Procurement's standard procurement contracts and the annual standard product supply contracts for marketing.	100%	V
	During the first and second halves of the year, a major communication mechanism is set up in which at least one campaign on ethical corporate management or against insider trading is organized.	During the regularly scheduled semi-annual meeting held on 23 January 2019, the theme was information security. In addition to convenience stores (business planning/legal/Information Technology Department) reporting on the results of their promotion of information security, BU, including Q-ware Systems & Services, President Information, and iCASH, also shared the results of their promotion of information security. The theme for the regularly scheduled semi-annual meeting held on 10 September 2019 was food safety. In addition to convenience stores (Business Planning, Operations Training, Human Resource Development/Joint Service Center) reporting the results of their promotion of food safety, HR reporting on the legalization of checking work attendance, Legal Reporting on Insider Trading, and Quality Control Reporting on Food Safety, BU, including Uni-Wonder Corp., Cold Stone Creamery Taiwan Ltd., and Mister Donut Taiwan, also shared the results of their promotion of food safety. Objectives were met.	V
Products	PCSC invests over NT\$50,000,000 in product safety management yearly.	NT\$148,511,000	V
	100% of PB/PL food product specifications were integrated into MAS system (within two weeks after products went on the market).	103%	V
	1. Percentage of PB joint procurement + direct trade with stores + farm suppliers that completed auditing: 100%	101%	V
		2. 100% of PB/PL OEM factories completed on-site evaluations.	105%
	100% of domestic contract manufacturers for privately-owned products (not including suppliers of raw materials used in food products, direct raw materials suppliers, or egg suppliers) have obtained international/domestic food safety certifications, such as ISO22000/ FSSC22000.	100%	V
	100% of domestic contract manufacturers for privately-owned products have obtained international/domestic food safety certifications, such as ISO22000/HACCP/CAS.	100%	V
	1. Organized OPEN! Balloon Run to promote exercise and interaction and bonding in families. NT\$8 million was invested in the activity and we maintained our target of 10,000 participants.	1. 100% 2. 127% 3. 147%	V
2. OPEN family held 15 charity performance around Taiwan to encourage disadvantaged groups and families/students and to spread on the positive energy of society.	V		
3. Encouraging sports and exercise in Taiwan by supporting the operations of the Uni-President 7-ELEVEN Lions professional baseball team, investing NT\$90 million.	V		



Area	2019 KPI	2019 Performance	Achievement	
Products	The percentage of cloud systems was increased 5%, reducing energy use.	2.68%	X	
	Continued to promote cloud-stored e-receipts (no paper receipts). The ratio of cloud-stored e-receipts to receipts overall increased by 1.5% over the previous year, reducing the number of paper receipts.	3.57%	V	
Employees	Frequency-Severity Indicator below the retail industry average for the past three years in Taiwan (0.35 average 2016-2018) as announced by the Ministry of Labor's Occupational Health and Safety Administration.	Frequency-Severity Indicator 0.21	V	
	Zero serious occupational incidents during 2019~2021. In addition, third-party auditors continue to verify ISO45001 certification standing each year to ensure the effectiveness of systems operations.	Zero case of serious occupational disasters and passed re-inspections.	V	
	In 2019, there were 0 labour law infractions or fines.	There were 2 labour-related infractions with fines totaling NT\$140,000.	X	
	85% of employees underwent physical examinations with a satisfaction score of 4.3.	84.5% of employees checked, receiving an average of 4.39 points for satisfaction.	Objectives partially met.	
Community	Organizing 16,000 Good Neighbor Funfests with over 320,000 participants, and 18,000 Good Neighbor Funfests with over 340,000 participants as of 2023	17,960 events held with 368,641 participants.	V	
	Raising NT\$170,000,000 in spare change donations and goods donations at retail stores.	Raised NT\$196,466,000 in spare change donations and pledge donation of goods at retail stores.	V	
Environment	Purchase energy-saving products certified with a Green Mark, accounting for 5.5% of annual purchases.	16.19%	V	
	Energy usage intensity (EUI) for retail locations 12% lower than 2014 and 1.5% lower than 2018.	13.4% lower than 2014 and 1.46% lower than 2018.	Objectives partially met.	
	Headquarters building (floors 2-11)	EUI in decrease of 0.5% over the previous year.	Decreased 2.4%	V
		water usage in decrease per person 0.5% over the previous year.	Decreased 6.9%	V
		paper usage in decrease per person 0.5% over the previous year.	Decreased 0.6%	V
	Integrating a cumulative total of more than 223 of the newest environmentally-friendly vehicles into the PCSC fleet by 2020, including 56 in 2019.	Retired a cumulative total of 105 vehicles.	V	
	Continue to promote cloud-stored e-receipts (no paper receipts). The ratio of cloud-stored e-receipts to receipts overall increased by 1.5% than the previous year, reducing the number of paper receipts.	As of December 2019, cloud-stored e-receipts made up 18.20% of all receipts issued.	V	
	ibon APPs that provide services using cell phone barcodes continued to increase (e.g., paying fees, rewards points exchanges, e-tickets). 7,000,000 ibon payment slips were saved, because customers used the ibon APP when checking out.	7,000,000 ibon payment slips saved.	V	

2020 KPI & Mid-/Long-term Target

Area	KPI
Corporate Governance	PCSC will continue to be ranked among the top 5% in the Corporate Governance Evaluation.
	Ethical corporate management and the Corporate Responsibility Clause are incorporated into 99.1% of the Department of Procurement's standard procurement contracts and the annual standard product supply contracts for marketing.
Products	Invest over NT\$60,000,000 in product safety management yearly.
	100% of PB/PL food product specifications are integrated into MAS system.
	<ol style="list-style-type: none"> 1. percentage of PB joint purchasing + direct trade with stores + farm suppliers that completed auditing: 100%. 2. 100% of PB/PL OEM factories completed on-site evaluations.
	100% of domestic contract manufacturers for privately-owned products (not including direct raw materials suppliers and egg suppliers) have obtained international/domestic food safety certifications, such as ISO22000/FSSC22000.
	The percentage of systems on the cloud was increased 5%, reducing energy use.
	By 2021, 100% of our food OEM factories will have obtained ISO2200:2018 certification.
Employees	Frequency-Severity Indicator below the retail industry average for the past three years in Taiwan as announced by the Ministry of Labor's Occupational Health and Safety Administration. (FSI: 0.36 average for 106~108)
	Zero serious occupational incidents during 2020~2022. In addition, third-party auditor continue to verify ISO45001 certification standing each year to ensure the effectiveness of system operations.
	0 case of labour law infractions or fines in 2020.
	85% of employees undergo physical examinations with a satisfaction score of 4.3.
	Employees with abnormal health examination results to see 100% intervention and management in 2020.
	95% of new employees at chain retail stores to receive human rights training within three months of beginning work in 2020.
	NT\$381,618 in performance bonuses per month for franchisees in 2020.
	Ensure that franchisees continue to maintain a 90% insurance rate of various types of insurance (group insurance, employer insurance, personnel insurance).
In line with rules regulating medical examination assistance, financial assistance for medical examinations in the first half of 2020 will reach 8% and more than 28% for the entire year (Rate of assistance: number of applicants/number of those qualified, those applying for medical examinations and meet qualifications: Running a franchise for at least 10 years and 41 years or older.)	



Area	KPI	
Community	Organizing 16,000 Good Neighbor Funfests with over 320,000 participants and 18,000 Good Neighbor Funfests with over 340,000 participants as of 2023.	
	Good Neighbor Funfest Health Classrooms to increase to an estimated 1800 events annually by 2024.	
	Raising NT\$185,000,000 in spare change/pledged donation of goods at stores and NT\$185,000,000 in spare change and pledged donation of goods in 2023.	
	An estimated 10 stores using the “What Time Is It? Café” program serving 900 people in 2020. By 2024, they could serve up to 1500 people each year, so from 2020 to 2024, they could serve as many as 6000 people.	
	The Good Neighbor Meal Delivery Team program is to be expanded to outlying islands in 2020 to provide meal delivery and pickup services primarily on weekends and holidays when they are needed most. An estimated 65 stores will provide 26,000 meals. By 2024, the service will be expanded to 12 counties, urban areas, and outlying islands in Taiwan, with an estimated 90 stores serving 30,000 meals.	
	Between 2018 and 2024, the Deep Roots Project for Young People is to help a total of 30 groups of young people.	
Environment	Decrease EUI for retail locations.	EUI for retail locations 13% lower than that for 2014 and 1% less than 2019.
	Integrate environmentally-friendly vehicles.	Integrate over 86 of the newest environmentally-friendly vehicles in 2020 (Currently Type 5 vehicles).
	Headquarters building (floors 2~11)	Decrease EUI 0.5% over the previous year.
		Decrease paper usage per person 0.5% over the previous year.
	Purchase Green Mark and energy-saving products, accounting for 6% of annual purchases.	
	The ratio of cloud-stored e-receipts to receipts overall increases by 2% than the previous year.	
	ibon APPs that provide services by cell phone barcodes continue to increase (e.g., paying fees, rewards points exchanges, e-tickets). 7,200,000 ibon payment slips saved, because customers use the ibon APP when checking out.	

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Table of enhanced disclosure items and assurance items according to Article 4, Paragraph 1 of the Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Corporate Social Responsibility Reports by TWSE Listed Companies (hereinafter referred to as “the Rules”)

#	Subject Matter Information	Page no.	Applicable Criteria	Regulations
1	<p>The Product Safety Committee focuses on safety and quality and has established a management system that covers 100% of the Company's privately-owned products. In 2019, the committee held three meetings, discussing such issues as important announcements and tracking of product safety information, progress on enhanced quality assurance plans, supervision plans for food safety and progress on other initiatives, results of new product reviews, and sharing of raw material sampling management results and product safety news.</p>	P.35	<p>2019 Product Safety Committee organization and operations management procedures and the total number of Product Safety Committee meetings in 2019 and the types and percentage of products under its influence.</p> <p>The percentage is calculated according to the Merchandise Safety Committee's scope and results of its operation; if all of the Company's products are under its influence, the percentage is 100%.</p>	Subparagraph 1, item 1
2	<p>PCSC gathers and tracks information related to product safety in accordance with our "Product Safety Information Gathering and Review Tracking Standards." The information is handled using layered management. The Standards applies to all PCSC's privately-owned product, covering 100% of PCSC's privately-owned products. In 2019, the Company collected 671 product safety-related memos, including 10 A-level information, 504 B-level information, and 157 L-level information.</p> <p>Note: A-, B-, and L-level grades are based on the date that the information was announced internally.</p>	P.36	<p>Product safety information collected in 2019 and the types and percentage of products under its influence, according to the definition of information in the Product Safety Information Gathering, Review and Tracking Standards.</p> <p>The percentage is calculated according to the Product Safety Information Collection and Inventory Tracking Standards' scope and results of its operation; if all of the Company's products are under its influence, the percentage is 100%</p>	Subparagraph 1, item 1
3	<p>In 2019, the initial logistics mechanism was implemented 100% on products including rice, fresh noodles, salads, cooked vegetables, frozen flavored breads, sweet potatoes, and fresh foods.</p>	P.38	<p>The percentage of the total amount of a given product sold in 2019 that was supplied by a firm with an initial transport and logistics distribution contract signed before the end of 2019, according to the initial transport and logistics distribution management mechanism formulated by the Company.</p>	Subparagraph 1, item 1
4	<p>In addition, a management consulting company was engaged to perform quality assurance audits. In 2019, 98.82% ^(Note) of all stores underwent this audit.</p> <p>Note: A small number of stores closed in early 2019 or opened in late 2019. Consequently, they were not audited in 2019.</p>	P.39	<p>The percentage of all retail locations that were audited by the management consulting company according to the retail mechanism for managing and examining expired products from shelves.</p>	Subparagraph 1, item 1
5	<p>PCSC hired a management consulting company to audit the quality assurance training certification status of stores, with 98.97% ^(Note) of the stores audited in 2019.</p> <p>Note: A small number of stores closed in early 2019 or opened in late 2019. Consequently, they were not audited in 2019.</p>	P.39	<p>The annual percentage of all retail that were audited by the management consulting company according to quality assurance training courses and exams formulated referencing the Regulations on Good Hygiene Practice for Food.</p>	Subparagraph 1, item 1

#	Subject Matter Information	Page no.	Applicable Criteria	Regulations
6	<p>Food products sold through PCSC stores must all comply with the Act Governing Food Safety and Sanitation as well as its sub-laws. The sub-laws include "Regulations on Good Hygiene Practice for Food," "Food Sanitation Standards," as well as other relevant laws issued by the Ministry of Health and Welfare. No fines were issued against PCSC in 2019 for violating any laws or regulations mentioned above.</p>	P.31	<p>The number of letters received from competent authorities notifying of fines for PCSC chain retail locations violating the Act Governing Food Safety and Sanitation and its subordinate legislations in 2019.</p>	Subparagraph 1, item 2
	<p>Not applicable. PCSC is classified under the retail industry. Due to the special characteristics of this industry, we cannot calculate what percentage of purchases for our privately-owned products that meet internationally recognized product liability standards accounts for overall purchases.</p>		None.	Subparagraph 1, item 3
	<p>Not applicable as PCSC does not have any self-operated factories.</p>		None.	Subparagraph 1, item 4
7	<p>In 2019, there were a total of 50 suppliers of privately-owned food products with whom PCSC had a cooperative relationship (note 1) (including manufacturers, suppliers of raw materials through direct transactions and suppliers of egg products). 100% of those suppliers were audited (note 2); see the table on p.43 for these 50 suppliers. There is a total of 177 audits done. All 177 audits passed, with a compliance rate of 100%. For the non-conforming suppliers, in addition to the sanctions laid out in the "Product Quality Guarantee Agreement," they would be re-audited in accordance with regulations until accomplished the required improvements.</p> <p>Note 1: Defined as</p> <ul style="list-style-type: none"> (1) New factory which passes the assessment prior to 2019 and existing suppliers that passed internal submission. (2) New suppliers that successfully passed the introduction assessment during 2019. (3) Those eligible for a halt to assessment in 2019 are also included. <p>Note 2: Three manufacturers and five suppliers of raw materials through direct transactions ended their transaction and cooperation with PCSC based on last year's supplier assessments, so that they were not required to be audited in 2019 based on the corresponding management rules.</p>	P.45	<p>The number of suppliers, percentages, items evaluated, number of audits, and results for evaluations of private label product and food suppliers according to Rules for Onsite Appraisal of Manufacturers by Own-brand Product Committee, Raw material supplier and Management rules, and Management and Operations Rules for Professional-Use Egg Product Raw Materials (refer to the table on p. 43).</p>	Subparagraph 1, item 5
8	<p>In 2019, there were 14 suppliers of disposable items for in-store use (note), with 100% of them passing audit. See table on p.43 for these 14 suppliers. There is a total of 18 times audits on supplier assessment items, resulting in 18 audit results, with 100% passing rate.</p> <p>Note: Indicating domestic suppliers of disposable paper cups, bowls and similar items which come into contact with food and are provided to the consumers.</p>	P.45	<p>According to the "Management Rules for Site Assessment of Suppliers of Products Related to Store Safety" (refer to the table on p.43). The table showed the number of one time used merchandise supplier evaluated, percentage, items evaluated, times of evaluation and results.</p>	Subparagraph 1, item 5



#	Subject Matter Information	Page no.	Applicable Criteria	Regulations
9	<p>PCSC meets the definition of a vendor of box meals as set forth in Article 9 of the Act Governing Food Safety and Sanitation and set up a traceability system for the meal box category (Note) in accordance with the official document (Food and Drug Administration Document No.1071300516 authorized by Ministry of Health and Welfare on 26 June 2018) promulgated in 2019.</p> <p>Note: Indicating the products which consist of grains (rice or noodles), processed grains, agriculture, livestock and seafood and which are processed to be served to groups or individuals. Those products are served with clear label or picture of the ingredients and are served by in the way of boxes or large decorative containers. The products can be eaten after brief heating up. Those products do not include the baked items served in the box.</p>	P.36	At the end of 2019, PCSC set up a box meals category traceability system in accordance with Article 9 of Act Governing Food Safety and Sanitation.	Subparagraph 1, item 6
10	As of the end of 2019, the laboratory conducted 593 test items per requirements of CNS or Taiwan Food and Drug Administration.	P.37	<p>The number of tests provided by the quality testing laboratory in accordance with announcements and suggestions from CNS or the Taiwan Food and Drug Administration as of the end of 2019 (see note) and the number of tests for government-approved food additives.</p> <p>Note: This number of tests includes standard methodologies and methodologies privately developed by PCSC.</p>	Subparagraph 1, item 7
11	Another 139 conducted test items that follow directives from the above requirements those organization.	P.37	<p>The number of non-compulsory tests provided by the quality testing laboratory referencing regulations in other countries or international journals as of the end of 2019 (not according to announcements and suggestions from CNS or the Taiwan Food and Drug Administration (see note) or for government-approved food additives).</p> <p>Note: This number of tests includes standard methodologies and methodologies privately developed by PCSC.</p>	Subparagraph 1, item 7
12	Our quality testing laboratory received ISO/IEC17025:2005 certification from the Taiwan Accreditation Foundation (TAF).	P.37	Laboratory certified by the Taiwan Accreditation Foundation.	Subparagraph 1, item 7
13	Taiwan Accreditation Foundation (TAF) tested 4 microorganisms according to ISO/IEC 17025:2005.	P.37	Items certified by and total of certifications from the Taiwan Accreditation Foundation (TAF).	Subparagraph 1, item 7

#	Subject Matter Information	Page no.	Applicable Criteria	Regulations
14	Taiwan Food and Drug Administration (TFDA) Certified Item: 1. 4 Microorganisms 2. 8 Colorants 3. 1 Ochratoxin A 4. 1 Patulin	P.37	Items certified by and total of certifications from the Taiwan Food and Drug Administration (TFDA).	Subparagraph 1, item 7
15	The quality testing laboratory resulted in costs of NT\$35,833,000, including NT\$17,767,000 in outside laboratory fees (note). This is equivalent to 0.023% of the Company's operating revenue. Note: The quality testing laboratory costs include tests, salaries, depreciation, rentals, equipment repair and maintenance, and miscellaneous purchases.	P.37	The percentage of operating revenue on financial reports that is allotted to quality testing laboratory expenditures in 2019.	Subparagraph 1, item 7
16	In 2019, a total of 810 tests were run on products and raw materials. 805 items passed the test. The passing rate was 99.4%.	P.37	The total number of tests, number of passed tests, and passage rates for tests in accordance with announcements and suggestions from CNS or the Taiwan Food and Drug Administration (see note), tests for government-approved food additives, and noncompulsory tests referencing regulations in other countries or international journals (not according to announcements and suggestions from CNS or the Taiwan Food and Drug Administration (see note) or for government-approved food additives). Note: This number of tests includes standard methodologies and methodologies privately developed by PCSC.	Subparagraph 1, item 7
17	During 2019, suppliers of privately-owned food products (including manufacturers, suppliers of raw materials through direct transactions and suppliers of egg products) numbered 50 companies. If calculating using the number of the plants, there were a total of 95 manufacturing sites; among those 49 were manufacturers of privately-owned food products within Taiwan. Of these, 49 manufactures obtained international food safety management system ISO22000 certification.	P.40	The number of private label product food suppliers, total number of factories, total number of original design manufacturers in Taiwan, ISO22000 certifications, and total number of original design manufacturers in Taiwan certified to ISO22000.	Voluntary assurance
18	In cooperation with the ROC Fresh Foods Development Association, PCSC has set up a Material and Quality Assurance System (MAS). This ensures that product raw materials and suppliers can be tracked and managed. The main document in the MAS system is product specifications document, which records the sources of raw materials and the suppliers. As of 2019, 100% of the Company's privately-owned food products had the corresponding product specification document in the MAS system.	P.36	As of the end of 2019, the percentage of the product ^(note) had a document in the MAS system. Note: the standard for calculation was products sold in 2019.	Voluntary assurance



Limited Assurance Report issued by the Accountant



會計師有限確信報告

資會綜字第 19010066 號

統一超商股份有限公司 公鑒：

本事務所受統一超商股份有限公司（以下稱「貴公司」）之委任，對 貴公司選定 2019 年度企業社會責任報告書所報導之績效指標執行確信程序。本會計師業已確信竣事，並依據結果出具有限確信報告。

確信標的資訊與適用基準

有關 貴公司選定 2019 年度企業社會責任報告書所報導之績效指標（以下稱「確信標的資訊」）及其適用基準詳列於 貴公司 2019 年度企業社會責任報告書第 122 至 125 頁之「確信項目彙總表」。前述確信標的資訊之報導範圍業於企業社會責任報告書第 1 頁之「報告書時間、邊界與數據」段落述明。

管理階層之責任

貴公司管理階層之責任係依照適當基準編製企業社會責任報告書所報導之績效指標，且維持與績效指標編製有關之必要內部控制，以確保績效指標未存有導因於舞弊或錯誤之重大不實表達。

會計師之責任

本會計師係依照確信準則公報第一號「非屬歷史性財務資訊查核或核閱之確信案件」，對確信標的資訊執行確信工作，以發現前述資訊在所有重大方面是否有未依適用基準編製而須作修正之情事，並出具有限確信報告。

本會計師依照上述準則所執行之有限確信工作，包括辨認確信標的資訊可能發生重大不實表達之領域，以及針對前述領域設計及執程序。因有限確信案件取得之確信程度明顯低於合理確信案件取得者，就有限確信案件所執程序之性質及時間與適用於合理確信案件者不同，其範圍亦較小。

本會計師係依據所辨認之風險領域及重大性以決定實際執行確信工作之範圍，並依據本委任案件之特定情況設計及執行下列確信程序：

- 對參與編製確信標的資訊之相關人員進行訪談，以瞭解編製前述資訊之流程、所應用之資訊系統，以及攸關之內部控制，以辨認重大不實表達之領域。
- 基於對上述事項之瞭解及所辨認之領域，對確信標的資訊進行分析性程序，如必要時，則選取樣本進行包括查詢、觀察、檢查等測試，以取得有限確信之證據。

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此報告不對 2019 年度企業社會責任報告書整體及其相關內部控制設計或執行之有效性提供任何確信。

會計師之獨立性及品質管制規範

本會計師及本事務所已遵循會計師職業道德規範中有關獨立性及其他道德規範之規定，該規範之基本原則為正直、公正客觀、專業能力及盡專業上應有之注意、保密及專業態度。

本事務所適用審計準則公報第四十六號「會計師事務所之品質管制」，因此維持完備之品質管制制度，包含與遵循職業道德規範、專業準則及所適用法令相關之書面政策及程序。

先天限制

本案諸多確信項目涉及非財務資訊，相較於財務資訊之確信受有更多先天之限制。對於資料之相關性、重大性及正確性等之質性解釋，則更取決於個別之假設與判斷。

有限確信結論

依據所執行之程序與所獲取之證據，本會計師並未發現確信標的資訊在所有重大方面有未依適用基準編製而須作修正之情事。

其它事項

貴公司網站之維護係 貴公司管理階層之責任，對於確信報告於 貴公司網站公告後任何確信標的資訊或適用基準之變更，本會計師將不負就該等資訊重新執行確信工作之責任。

資 誠 聯 合 會 計 師 事 務 所

會計師 張瑞婷

張瑞婷



中 華 民 國 1 0 9 年 6 月 2 3 日



ASSURANCE STATEMENT

SGS TAIWAN LTD.'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE PRESIDENT CHAIN STORE CORPORATION'S CORPORATE SOCIAL RESPONSIBILITY REPORT FOR 2019

NATURE AND SCOPE OF THE ASSURANCE/VERIFICATION

SGS Taiwan Ltd. (hereinafter referred to as SGS) was commissioned by President Chain Store Corporation (hereinafter referred to as PCSC) to conduct an independent assurance of the Corporate Social Responsibility Report for 2019 (hereinafter referred to as CSR Report). The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the sampled text, and data in accompanying tables, contained in the report presented during on-site verification(2020/04/10~2020/05/19). SGS reserves the right to update the assurance statement from time to time depending on the level of report content discrepancy of the published version from the agreed standards requirements.

The information in the PCSC's CSR Report of 2019 and its presentation are the responsibility of the management of PCSC. SGS has not been involved in the preparation of any of the material included in PCSC's CSR Report of 2019.

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of verification with the intention to inform all PCSC's stakeholders.

The SGS protocols are based upon internationally recognized guidance, including the Principles contained within the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) 101: Foundation 2016 for accuracy and reliability and the guidance on levels of assurance contained within the AA1000 series of standards and guidance for Assurance Providers.

This report has been assured using our protocols for:

- evaluation of content veracity of the sustainability performance information based on the materiality determination at a high level of scrutiny for PCSC and moderate level of scrutiny for subsidiaries, joint ventures, and applicable aspect boundaries outside of the organization covered by this report;
- AA1000 Assurance Standard (2008) Type 2 evaluation of the report content and supporting management systems against the AA1000 Accountability Principles (2008); and
- evaluation of the report against the requirements of Global Reporting Initiative Sustainability Reporting Standards (100, 200, 300 and 400 series) claimed in the GRI content index as material and in accordance with.

The assurance comprised a combination of pre-assurance research, interviews with relevant employees, superintendents, CSR committee members and the senior management in Taiwan; documentation and record review and validation with external bodies and/or stakeholders where relevant.

In response to COVID-19 pandemic situation the assurance process was conducted via Teams.

Financial data drawn directly from independently audited financial accounts and greenhouse gas emissions have not been checked back to source as part of this assurance process.

STATEMENT OF INDEPENDENCE AND COMPETENCE

The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm our independence from PCSC, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with ISO 26000, ISO 20121, ISO 50001, SA8000, RBA, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance service provisions.

VERIFICATION/ ASSURANCE OPINION

On the basis of the methodology described and the verification work performed, we are satisfied that the information and data contained within PCSC's CSR Report of 2019 verified is accurate, reliable and provides a fair and balanced representation of PCSC sustainability activities in 01/01/2019 to 12/31/2019.

The assurance team is of the opinion that the Report can be used by the Reporting Organisation's Stakeholders. We believe that the organisation has chosen an appropriate level of assurance for this stage in their reporting. In our opinion, the contents of the report meet the requirements of GRI Standards in accordance with Core Option and AA1000 Assurance Standard (2008) Type 2, High level assurance.

AA1000 ACCOUNTABILITY PRINCIPLES (2008) CONCLUSIONS, FINDINGS AND RECOMMENDATIONS

Inclusivity

PCSC has demonstrated a commitment to stakeholder inclusivity and stakeholder engagement. A variety of engagement efforts such as survey and communication to employees, customers, investors, suppliers, CSR experts, and other stakeholders are implemented to underpin the organization's understanding of stakeholder concerns.

Materiality

PCSC has established processes for determining issues that are material to the business. Formal review has identified stakeholders and those issues that are material to each group and the report addresses these at an appropriate level to reflect their importance and priority to these stakeholders.

Responsiveness

The report includes coverage given to stakeholder engagement and channels for stakeholder feedback.

GLOBAL REPORTING INITIATIVE REPORTING STANDARDS CONCLUSIONS, FINDINGS AND RECOMMENDATIONS

The report, PCSC's CSR Report of 2019, is adequately in line with the GRI Standards in accordance with Core Option. The material topics and their boundaries within and outside of the organization are properly defined in accordance with GRI's Reporting Principles for Defining Report Content. Disclosures of identified material topics and boundaries, and stakeholder engagement, GRI 102-40 to GRI 102-47, are correctly located in content index and report. For GRI 308-1 and 414-1, PCSC is expected to initiate environmental or social due diligence as early as possible in the development of a new relationship with a supplier. It is recommended to inform stakeholders about the percentage of suppliers selected or contracted subject to due diligence processes for environmental or social impacts. For GRI 403, the organization is expected to be responsible for franchise store workers' occupational health and safety since their work is controlled by the organization. It is encouraged to compile franchise store workers' occupational health and safety performance in future reporting.

Signed:

For and on behalf of SGS Taiwan Ltd.



David Huang
Senior Director
Taipei, Taiwan
2 June, 2020
WWW.SGS.COM



AA1000
Licensed Assurance Provider
000-8