

# 05 Employee Welfare

President Chain Store Corporation 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 higher than statutory standards to stabilize the workplace. In terms of occupational safety and health, we identify and evaluate high-risk hazards to fully ensure that all employees have a safe and hygienic working environment, as well as guaranteeing equal labor rights.

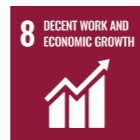


zero defect  
**ISO 45001**

Passed the annual follow up of ISO 45001 Occupational Safety and Health Management System with "zero defect"

frequency-severity indicator  
**0.17**

The frequency-severity indicator was 0.17, lower than the retail industry's average rate of 0.35 in the past three years (2020-2022) according to the Occupational Safety and Health Administration, Ministry of Labor



Female managers in revenue-generating functions  
**56.04%**

Female managers in revenue-generating functions (including store managers, regional consultants, regional managers, head of the Operations Department) account for 56.04%

### Corresponding Material Topics

Talent Attraction and Retention

Occupational Health and Safety

Human Rights



### Policies and Commitment

- President Chain Store Corporation [salary policy](#) is based on the principle of equal pay for equal work
- [Occupational Safety and Health Policy](#)
- Four Major Occupational Safety Plans
- [Human Rights Policy](#)

### Management Policies

### Management Actions

- President Chain Store Corporation promotes programs such as redesigning work responsibilities for middle-aged and elderly employees to create a friendly workplace in the context of declining birthrate and aging population. The ratio of middle-aged and elderly people employed by the Company accounts for 27.2%
- 80.00% of the employees answered "Active" and "Very Active" in the Employee Engagement Survey
- Passed the annual follow-up of ISO 45001 Occupational Safety and Health Management System with "zero defect," with 85.7% of private-label food manufacturers passing ISO 45001
- Completion rate of "Prevention of Workplace Violence and Sexual Harassment" course is over 95% by the end of 2023, franchise store employees has also been included

## 5.1 Talent Attraction and Retention

### Employment

#### Overview of Human Resources

Besides our head office in Taipei, President Chain Store Corporation has eight business operation departments to meet the needs of stores and consumers in each region. As of December 31, 2023, President Chain Store Corporation has a total of 8,651 employees<sup>(Note1)</sup>. The types of workers who are not employees include the Chairman of the building's Management Committee, a secretary, an electrical and mechanical engineer, 9 cleaners and 6 security guards in the head office building for a total of 18 people. The total number of franchise store staff was 45,546 as of the end of December 2023<sup>(Note2)</sup>. Female employees account for 56.34%<sup>(Note3)</sup> of all President Chain Store Corporation employees, while 56.04% of sales supervisors are female. The female ratio for department managers in 2023 was 16.07%, with combined 53.88% of females in positions including TEAM managers, store managers, district consultants and department managers. The two targets set for 2025 have been achieved in advance<sup>(Note4)</sup>, showing that President Chain Store Corporation values gender equality in the work environment and talent recruitment<sup>(Note5)</sup>.

(Note 1) Includes back-office staff and directly operated store personnel.

(Note 2) Franchise store personnel are the most common type of non-employee workers, with the total number calculated based on the number of people audited for National Health Insurance and labor insurance as of December 2023. Stores that opened less than a month ago were not audited. Therefore, personnel from these stores are excluded.

(Note 3) The statistics in this section and the ones below do not include franchise stores.

(Note 4) The targets set for female department managers for 2025 is 15%, and a combined 50% for TEAM managers, store managers, district consultants and department managers.

(Note 5) Please refer to the historical data in the appendix for relevant statistics.

We do not hire people under the age of 15 as workers in accordance with the "Labor Standards Act." We also follow the philosophy that "employment is the most direct way of helping the disadvantaged achieve independence." Besides providing job opportunities for people seeking re-employment and part-time job opportunities for student jobseekers, we also collaborate with senior high (vocational) schools to provide students with job opportunities and launch internship programs together with colleges and universities, attracting college interns to do an internship through college internship programs. Student interns are encouraged to learn more about the workplace through actual practice by combining operational details and key to management for the retail industry. Interns who perform well are encouraged to start their employment after the internship so that they have their first job upon finishing their studies. In addition, we employ more people with disabilities than the statutory quota to make equal employment opportunities a reality. In 2023, the President Chain Store Corporation head office and directly operated stores hired a total of 258 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 136 indigenous employees, accounting for 1.57% of all employees.

### Labor-management Communication

President Chain Store Corporation values the opinions and feedback from every employee. We provide numerous communication channels to listen to and understand the opinions of our employees, including the Integrated Services Center, designated email address, and stakeholder section, encouraging

employees to directly communicate with management about workplace issues that are in dire need of improvement, as well as enhancing their trust in the organization. In addition to the channels above, we established an internal proposal system for employees to fully express their opinions on the Company's operations. If employees have any suggestions for the Company or feel that their rights and interests have been violated, they can report through channels. When we receive employee complaints about working conditions, regional managers are required to tackle the issue with relevant information such as labor regulations provided to help them process the case. We set a 5 working day deadline for them to report back in order to uphold employee rights and interests, as well as preventing the situation from being aggravated. A total of 253 reports related to employee rights and interests were submitted in 2023. Although there were more internal inquiries, fewer cases were presented externally, showing that the employees continued to raise questions and voice feedback through internal communication channels as they had faith in them. Most cases were related to overtime bonus, reduced shift, salary not being paid on time and disagreements with franchise stores. All aforementioned cases were processed by regional managers. All overtime bonus and salary were made up as they should have been, and deficiencies were addressed in line with the franchise agreement. Any misunderstanding of the system was also cleared up. All cases reported in 2023 were properly addressed in the same year.

We formulated Labor-Management Negotiation Regulations in accordance with the law and regularly hold labor-management meetings, which are attended by 5 representatives from each side. Employer representatives include department heads, and employee representatives are assigned by Labor Union and represent 100% of the employees. Employee and management representatives can communicate directly to negotiate on benefits and systems, employment, improvement of the work environment and labor management cooperation during the meeting, to ensure and improve the effectiveness of communication. A total of 4 labor management meetings were held in 2023, with topics covering topics of revising work rules, flexible working hours, administration in the office building, employee subsidy measures and so on. The results should be implemented by the departments involved. Moreover, the President Chain Store Corporation Labor Union was formed at the end of 2019 by the employees. It aims at improving labor rights, level of happiness and laborers' knowledge and skills. Although Labor Union has not requested the company to negotiate a collective bargaining agreement so far, and no collective bargaining agreement has not been signed as a result, the Company will continue to maintain good interactions with the union in the future. In the meantime, we uphold our [Human Rights Policy](#) and comply with local labor laws and regulations and will continue to engage in communication through different channels to create harmonious labor management relations and a win-win labor environment.

President Chain Store Corporation continues to communicate with its employees with no strike or suspension in 2023. Furthermore, in the event of a situation specified in Article 11 of the Labor Standards Act, President Chain Store Corporation communicates with employees in advance, and gives notice 10 days in advance for employees who have worked at President Chain Store Corporation for three months or more but less than one year. A notice is required 20 days in advance for employees who have worked at President Chain Store Corporation for one year or more but less than three years. A notice is required 30 days in advance for employees who have worked at President Chain Store Corporation for over three years.

### Employee Engagement Survey

To better understand employees' job involvement and workplace adaptation, President Chain Store Corporation plans to conduct an Employee Engagement Survey every two years. Past surveys prioritized district consultants and employees in the Marketing Group whose jobs are directly related to our

revenue. To understand the interactions between management and employees, as well as increasing the percentage of employee satisfaction to the target value of 50%, we analyzed the results of the Engagement Survey and identified workplace issues that employees brought up for improvement, and further focused on the development of specific improvement plans to increase employee trust in the organization. In 2023, the scope of the survey was greatly expanded to cover all employees. To make the questionnaire more to-the-point, we adopted the reasons analyzed and collected for resignation, taking leave without pay and informal communication channels as the basis for questionnaire with multiple questions. The questionnaire included aspects such as managers, colleagues, job, remuneration, development and engagement. We adopted the Six-Point Scale to collect employees' feelings and thoughts using a comprehensive scale of agreement and frequency of occurrence.

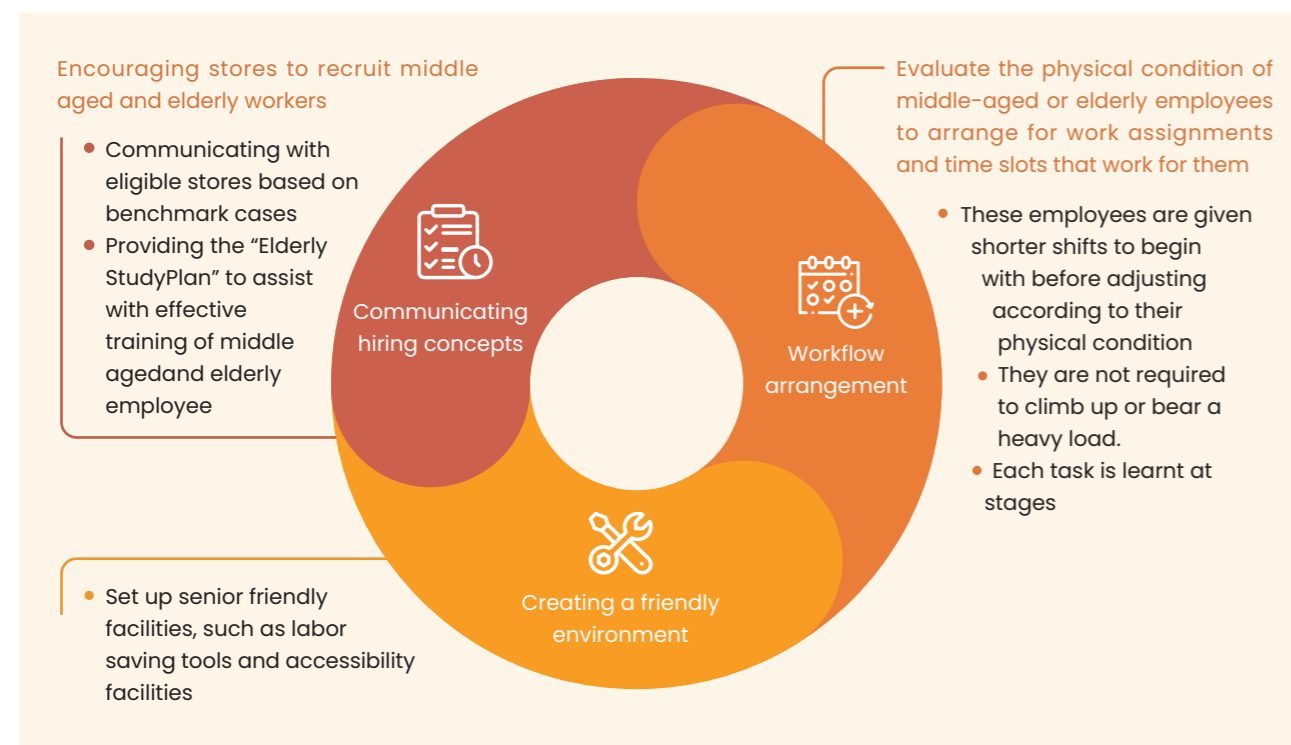
In 2023, a total of 7,757 people<sup>(Note1)</sup> filled in the questionnaire, accounting for 89.7%<sup>(Note2)</sup> of the total employees. The percentage of employees giving an "active" and "very active" response accounted for 80.00% of all respondents.

(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 89.5% of all FTEs.

## Age-friendly Employment

Since 2018, President Chain Store Corporation has been launching the Age-friendly Store Project in response to the impact on the aging population and low birth rates on the labor population, encouraging stores to hire middle-aged and elderly workers as well as encouraging middle-aged and elderly workers to find employment by creating a friendly workplace through redesigning work responsibilities for them. We created a collaboration model for employees of different ages in advance to allow middle-aged and elderly staff manage relationships with returning customers and sales leveraging their likeable personalities, while younger staff are in charge of different gadgets. Other measures have also been adopted to encourage middle-aged and elderly people to seek employment. As of the end of December 2023, the Company hired 1,847 employees aged 45-54, 505 employees aged 55 and above. In total, we employ 2,352 employees aged 45 and above, accounting for 27.2% of all employees, exceeding the target of 23%, proving President Chain Store Corporation's effort in age-friendly employment.



## Welfare, Remuneration and Care

### Remuneration

The President Chain Store Corporation remuneration policy ensures that all full-time employees receive higher payment than the statutory minimum wages, considering the price levels of various regions in Taiwan and the survey results of the average salary of new recruits in the retail industry. President Chain Store Corporation reviews whether the employees' salary levels are market-competitive and in line with employee needs by adjusting the starting salary of new recruits in January each year. In 2023, the starting salary of store personnel is based on the 50th percentile (middle income level) of new recruits in the retail industry, and the starting salary of logistics personnel is the 70th percentile (high income level). In addition, President Chain Store Corporation provides employees in areas with higher price levels with an additional allowance of 5-10% of the salary so that the employees and their families have enough for a decent life.

If employees receive unfair treatment in terms of salary, they can report it through the labor dispute communication channels of the President Chain Store Corporation Integrated Services Center and the Audit Office. From 2021 on, in addition to the statutory minimum wages and peer salary standards, President Chain Store Corporation included living wage<sup>(Note1)</sup> as a reference for setting salary standards for new recruits, as well as evaluating the reasonableness of existing employees' salary. The goal is paying the employees a competitive and reasonable salary.

(Note 1) President Chain Store Corporation refers to the living wage research report of the Chung-Hua Institution for Economic Research when calculating the living wage: "Wages should meet the minimum (basic) living needs of the workers themselves and their families (dependent family members)." Therefore, "Divide the average annual expenditure on food, clothing, housing, medical care, transportation, communication and education-related consumption per household in Taiwan by 12 months, divide by the average number of people in households, and multiply by (laborer + ratio of dependents)" was adopted to estimate the average living wage in 2023. The relevant calculation quoted the results of the 2022 household income and expenses surveys published by the Directorate General of Budget, Accounting and Statistics and the average number of dependents of employers, self-employed owners, specialized occupations and technical personnel who are self-employed in Taiwan's national health insurance in 2022 published by the National Health Insurance Administration, Ministry of Health and Welfare in the latest year, and concluded that the average living wage in Taiwan was NT\$26,639 (Note 2).

(Note 2) In 2022, the average annual expenditure on food, clothing, housing, medical care, transportation, communication and education per household in Taiwan was NT\$577,375, including food and non-alcoholic beverages, clothing and footwear, housing, water, electricity, gas and other fuels, furnishings, household equipment and routine household maintenance, health care, transport, communication and education. In 2022, the average number of people per household was 2.83, and the average number of dependents of employers, self-employed owners, specialized occupations and technical personnel who are self-employed in Taiwan's national health insurance was 0.57.

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 2023, the ratio of starting salary to basic salary (NT\$26,400) for new back-office staff who are college graduates is 1.33 times, and 1.56 times for those with a master's degree. There is no significant difference in the remuneration ratio between men and women in 2023, and the basic salary plus year-end bonus ratios of all types of employees are within 1.11 times. In terms of salary adjustment, most of the adjustment was between 2% and 5% in 2022, accounting for 82.07% of all employees. 11.74% of the employees received over 5% of adjustment.

### Ratio of Salaries for Male and Female Employees in 2023

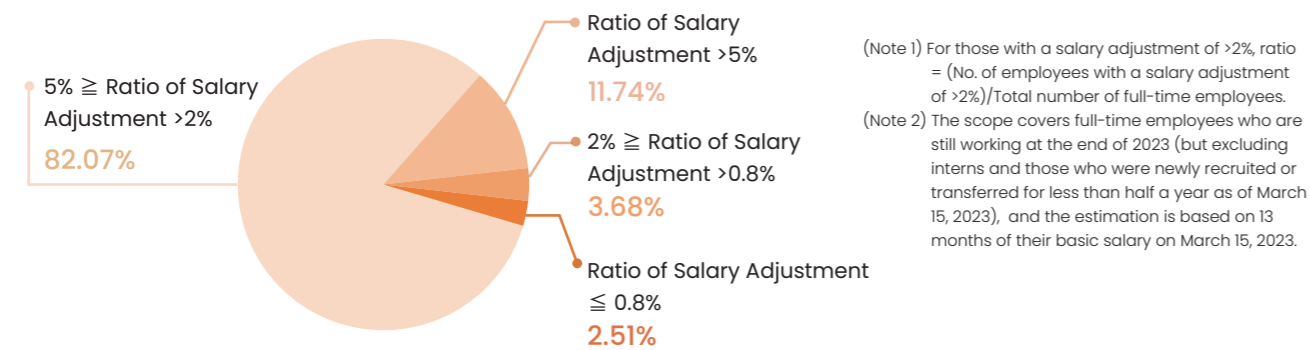
(Note 1) Compensation consists of basic salary and annual bonuses.

(Note 2) The scope covers full-time employees who are still working at the end of 2023 (but excluding interns and those who were newly recruited or transferred for less than half a year as of March 15, 2023), and the estimation is based on 13 months of their basic salary on March 15, 2023.

		Store employees	Management	Non-management
Male		0.94	1.05	1.11
Female		1	1	1



Ratio of salary adjustment for full time employees in 2023



We disclosed the number of full-time non-management personnel <sup>(Note)</sup> as 5,353 in 2023 in line with Article 4 of Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies, with the average salary of NT\$1,083 thousand and median salary as NT\$922 thousand. The number of full-time employees in 2023 increased by 129 people compared to 2022. The average salary in 2023 increased by NT\$74 thousand compared with 2022, and the median salary increased by NT\$71 thousand.

(Note) Full-time non-management employees are not managers defined in the official document Tai-Cai-Zheng-San-Zi No.920001301, and the employees' number of work hours reached the normal work hours (152 hours a month) stipulated by the Company. The scope of statistics covers employees excluding managers for the entire year.

 **Work-life Balance**

President Chain Store Corporation 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. President Chain Store Corporation also has a comprehensive appointment system that allows the employees to be employed full-time or part-time, giving them the flexibility in terms of work.

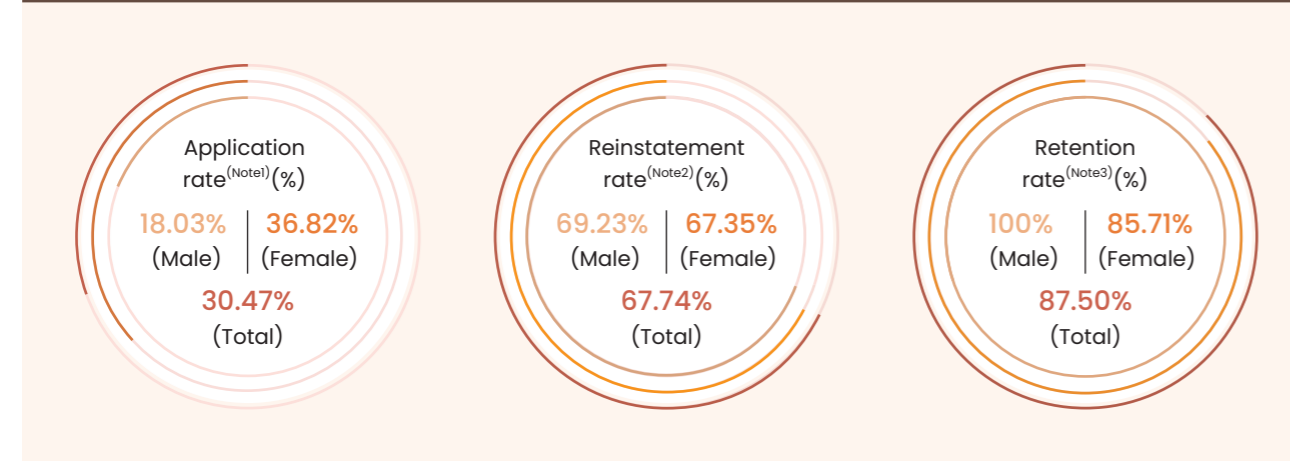
Together with 9 reinvested enterprises (7-ELEVEN, Uni-president Department Store, Starbucks, COSMED, President Transnet Corp., Cold Stone Creamery, Mister Donut, President Logistics International and Uni-President Superior Commissary Corp.), President Chain Store Corporation was awarded gold for the Happy Enterprise Award in the 2023 Happy Enterprise Selection organized by 1111 Job Bank. All welfare and parental leave application status are listed in the table below.

President Chain Store Corporation Employee Benefits

Benefit Saving Trust Fund
<p>A long term saving trust fund has been created for the employees, allowing them to enjoy annual dividends and the Company's long term profitability. Employees are free to opt in and out of the program. The trust invests exclusively in President Chain Store Corporation shares. Participants can transfer 6% of their monthly salary into the trust account each month, and President Chain Store Corporation provides an additional 1.8% as a bonus share.</p> <p>The program is accessible to employees who have obtained permanent contracts after passing the probation period. As of December 31, 2023, a total of 8,638 people are eligible (excluding senior management).</p>
Good Life
Breastfeeding rooms are available in the offices
Contracts are signed with childcare institutions to provide preferential prices
Flexible working hours for back-office staff
"Work from Home Measures" allow back-office staff to work from home
Flexible Leave
Maternity leave and miscarriage leave superior to that of the legal requirement. With no condition on seniority, all employees are paid their full salary
Primary caregivers are offered 9 paid weeks for prenatal checkups and parental leave
non-primary caregivers are also given 7 days of paid parental leave before and after their spouses give birth
A fixed amount of travel vouchers are given each year
Healthcare
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

Employee parental leave application rate, reinstatement and retention rate after taking parental leave in 2023

Item	Males	Females	Total
Employees eligible Note 1 for taking parental leave in 2023	122	239	361
Employees who applied for parental leave in 2023	22	88	110
Expected reinstatement after parental leave in 2023	26	98	124
Actual reinstatement after parental leave in 2023	18	66	84
Actual reinstatement after parental leave in 2022	4	28	32
Employees still on the job 12 months after returning from taking an parental leave in 2022	4	24	28
Application rate <sup>Note 2</sup> (%)	18.03%	36.82%	30.47%
Reinstatement rate <sup>Note 3</sup> (%)	69.23%	67.35%	67.74%
Retention rate <sup>Note 4</sup> (%)	100.00%	85.71%	87.50%



Note 1: Eligible applicants refer to employees who applied for childbirth subsidies in 2021-2023.  
 Note 2: Application rate: actual number of employees applying for parental leave/ employees eligible for applying for parental leave  
 Note 3: Reinstatement rate: Actual reinstatement after taking parental leaves/Expected reinstatement after taking parental leaves  
 Note 4: Retention rate: Employees still on the job 12 months after returning from parental leaves/Actual number of employees reinstated after taking parental leaves (during the previous period)

Franchisee Benefits

The number of President Chain Store Corporation stores exceeded 6,800 in 2023, with a total of 3,649<sup>(Note)</sup> franchisees. President Chain Store Corporation continues to stay updated with franchise profits to take good care of the franchisees, building a franchise environment with peace of mind and stable profits. President Chain Store Corporation also has the physical care and leisure activities of the franchisees in mind. In 2023, President Chain Store Corporation spent NT\$28.43 million in budget for vacation subsidies and other subsidies for franchisees.

(Note) President Chain Store Corporation encourages franchisees to own multiple stores, meaning the number of stores increased and franchisees decreased.

Insurance subsidies and benefits enjoyed by franchisees

Insurance Subsidy	
Group insurance	Franchisees receive 15% of their premiums in subsidy
Franchise owner/ employee mutual support association	A mutual support mechanism between franchise stores that mainly provides funeral assistance for direct dependents
Covid-19 mutual support association	The mutual help mechanism allows franchisees to apply for consolation money when infected with COVID-19
Benefits	
Franchisee benefits trust	Subsidy for investment is given to Encourage investment
Health checkup subsidy	Senior franchisees over the age of 40 with more than 10 years of experience are eligible to receive health checkup valued at NT\$16,000 once every two years along with their spouses who work in the same store
Discounts	Offers from affiliated enterprises, promotions for leisure activities, birthday presents

Talent Development and Cultivation

Employee Education and Training

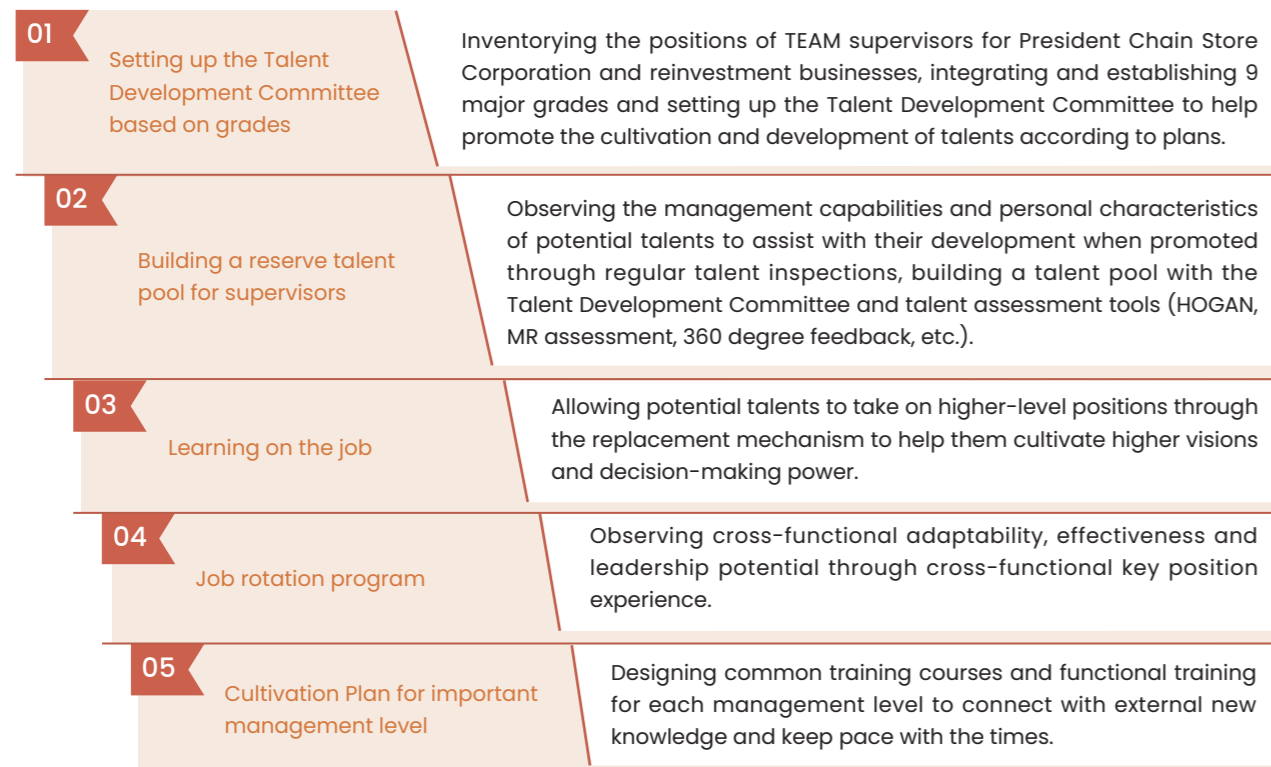
Education and training are the main drivers of organizational growth. To this end, President Chain Store Corporation has spared no effort when it comes to the training and development of our employees. There is no difference in the training and development of male and female employees, and we fully support employees in learning new knowledge and improving their skills. We established the "Common Ability Structure of Office Staff and Regulations for Training Courses" and "Training Management Regulations," detailing the capacity and corresponding courses all employees must attend with training activities defined, assisting them in reinforcing positive behavior or skills. Our goal is to strengthen the sales/marketing training framework, expand group-level training and plan internal and external seminars. The Human Resources Division Talent Development Team and Operation Planning Department Sales Training Team are responsible for implementing education and training throughout the Company.

Training Structure

We have invested in a wide range of channels for continuing education, including guidance from supervisors and peers, knowledge management systems, external training courses, internal training courses, seminars and symposiums, e-learning, on-the-job training, in-service education, as well as training employees into professional internal lecturers who are enthusiastic and happy to share for passing on professional knowledge. In addition to education and training, we provide scholarships for on-the-job training and subsidies for learning foreign languages. We encourage employees to gain work related knowledge when they are off work. In the meantime, we collect employees' feedback on education and training as the foundation for evaluating and adjusting the courses. Employees can express their opinions on education and training through the Integrated Services Center, human resources email, stakeholder section and internal communication platform.

## Key Talent Development Program

Key positions master the core of success and professional capabilities in the enterprise, playing a vital role in the enterprise's operation and shouldering the important responsibility of making decisions. Any vacancy not filled in time has a significant impact on the enterprise. To effectively ensure sufficient supply of key talents for President Chain Store Corporation and its reinvestment businesses, we have built 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. The development of key talent pool and the design of job development plan will foster outstanding talents in the retail industry, fulfill corporate social responsibilities and help the industry move forward. President Chain Store Corporation developed a mechanism for cultivating reserve TEAM supervisors, regularly inventorying and inspecting potential talents, as well as formulating a development plan with practice as the core. The specific measures are as follows:



President Chain Store Corporation conducts an annual review of successor candidates at all levels, and builds key talent pools for different units, customize "personal development plans" for potential talents, encourages cross-unit rotation and assists in development and talent. By 2023, 44 talent review meetings have been held, and a total of 384 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<sup>(Note)</sup> in 2023 was 67.64%.

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

## Statistics on Education and Training

President Chain Store Corporation invests considerable resources into education and training each year, designing and planning different training courses for employees on different levels in different

departments, including new recruit training, level-specific training, stores, public courses for office staff, general education courses and specialized training for each unit. We invested a total of NT\$60,857 thousand in education and training in 2023, with the average training expense of NT\$7,035 per person, with an increase of NT\$5,040 per capita compared to last year. The total education and training hours were 115,149 hours with an average of 13.31 hours per person<sup>(Note)</sup>. The investment in education and training expenses increased significantly in 2023 with the easing of the pandemic, and various trainings have been reverted to classroom courses for training needed by all levels. Moreover, a variety of online digital courses have been created so that the employees can enjoy a good learning environment and satisfy their needs for learning with the dual-track system of flexible independent learning with no time or space constraints and online certification.

(Note) The denominator is calculated based on the average number of employee education and training hours for 8,651 employees on December 31, 2023.

### Average employee training hour in 2023 (including classrooms, online courses and tests, and outbound trainings)

Type of employees	Store employees		Management employees		Non-management		Total	
Total training hours	11,774.5	26,705.5	8,039	2,057	34,205	32,368	54,018.5	61,130.5
Total number of employees <sup>(Note)</sup>	2,561	3,615	203	57	1,013	1,202	3,777	4,874
Average hours of training	4.60	7.39	39.60	36.09	33.77	26.93	14.30	12.54

## Education and Training Courses

### Online Learning Curation

President Chain Store Corporation followed the Company's digital transformation strategy in 2023 to assist the organization and employees in coping with the ever-changing digital environment. To this end, employees are encouraged to develop knowledge and skills in the application of digital technology, data analysis, artificial intelligence, information security, etc., promoting greater efficiency and flexibility, as well as creating innovative operational opportunities. We have carried on with our Online Learning Curation with short courses under half an hour, as well as launching e-newsletters with external resources to allow employees to learn in their spare time. A total of 11,399 people passed the course.

### OPEN Masterclass

OPEN Masterclass offered multiple digital lectures by industry masters to share exclusive knowledge, successful working methods and the key to corporate success, so that all employees can learn and stay on top of trends at any time. In 2023, digital trend lectures were offered to all employees with no restrictions on the topics. A large amount of external digital trend knowledge and technologies were collected and shared with BU. A total of 12 lectures were hosted with a total of 1,981 President Chain Store Corporation employees passing, and BU participated a total of 226 times.



### TK Culture Promotion – ISE (In store Experience)

To practice a bottom-up approach and make sure the supervisors understand how things work in the stores, President Chain Store Corporation means to solve problems in the stores in a timely manner by finding the way to support store staff through learning about key store operations and exchange. Since 2015, we have assisted supervisors in conceiving solutions from the perspective of the stores through customized store experience. Renamed ISE (In-Store Education), the reform plan was launched in 2021 and extended to all back-office staff, allowing office staff and store employees to communicate based on theme learning and working together.

A total of 14 batches were organized in 2023 and for 588 supervisors. A total of 208 batches have been organized so far with 3,124 people engaging in the experience.

### General Legal Education

We utilized the group’s resources and provided legal education with our parent company Uni-President Enterprises Corp., to increase the supervisors’ legal awareness in decision-making. Other common elective courses were also launched to share education and training resources.

#### General Education and Training in 2023

Legal Education	Target audience	Supervisors above team level at President Chain Store Corporation must receive 3 hours of legal education a year. The course is elective for managers of other levels.
	2023 achievements	<ul style="list-style-type: none"> <li>Classroom courses/online courses/lectures: 83 in total</li> <li>Basic legal course: 18,083 people participated, with 13,303 course hours taken</li> </ul>
	Course content	Developing a Culture with Rule of Law and Risk Awareness
	Ethical corporate management regulations	Courses on fair trade, competition law, insider trading prevention, etc. aim at reduce operational risks through education, training and awareness raising, as well as enhancing the philosophy of ethical corporate management of the personnel.
	Food safety regulations	Courses on illegal food advertising, introduction to food safety laws, etc. put food safety as the top priority and continue to establish a comprehensive food safety protection network for consumers.
	Labor safety regulations	Courses such as overview of the Labor Standards Act, Prevention of Workplace Violence and Sexual Harassment, Occupational Safety and Health Act, etc. allowing all colleagues to work together to build a friendly workplace that values occupational safety and health.
	Information security regulations	Courses on preventing information security vulnerabilities, personal data management analysis, etc. can improve the organization’s and employees’ ability to protect and manage data and privacy, as well as developing awareness for information security.

### Cultivation and Promotion of ESG Talents

President Chain Store Corporation launched the Sustainable Management – Environmental Protection, Plastic Reduction and Eco-friendliness in 2023 to look back on plastic reduction actions, as well as communicating their implementation strategies and results in 2022. The course looks into President Chain Store Corporation’s actions and results for sustainable operations, as well as encouraging all employees to participate in eco-friendly actions to make “Planet Sustainability In Our Everyday Life” a reality. A total of 5,777 people passed the course <sup>(Note)</sup>.

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. In 2023, we aimed at cultivating talents in sustainability in the face of climate change and the tide of sustainable development, exploring the impact on corporate internal control from the perspective of ESG risk and corresponding measures to enhance the corporate value in sustainability, as well as improving risk management systems and so on. A total of 11 employees were sent to participate in training courses organized by external professional institutions.

(Note) The 2023 sustainability course was launched at the end of 2023, and is scheduled to be taken offline in mid-2024.

### Enhanced Information Security Education

President Chain Store Corporation continued to enhance the concept of information security and develop awareness of information security crisis, thereby reducing the risk of leakage of important personal and company information, as well as improving the overall information security protection, 1,521 people passed the course in 2023.

### Digital Literacy Promotion Program

We are actively committed to promoting AI literacy, covering not only management within the organization but also all employees. We further expanded our selection courses in 2023 through comprehensive planning on trends, thinking and tools, attracting a total of 619 active participants. We hope that in the wave of digital transformation, every member can master AI literacy and embrace future challenges.

### TOEIC Program

To keep up with the development strategy in the age of globalization, President Chain Store Corporation started working with a company authorized by TOEIC in the second half of 2023 to enhance the language ability of the employees and shape an environment for language learning to cultivate more talents that can be stationed abroad. TOEIC exams exclusive to President Chain Store Corporation were organized to address the needs of employees in different regions as well as complying with the epidemic prevention policy. One on-site exam was organized with a total of 47 participants. In the meantime, four themed courses including grammar, listening, reading and mock exams were introduced with a total of 243 participants.

### Education and Training Courses

President Chain Store Corporation invests tens of millions of dollars in lectures every year, organizing training courses for franchise owners and encouraging them to grow through the selection of outstanding store managers.

Franchisee training can be divided into two categories, namely basic training for franchisees and training for store managers. The basic training for franchisees refers to a total of 172 hours



of intensive training lasting for 4 consecutive weeks, during which the knowledge and skills required to serve as a store manager, such as management ability, account management, quality assurance and expiration date management, as well as knowledge about business laws and regulations are taught. Qualifications for franchisees can only be obtained upon completing the training and passing the test. In 2023, training was completed for a total of 188 franchisees. Store manager training revolves around the annual business theme and the on-site operations. It targets all store managers to boost their management abilities. In 2023, a total of 6,273 people completed the store manager training with the theme of "Case Study of AI Ordering System."

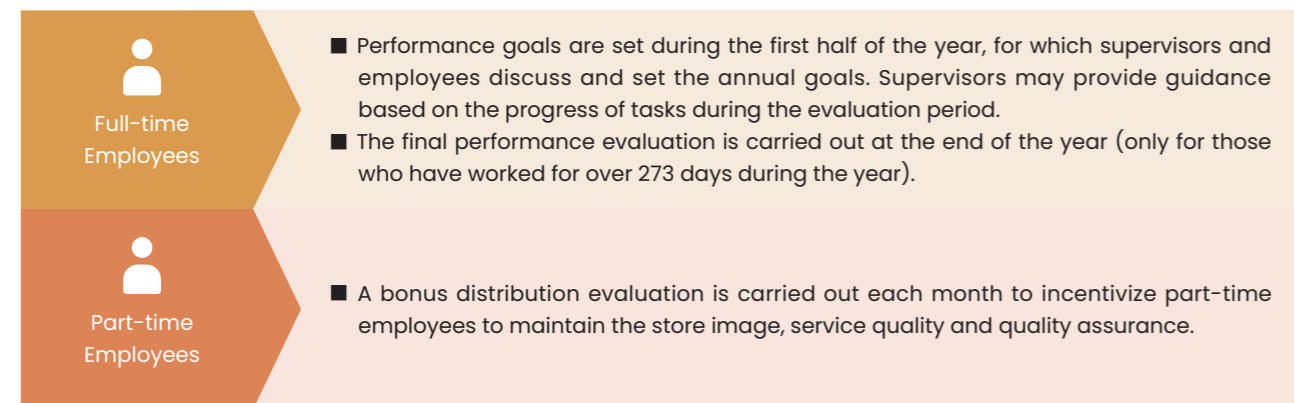
### Performance Management

In the implementation of performance management, besides establishing goals that the Company and employees agree on for driving growth, employees can check the progress of each work goal at any time, and make adjustments or seek the advice of their supervisor to assist with their own development.

#### Performance Management Cycle

President Chain Store Corporation employees receive one performance evaluation a year regardless of gender, as long as the annual performance cycle falls within the days specified for evaluation. The annual performance review index includes two parts. Supervisors and their subordinates have to set a specific percentage of the Company's major metrics, and the remaining percentage is dedicated to individual performance goals while reviewing the performance of the team and individuals. We use a promotion system for employees who continue to show good performance, which means having a higher base salary, benefits, and bonuses for encouraging employees to continue to make progress and contributions. For employees whose performance falls behind, their direct supervisors are required to regularly review and follow up on their performance, in order to assist them in boosting their performance and strengthening their weaknesses.

#### Performance Management System



In addition, President Chain Store Corporation adopts a 360-degree evaluation method to evaluate employees at a specific salary level. The results will be used as a reference for future promotion decisions. Although not all employees have yet been included, we will continue to make the mechanism more objective with the method, which will create a positive impact on the performance of the Company.

## 5.2 Human Rights Management

### Human Rights Policy

In order to protect human rights, President Chain Store Corporation 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. In addition to the commitment to provide a friendly and safe working environment and protect employees' right to collective bargaining, we also prohibit any illegal discrimination, sexual harassment, illegal physical and mental abuse in the workplace and intimidation. To this end, we have formulated the "Sexual Harassment Prevention, Complaints and Handling Measures" to actively address such cases, as well as prohibiting forced labor, human trafficking and child labor.

### Human Rights and Labor Audits

To protect employees' labor rights, lower the operating risks of affiliated enterprises, and ensure compliance with labor laws and regulations, President Chain Store Corporation provided training regarding the Labor Standards Act to 249 people in 2023. In addition, President Chain Store Corporation regularly conducts human rights and labor audits on its headquarters, regional offices, directly operated stores, tier-1 suppliers, and joint ventures within its scope of operations. Please refer to "President Chain Store Corporation Human Rights Due Diligence Procedure" for other human rights risk assessments and mitigation measures.

Target	Own operations		Franchises and tier-1 suppliers		Joint venture
	Head office	Directly operated	Tier-1 suppliers	Franchise stores	Mister Donut
Human rights issues	1. Overtime work 2. Salary management	1. Overtime work 2. Salary management	1. Overtime work 2. Occupational safety and health 3. Labor rights of foreign workers	1. Overtime work 2. Salary management	1. Overtime work 2. Salary management 3. Occupational safety and health
Audit actions and frequencies	1. Monthly attendance record inspection 2. Unscheduled labor audits by competent authorities	1. Monthly attendance record inspection 2. Unscheduled labor audits by competent authorities	Supplier audit (including occupational safety and health and labor conditions)	Annual franchise store labor conditions inspection	Audit on occupational safety and health and working conditions
% of total assessed in last three years	100%		83.27%		100%



	Own operations	Franchises and tier-1 suppliers		Joint venture
Identified risks	No abnormality or legal violations	Failure to install hazard isolation equipment, failure to regularly inspect and maintain equipment, failure to conduct employee health examinations, failure to provide warnings in texts that are legible to foreign workers, etc.	Irregular attendance records and shifts not complying with the Labor Standards Act	In 2023, 13 people worked more than 100 hours of overtime in a single month
% of total assessed where risks have been identified	0%	9.31%		100%
Remediation actions taken	—	Tier-1 suppliers for private-label brands have incorporated ISO 45001	All records have been reviewed by responsible cadres, and all deficiencies have been corrected	The scheduling mechanism has been adjusted and a continuous fryer has been introduced to reduce manpower needs
The number of sites/sessions with mitigation plans	—	9	385	1
% of risk with mitigation	—	100%		100%

### Workplace Violence Prevention

In recent years, violent attacks in the workplace have occurred from time to time in convenience stores. To this end, the Ministry of Labor has formulated the "Guidelines on Safety and Health Guidelines for the Prevention of Workplace Misconduct of Convenience Stores," as well as including them in labor inspection guidelines. In response to the effort to prevent misconduct in the workplace by the competent authorities, the Company has reviewed various implementation actions one-by-one through cross-division cooperation to set short, medium and long-term goals, as well as reviewing, reinforcing and strengthening everything from measures to facilities. The results are submitted for internal review by the Labor Inspection Office in Taipei with great recognition. The Company was invited to receive praise and share its best practices at the "Sustainable Development Goals for Health in the Workplace: Illegal Infringement Prevention Seminar" organized by the Labor Inspection Office in Taipei. The key achievements are as follows:

Hazard prevention with education and training as top priority	Course content is designed for newcomers, current employees and management. The Company provides a variety of online learning courses through the digital learning platform to enhance hazard risk identification and response capabilities of all employees.
Records and results	Cross division cooperation is carried out in line with internal and external guidelines and standards, so as to guide the stores to complete all tasks in compliance with the laws and regulations.
Provide a safe workplace	The 110 video reporting app is installed on the company phone in stores, reminding employees to prioritize their own safety in case of safety hazards, informing employees to exercise their right to refuse to work in case of hazards (moving to a safe area, such as the restroom or warehouse with locked doors), installing flash siren facilities in the stores, etc. All the mechanisms help employees in situations where help is needed, both in terms of deterring external violence and increasing the chance of seeking rescue.

### Prevention and Handling of Discrimination

President Chain Store Corporation attaches great importance to equality and tolerance in the workplace. In addition to its commitment to prohibit any illegal discrimination, sexual harassment, illegal physical and mental abuse, as well as intimidation in the workplace in its Human Rights Policy, it has also formulated "Sexual Harassment Prevention, Complaints and Handling Measures" to properly address relevant violations. In 2023, a total of 7 sexual harassment complaints were received, of which one was invalid after investigation, 2 were third-party sexual harassment incidents by customers against employees, and 4 were internal sexual harassment incidents between employees. For cases that were confirmed, violators were penalized depending on the severity of the circumstances, including changing their job functions or taken to the police to pursue criminal responsibilities. Announcements were made in a manner that appropriately concealed identifiable personal information for increased awareness.

In order to prevent workplace misconducts, President Chain Store Corporation has made "Prevention of Workplace Violence, Discrimination and Sexual Harassment" a mandatory training course, as well as providing department heads with online training related to the prevention of workplace violence, discrimination and sexual harassment. In August 2023, the course on preventing illegal infringement and sexual harassment in the workplace was updated as an online course. A test must be completed afterwards. Employees of franchise stores were also included in the courses. By the end of 2023, the total completion rate of the new and old versions of the course reached over 95%.

#### Sexual Harassment Incident Handling Procedure

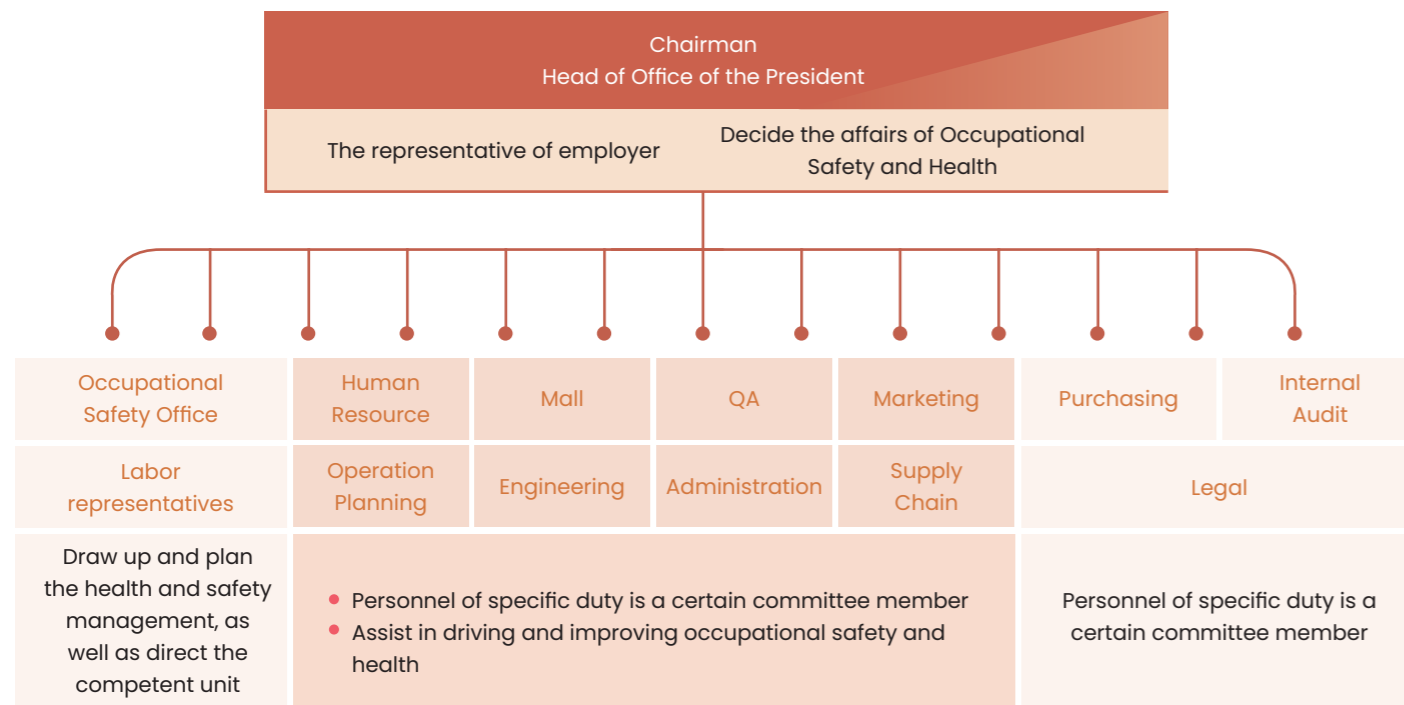
Dedicated unit	Complaint channels	Investigation Process
Human Resources Department	Applicants can lodge complaints through channels such as stakeholder mailboxes, audit offices, and employee relations mailboxes.	After receiving the case, a designated person is assigned to conduct the case investigation. During the investigation process, the information of both parties will be kept confidential. After the investigation is completed, a sexual harassment complaint handling committee will be convened to review the case. If the case is established as sexual harassment, the content of the case will be sent to the Rewards and Punishment Committee to determine the level of punishment. All appeal cases will be handled within 2 months after acceptance.

## 5.3 Occupational Safety and Health

### Occupational Safety and Health Committee

To ensure that all employees have a safe and healthy work environment, we established a level 1 Occupational Safety Office and an Occupational Safety and Health Committee in accordance with the Occupational Safety and Health Act. The committee has a total of 29 members, in which 10 are labor representatives elected by employees, accounting for 34.48% of all members. The Occupational Safety Office has 3 full-time staff members (1 safety manager, 1 health manager, and 1 safety and health manager). The committee convenes on a quarterly basis, with the employer representative serving as the chairperson and the Occupational Safety Office and nurses giving quarterly reports during the meeting. All units give presentations on target programs, with supervisors of the highest level of each unit and labor representatives to discuss the Company's safety and health matters. The meeting also establishes occupational safety targets, discusses the progress, with a management review meeting each year reviewing, coordinating and making recommendations on safety and health matters, ensuring the suitability and effectiveness of occupational safety and health. In addition to the aforementioned meetings, stakeholders can express their opinions on occupational safety and health through the Integrated Services Center, designated email address, stakeholder section and internal communication platform. In case of an occupational safety and health incident, the Occupational Safety and Health Committee will convene supervisors of relevant units and labor representatives to coordinate, suggest and review occupational safety and health matters. Actions are taken in accordance with the PDCA (Plan-Do-Check-Act) management system process to ensure reliability, as well as improving occupational safety and health.

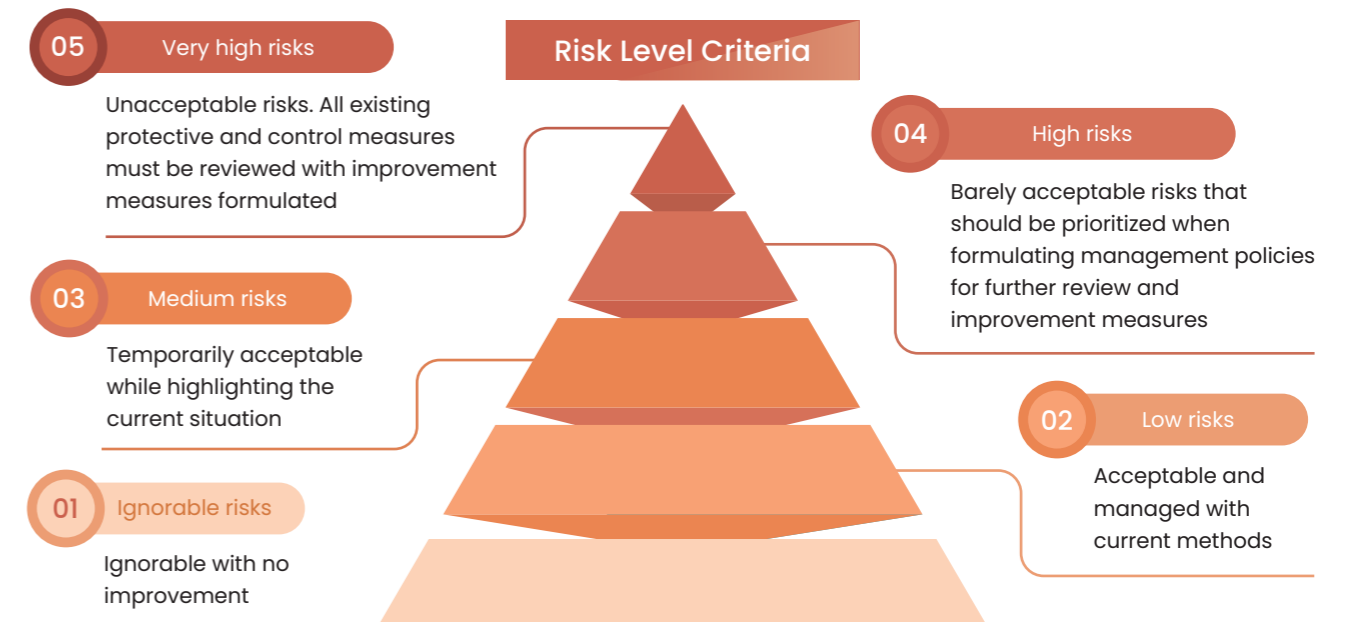
#### Occupational Safety and Health Committee



### Occupational Safety and Health Policy

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 2023 were for the frequency-severity indicator to be lower than the retail industry's average in the past three years according to the Occupational Safety and Health Administration, Ministry of Labor, and for there to be 0 cases of serious occupational safety incidents. We took the following actions to achieve this goal: safety and health education and training, hazard identification and risk assessments, as well as safety audits. Furthermore, we continued to implement the Overload Prevention Plan, Human Factor Hazard Prevention Plan, Illegal Violence Prevention Plan, and Maternity Health Protection Plan to protect employees' health and safety through prevention measures and risk identification.

President Chain Store Corporation conducts a risk assessment every year, and all risk assessment personnel and internal auditors received 6 hours of education and training in 2023 to ensure the quality of the process and the ability of personnel to identify relevant hazards and consequences according to different operations. In the meantime, existing protective measures are confirmed to assess and classify risks based on the severity of the occurrence, as well as determining whether the risk can be reduced through control measures. The residual risk after improvement measures will also be continuously monitored and measured. If the dedicated unit adds new equipment, operating procedures or changes operating procedures, occupational incidents and non-conformities that affect risk performance are not included in the scope of routine assessment. In 2023, a total of 79 operations were evaluated in 6 different venues, including the stores, shopping centers, construction sites, laboratories, private-label manufacturing factories and offices. The risk assessment determined that both software and facility control measures existed. The result of identification shows 29 risks in the first level, 39 risks in the second level, and 11 in the third level. Overall, there was no high risks of the fourth and fifth levels. In other words, only acceptable risks were identified and current management measures remain valid.



In order to reduce the probability of occupational accidents for employees, accidents are monitored through the occupational safety reporting mechanism and investigated to confirm the details. Under special circumstances, such as workplace misconduct, the employee care mechanism will be activated immediately to provide necessary protections and assistance. The hazard is identified by exploring the cause of the incident, inspect and analyze the opportunities for improvement, evaluate the safety equipment, strengthen personal protection (such as resisting external violence with reporting software), as well as making improvements based on strengthening the personnel's emergency response capabilities through education and training. Among them, online courses such as "Safety and Hygiene at Night in the Workplace" and "Unlawful Infringement and Sexual Harassment Prevention in the Workplace" also enable employees to understand that in situations of immediate danger, they should exercise their right to refuse work and protect their own safety, and that employees who exercise their right to refuse work will not be subject to disciplinary actions. This can eliminate and lower the risks to prevent similar incidents, safeguard work safety and create a friendly workplace.



**Four Major Occupational Safety Plans**

President Chain Store Corporation promotes workplace protection plans in accordance with the law to identify risk factors, select improvement methods and implementation through identifying and evaluating high-risk groups and risks. Doctor's health consultation appointments are arranged with working hours adjusted or shortened, or tasks changed. President Chain Store Corporation conducts health checks, management and promotion to develop a code of conduct for employees, organize relevant education and training, as well as evaluating and improving the effectiveness of implementation to protect employee health.

**Overload prevention plan**

There were 33 cases risking overwork in 2023, with the employees who needed medical consultations completing their doctor's visits. Health management, medical treatment or stress relief suggestions were provided, and the risks are deemed as acceptable.

**Human factor hazard prevention plan**

In 2023, doctors and nurses followed up with 708 employees who were suspected to be at risk in the questionnaire on musculoskeletal symptoms, providing them with health promotion or medical advice. The re evaluation results showed that there was no work related hazard.

**Illegal violence prevention plan**

In 2023, a total of 16 workplace misconduct cases were reported through the internal channel, all of which have been closed. President Chain Store Corporation provided medical assistance, job function adjustments, and psychological counseling in line with the individual circumstances of the victims. Violators were punished depending on the severity of the case, with their job functions adjusted or taken to the police to pursue their criminal responsibility. We re examined and evaluated, as well as promoting improvement measures to prevent similar incidents reoccurring afterwards.

**Maternity health protection plan**

In 2023, medical staff completed maternal health protection for a total of 125 employees who were pregnant, within a year of childbirth or breastfeeding in accordance with the law. All potential health hazards caused by the workplace were assessed with preventive care recommendations provided. The risk were kept on the first level.

**Implementation of Occupational Health and Safety**

In addition to the scope of occupational safety and health, education and training fire safety drills have been included in education and training so as to improve the resilience when disasters occur. In addition, the occupational safety training exchange session has been held for three consecutive years (2021-2023) with a total of 115 suppliers participating. In November 2023, a seminar and training was organized on the practical risk management of occupational safety and fire protection for factories, with a total of 37 private-label manufacturers participating.

	Description	2023 Performance
Safety and Health Training	Certification training (Class C occupational safety and health/ first aid): Outsourced for a training unit to provide training on safety and health certification needed for work to enhance knowledge and skills on safety and health.	8,193 people certified in total
	"Building Escape Drill" course: Impromptu escape drills were organized to improve the vigilance and speed of escape of the employees for enhanced safety.	572 people completed training
	Course on "Occupational Safety and Health Education and Training for Newcomers": To prevent occupational accidents, newcomers should understand the risks in the workplace while strengthening concepts on safety and health.	143 people completed training



	Description	2023 Performance
Safety and Health Training	Workplace misconduct hazard identification training: The stores are trained to identify, evaluate and control the working environment or operational hazards based on the actual risks on site.	162 people completed training
Environmental Monitoring (Head Office)	The quality of drinking water receives inspection each quarter. The concentration of carbon dioxide and lighting are checked every six months.	The results exceeded standards.
	The disinfection frequency was once a quarter in 2023.	
Contractor Management	Supplier security agreement organization meeting: The meeting was hosted in June 2023 for contractors all over the country (for decoration, utility, signboard, general repair).	103 suppliers attended the meeting.
	In 2023, the risk assessment of the construction site <sup>(Note)</sup> exposed unsafe behavior and environment.	The order of the top five risk factors included failure to wear a safety helmet, incomplete pre work education, falling, cutting and electric shock.
	Agreement organization meeting for new contractors: In 2023, an agreement organization meeting was held for new contractors to obtain information on safety and health operation regulations.	18 meetings were convened.

(Note) Construction site means the construction site where the store is renovated.

President Chain Store Corporation standardizes contractors' compliance with occupational safety and health-related laws and codes of conduct for third-party suppliers in procurement contracts that third-party suppliers have signed, so as to ensure contractors' safety and health concepts and protect their labor rights. President Chain Store Corporation formulates operating standards for high-risk machinery and equipment, roofing methods, and notification of hazards when repairing existing stores. A contractor safety agreement organization meeting is organized prior to commencement to reduce construction risks. Unannounced site audits are conducted each year, and penalties are given to contractors with flaws. In addition, the former Deputy Director from the Kaohsiung City Labor Standards Inspection Office were invited to serve as lecturers during the agreement organization meeting for contractors to explain relevant safety and health regulations in order to strengthen the safety concept of contractors and reduce the probability of disasters.

### Occupational Safety and Health Management System and Health Certification

President Chain Store Corporation continued to pass regular inspections for ISO 45001 Occupational Safety and Health Management System with zero deficiencies in 2023, with the internal audits and external certifications covering the scope of the 830 employees working in the head office in line with the management system, accounting for 9.59% of all employees. The employee coverage for relevant internal audits reached 100%, with 77% of franchised stores conducting internal occupational safety and health audits <sup>(Note)</sup>. As the head office implements the drafting, planning, supervision, promotion and overall management of occupational safety and health management matters, the internal management

guidelines of the Company have been formulated in accordance with the transition to the ISO45001 occupational safety and health management system to extend to all employees (for directly-operated and franchise stores). To show our determination in building a safety culture in line with international standards, we will engage all employees to create and maintain a friendly and safe workplace. We will also continue to include contractors in these efforts. In order to make sure the suppliers comply with occupational safety and health regulations and supplier code of conduct, the Occupational Safety Office and the Supply Chain Management Department promote the "Five-Year Plan of Occupational Safety Certification," which runs from 2019 to 2023. Pre-communication preparations were carried out in 2019, and comprehensive counseling is carried out from 2020 to 2022 to strengthen the concept of occupational safety and health in the factories through self-inspection, on-site counseling and education and training. Suppliers for private-label products are encouraged to obtain ISO45001 third-party certification, as the threshold for signing subsequent manufacturers for private-label food products. The end goal is having all suppliers for private-label products receive ISO45001 third-party certification.

Six exclusive manufacturer in the fresh food category were inspected in 2023, producing noodles, rice, salads, fruits, bread, etc. respectively. Guidance on on-site equipment process risks and ISO45001 system was offered. Suppliers also received occupational safety training courses. One training session on "Private-label Brand Occupational Health and Safety and Fire Hazard Exchange" was held this year with 37 suppliers participating to enhance their ability to identify equipment operational safety risks, as well as helping suppliers understand the system management and operational structure, so that they can inspect site safety on their own. There were 42 private-label manufacturers in the food category, with 36 verified by the ISO45001 occupational safety management system, and 85.7% obtaining ISO45001 certification.

(Note) If the store had not been open for over three months during the last audit of the year, no internal audit arrangements would be made. The annual inspection does not cover all franchise stores.

### Occupational Health and Safety Audits

The Occupational Safety Office conducted occupational safety and health risk assessment and unannounced audits for different working environments, targeting back office, stores and shopping enters. In 2023, a total of 261 inspections were conducted, of which 31 had zero defects, with 432 defects improved at an improvement rate of 100%. The number of inspections increased by 33.8% compared to the year before, as we inspected more stores and construction sites.

	Audit Action	Audit Frequency	2023 Results	Mitigation Measures
Directly Operated Stores	Store self-inspection and district advisor reviews for occupational safety and health	Each May	The store performed self-inspections and reviews	Mitigation measures are tracked by store managers

(Note) No penalty was received for violating occupational safety and health regulations in 2023.

	Audit Action	Audit Frequency	2023 Results	Mitigation Measures
Franchises	Store self-inspection and district advisor reviews for occupational safety and health	One self-inspection a year (prior to the universal inspection done by a third-party)	The store performed self-inspections and reviews	Follow-up guidance and tracking was arranged by store supervisors for stores with abnormalities

	Audit Action	Audit Frequency	2023 Results	Mitigation Measures
Con-tractors	Unannounced occupational safety and health inspection at construction sites	Each month	A total of 140 inspections were conducted, of which 11 had zero defects. The number of inspections increased by 32% compared to the year before.	An agreement organization meeting was organized for suppliers (for decoration, utility, signboard, general repair) in in June 2023 with the former Deputy Director from the Kaohsiung City Labor Standards Inspection Office serving as the lecturer, explaining relevant safety and health regulations in order to strengthen the safety concept of contractors and reduce the probability of accidents.

### Statistics on Occupational Injuries

President Chain Store Corporation strives to reduce occupational injuries. We have achieved zero cases of work-related fatalities or critical injuries for 6 consecutive years through various safety and health management plans, with a recordable occupational injury rate (disabling frequency rate) of 1.64 in 2023, and the frequency-severity indicator was 0.17 in 2023, lower than the retail industry's average of 0.35 in the past three years (2020-2022) according to the Occupational Safety and Health Administration, Ministry of Labor. The recordable occupational injury rate of all employees in this year decreased compared with the previous year through confirming the incident, exploring the cause, understanding the problem, and then taking improvement measures such as facilities, management (education, training, campaigns, etc.), personal protective equipment, etc. to prevent similar incidents. The scope of occupational injury statistics in this report covers employees in the head office and directly-operated stores. Occupational injury data from franchise stores has been included for 2023. Please refer to the appendix for the statistics of disabling injuries of employees, franchises and contractors in 2023.

#### Number and type of injuries by employee gender in 2023 (excluding traffic incidents)

Type	Falling, tumbling	Tripping	Object falling	Cuts, lacerations, scrapes	Exposure to high/low temperatures	Improper maneuver	Others	Total
Employees	3	9	1	5	2	3	3	26
Franchises	0	2	0	1	1	0	0	4
Contractors	3	0	0	0	0	0	0	3
Manu-facturer	0	1	0	1	0	0	1	3

(Note) The three falling accidents from the contractors were caused by workers accidentally falling while installing lighting fixtures on the ladder, resulting in bruised ribs and some flesh wounds. Improvement measures include selecting suitable climbing tools for the task and strengthening education and training for contractors.

### Health Promotion Activities

Employees are a vital asset of the Company, and keeping employees healthy is one of President Chain Store Corporation's goals for creating a happy enterprise. The Happy Cooperative Society was established in 2010 to help the employees cope with stress from life and work, as well as building a healthy body, mind and interpersonal relationships. Professionals trainers were hired to train employees with passion as volunteers. Volunteers would approach employees or referred them to professional help to provide them with effective assistance in a timely manner. As of 2023, volunteers spent 2,952 hours caring for 3,842 people. Health promotion activities, and a friendly environment for pregnant women and mothers, etc. were also adopted so that employees can maintain their health and maintain a sense of happiness.

#### Resources and Services

	2023 Performance
Health Check and Follow-up	Full time employees who are over 35 years old with 5 years of experience are offered health checkups superior to the statutory requirement for prevention, early diagnosis and treatment. A total of 6,025 people received checkups in 2023, with coverage reaching 83%. Advanced health checks are provided for senior employees, with a total of 2,616 people eligible for subsidies to prevention diseases by early diagnosis and early treatment.
Individual Healthcare Services	We provide 10 on site doctor services each month superior to legal requirements. A total of 509 employees received health consultations from doctors, and another 194 received health consultations from nurses.
Health Promotion App	"Fitness Life Circle" was set up for the employees through the app. Four events were organized in 2023 (each lasting a month), including Riddle Challenge, Carbon-reduction Forest, Summer Hiking Fun and Adventure at the Sea. In addition, a total of 6,611 people participated in the measurement and recording event, with a total of 33.43 million calories burnt (the equivalent to approximately 4,342 kilograms) from walking throughout the year.
Vaccination	A total of 5 vaccination sessions were held at the vaccination station in 2023, with a total of 352 people receiving vaccinations, including 153 for influenza vaccine, 125 for next gen vaccine, 54 for herpes zoster vaccine, and 20 for pneumococcal vaccine.