

2021 Key Achievements



Managing a Transparent and Ethical Enterprise

- Awarded as one of the Top 25 Global Brands in Taiwan in 2021
- 2021 TCSA “Taiwan Corporate Sustainability Award”
- 2021 TCSA “Corporate Sustainability Report Award” – Bronze

Shaping a Safe and Healthy Food and Drink Culture

- Customer complaints on Food Safety Point 1 – **No anomalies**
- The number of points for Food Safety Point 2 issues **decreased by 42%** from the same period last year.
- In 2021, a total of **13** products were selected as **elderly-friendly products**
- In 2021, a total of **23** products attained the **Heath Food Certification Label**
- **11 products** won the **Superior Taste Award** Certification (ITI)
- **2 products** were awarded the **Monde Selection** certification
- **2 products** received Customer Satisfaction Award, DAVINCI International Innovation and Invention Expo – Gold and SNQ Label.
- **2 products** won the IAC International Coffee Tasting -Gold



Commitment to Environmental Sustainability

- In 2021, **NT\$430.27 million** was invested in environmental protection matters
- The percentage of tea leaves locally procured in 2021 **was 97%**.^{Note}
- Continued to improve raw material output rate in 2021 with the output rate of **milk** reaching **96.8%**, **soybean** extraction rate reaching **97.53%**, while **tea** extraction rate improved to **92.57%**
- Introduced ISO 14064-1:2018 for plant-wide GHG inventory. Each plant initiated its energy conservation and carbon reduction programs. This year **GHG was reduced by 5,269 metric tons of CO₂e, saving NT\$31.65 million in energy consumption costs**
- Improved water efficiency – this year, **10.25 million liters of water consumption was reduced**, saving management costs by **NT\$0.27 million**
- Xinshi Plant introduced circular economy by using biogas generated from wastewater treatment, expected to generate **720,000 kWh of electricity a year**.
- Committed to packaging material reduction by introducing CSD soda bottle and thinning of PE plastic film for paper bowls, **reducing 56.8 tons** of plastic material use per year.

Note: Local procurement is defined as first-tier suppliers in Taiwan, without taking in account the location of second-tier suppliers.

Building a Healthy and Happy Workplace

- 2021 Cheers **Top 15 Most Desired Companies** for the New Generation
- 2021 Cheers **Top 1 Most Desired Company** in Life Manufacturing Industry
- Safety and Health Family of Xinshi General Plant **won 2021 Safety and Health Family Performance award**
- Safety and Health Family of Yongkang General Plant **won 2021 Safety and Health Family Performance award**



Creating a Healthy and Happy Tomorrow

- Due to the trend of digitalization and COVID-19, how to stay away from **metabolic syndrome was promoted via online interactive games, with over 48,000 participants**.
- 43 celebrities and leaders responded to the 80–90 cm Waistline Measurement Day on social media platforms, reaching **35 million** followers; **965,000** free waistline tape measures were given away.
- Organized “**My Plate, My Health Color**” online diet quiz to convey nutrition knowledge to the public, with a total of **14,000** participants.
- A total of **NT\$7.37 million** is invested annually in the long-term training programs for poor outstanding college students, rural schools and talents of the disabled, after-school in rural areas, benefiting approximately **2,225** students.
- In 2021, nutritional milk for lunch was provided to **230** schools, benefiting **7,305** disadvantaged schoolchildren.
- Promoted community canteens for the elderly – in 2021, the event was conducted in **25** communities, benefiting **1,100** senior citizens.
- Donated **NT\$3.63 million** worth of practical materials and supplies to the social affairs bureaus of **20** counties and cities, benefiting **21,360** families.
- In response to the COVID-19 outbreak, we initiated “join hands to prevent COVID-19” project. In addition to donating supplies to local governments, NGOs, we also initiated a COVID-19 prevention and home relief program to help disadvantaged families. We helped organizations to cope with COVID-19 by donating **approximately 4.05 million**, benefiting **6,460** people.
- **18** CSR events were held jointly with the Group’s Bus, foundation, companies in different industries and others. Over **35,000 participants** took part with **127** media exposures.