

# Shaping a Safe and Healthy Food and Drink Culture



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## 2.1 Bring Assuring Dining Experience and Food Safety: A Chronological Review

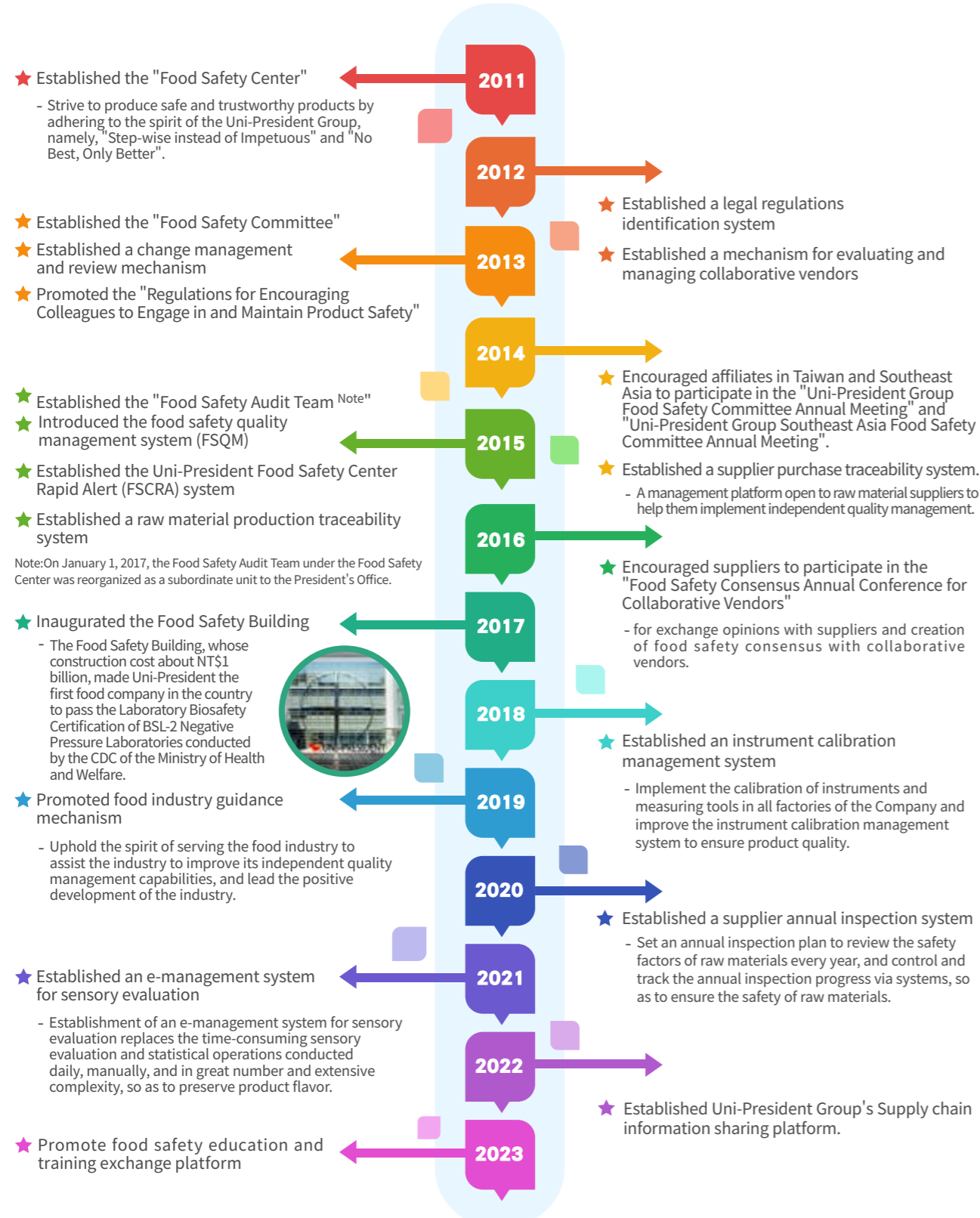
(GRI 3-3、GRI 416-2)

Uni-President upholds "product innovation" as its core corporate value, always puts the health and safety of customers first, continues to develop healthy and delicious products, and is constantly committed to new product research and development and the innovation or introduction of related technologies, creating a number of innovative and revolutionary leading products. To implement "food safety", Uni-President has continuously poured resources and honed its professionalism every year, to provide consumers with high-quality and safe products.

Material Topic	Food safety
Corresponding GRI Indicators	GRI 416: Customer Health and Safety
Policy and Commitment	"Zero Food Safety Risk" is Uni-President's core value and commitment  <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">                           Food Safety Policy of Uni-President                     </div> <div style="text-align: center;">                           Quality Assurance Policy of Uni-President                     </div> </div>
Goal	<ul style="list-style-type: none"> <li>Establish 3-point food safety management and drug residue goals to strengthen food safety and quality management.</li> <li>Construct a food safety culture and implement food safety awareness to all employees while shouldering the responsibility of food safety as required by consumers.</li> </ul> ※See the " <a href="#">Sustainable Value Chain</a> " chapter for the annual management goals and the goal-fulfilling status.
Action Plan	<ul style="list-style-type: none"> <li>Set up a Food Safety Center (FSC) and organize a Food Safety Committee that connects the food safety control of all departments to reduce food safety risks.</li> <li>Establish a quality control laboratory and a food safety laboratory, while proactively gaining TAF and TFDA certifications to strengthen food safety testing capabilities.</li> <li>Formulate a supplier management policy and improve supplier management through on-site assessments, remote video assessment and raw materials supplier visits.</li> <li>Each production plant runs international food safety management systems such as ISO 22000 and FSSC 22000 certification to improve the management capabilities of plants.</li> </ul>
Evaluation Mechanism	<ul style="list-style-type: none"> <li>Form a Food Safety Audit Team to periodically perform internal and external food safety risk monitoring inspections according to the annual plan, ensuring the implementation status of food safety controls.</li> <li>Continue to maintain the validity of international food safety management systems and laboratory certifications.</li> <li>Comply with food-related laws and regulations.</li> <li>Report to the Board of Directors on the implementation status of ethical management and regulatory compliance on an annual basis.</li> </ul>
Grievance Mechanism	<ul style="list-style-type: none"> <li>Establish a Consumer Service Center and provide consumers with multiple channels (0800 hotline, official website, service mailbox and retailer feedback) for product inquiries and complaints.</li> <li>Set up an independent food safety hotline and reporting mailbox as a channel for internal employees to report and complain about product-related issues.</li> </ul>

## Uni-President Food Safety Milestones

### Food Safety Highlights



## 2.2 Food Safety Management

(GRI 3-3 · GRI 416-1)

People's concerns about food safety have become an issue that cannot be ignored in society. With more than 50 years of presence in Taiwan, Uni-President's business philosophy has extended from the manufacturing of food that meets consumers' basic needs to taking care of consumers' daily life, and even catering to the needs of consumers. We play a leading role in the development of comprehensive consumer lifestyle industry.

Faced with the high expectations of society and consumers for the food industry, our food safety control system is based on the consistent management regulations. We ensure the safety and health of all products that are provided for the public from the perspective of the value chain, including management of raw materials, manufacturing process, retail channels, and customer after-sales services. It is expected that the industrial influence can be exerted to lead the positive development of the industry and form a good cycle.

### 2.2.1 Creating a Food Safety Management Mechanism

To ensure food safety, Uni-President has established a Food Safety Committee to coordinate group management and perform audits on affiliates with the Group's system. In addition, we integrate food safety-related information through the FSC Rapid Alert System (FSCRA) and the Regulatory Identification System. At the same time, we also have a dedicated food safety hotline in place to encourage colleagues to jointly implement the food safety policy. In response to the recent food safety incident in which government units randomly inspected other company's products and detected Sudan red dyes, they are a regular inspection item for Uni-President's daily management. After this incident, the Company continues to strictly implement inspections and simultaneously requires suppliers to step up inspections to ensure product safety.

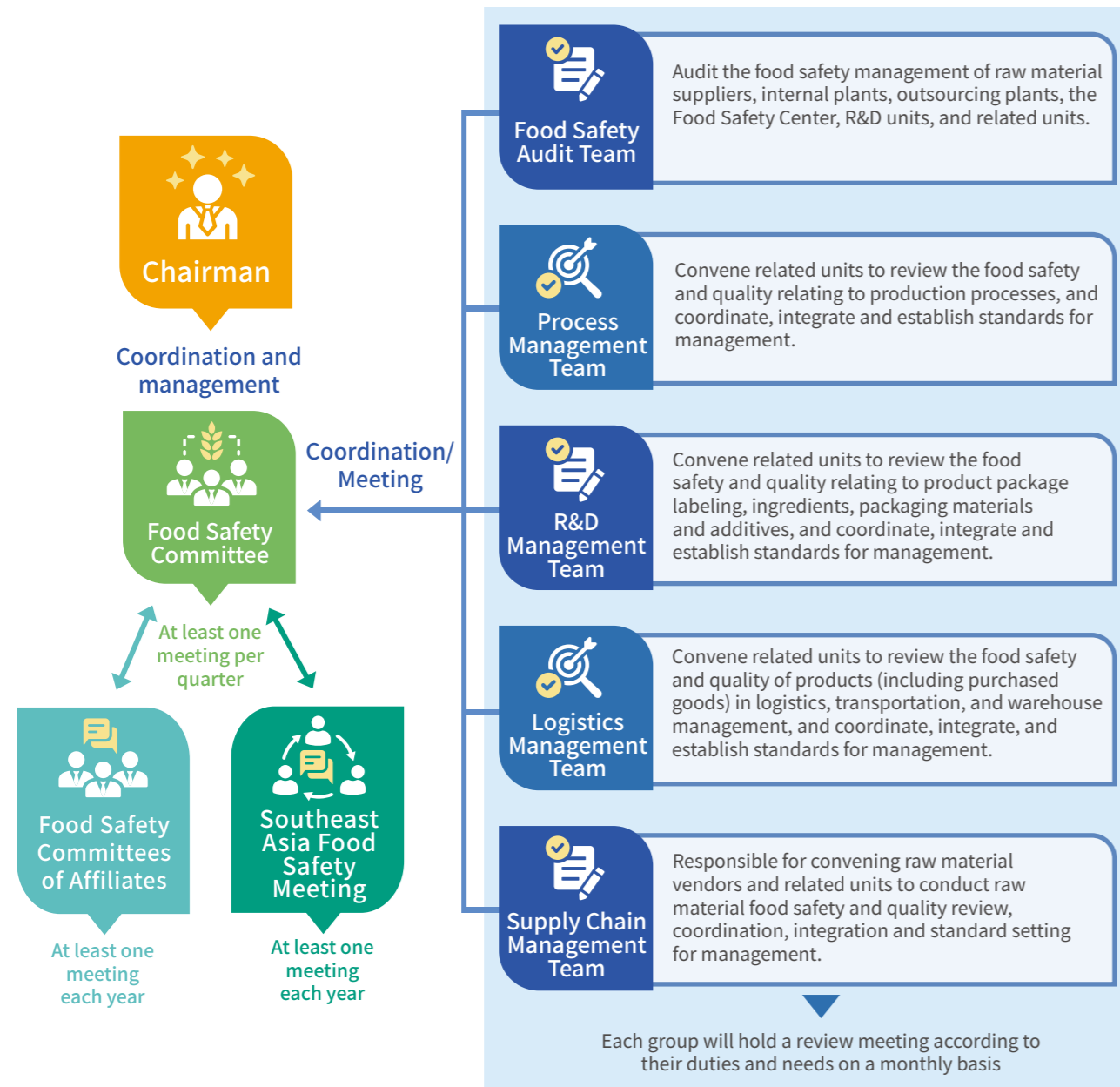


### Food Safety Committee

The chairman of Uni-President is the convener of the committee and appoints the head of the Food Safety Center, Purchasing Division, Logistics Group, Commercial R&D Institute, Technical Group, each business unit, Food Safety Audit Team, and Public Relation Office as members. The Food Safety Committee set up five groups and held at least one food safety meeting every quarter to discuss and resolve matters related to food safety and quality management. Uni-President establishes operating procedures of the Food Safety Committee in accordance with the "Organizational Structure and Operating Procedures of the Food Safety Committee," which covers 100% of our product types.

The Food Safety Committee held 35 food safety meetings in 2023. 1 Group food safety meeting was held on December 27, 2023 and 1 Southeast Asia food safety meeting was held on January 24, 2024.

## Procedures, Teams and Responsibilities of the Food Safety Committee



## Food Safety Core Work Priority

Since 2018, Uni-President has set goals each year for tracking and grading customer complaint incidents as well as drug residue management. These goals are distributed into five working groups to implement management targets and performance tracking. To allow more accurate management performance inspection, since 2019, the frequency of incidents have been included in the weighted calculation as a management evaluation indicator. By using the number of points as the management evaluation indicator, the security control risk caused by the target setting of the number of incidents in the past is improved. In 2023, there were no violations and drug residues in finished products, and zero customer complaints about abnormalities in the first-level of food safety. The number of food safety's second-level customer complaints in 2023 increased by 56% compared with the same period last year. The main reason was that factory workers accidentally touched the valve assembly while repairing machines in 2023, resulting in the backflow of sparkling water into the pure water system. Therefore, in response to this abnormal incident, the OEM cut off and disconnected the pipe between outlet pipe of finished product barrel and bubble pipe as a systematic foolproof. During the in-plant noodle making process, the seasoning liquid and batter are repeatedly deep-fried in frying box to produce fine charred substances that adhere to the products. Therefore, the factory optimizes the cleaning technique of frying box to reduce the recurrence of abnormal incidents and strengthen the achievement of annual goals.

## The Core Working Practices of Food Safety Management

Item/Objective	Tracing and grading of customer complaints	Drug residue management
Management Focus	<ul style="list-style-type: none"> <li>Food Safety Point 1: Incidents that would potentially cause significant harm to the human body</li> <li>Food Safety Point 2: Incidents that would potentially cause minor harm to the human body</li> <li>Food Safety Point 3: Events apart from Food Safety Point 1 and 2</li> </ul>	Drug residue in finished products
Working Teams	Supply Chain Management Team, Process Management Team, R&D Management Team, Food Safety Audit Team, Logistics Management Team	Food Safety Audit Team, R&D Management Team, Supply Chain Management Team
Implementation Details	Production process, R&D, suppliers, warehousing and delivery, quality control and inspection, and project improvement	Supplier source management, pesticide and animal drug residue testing and continuous improvement and optimization of projects

## Audits on Affiliates

In addition to coordinating Uni-President Group's management system by the Food Safety Committee, we also perform audits of affiliates to help with their improvements. Thus, we prepare an annual audit plan for affiliates at the beginning of each year, and these audits are performed in accordance with the "Affiliate Food Safety System Evaluation Items. Considering that in the past, food safety assessments of related companies were based on chapter content and section regulations, as of 2022, the number of deficiencies had dropped to 0-3 items per company, and the average evaluation score reached as high as 98.08 points. It is obvious that the relevant enterprises have reached a high level of management in terms of food safety system management. Therefore, this year's review of related enterprises will focus on the key issues for targeted management and improvement. The sources of these issues are primarily compiled from all reports from 2021 to June 2023, which are further categorized into four main issues: customer complaints (abnormalities) management, management of subcontractors and raw material suppliers, management of labeling and advertising, and management of food loss and waste. After review and inspection, a total of 42 recommendations were made to optimize the management of four major topics, of which 41 have been improved, and 1 is yet to be improved and it is expected to be completed before September 30, 2024. All affiliated enterprises are also included in the implementation evaluation, and to establish and implement countermeasures and plans for responding to improvement and optimization measures.

## Affiliate Food Safety System Evaluation Items



## 2023 Statistics of Audit Recommended Items

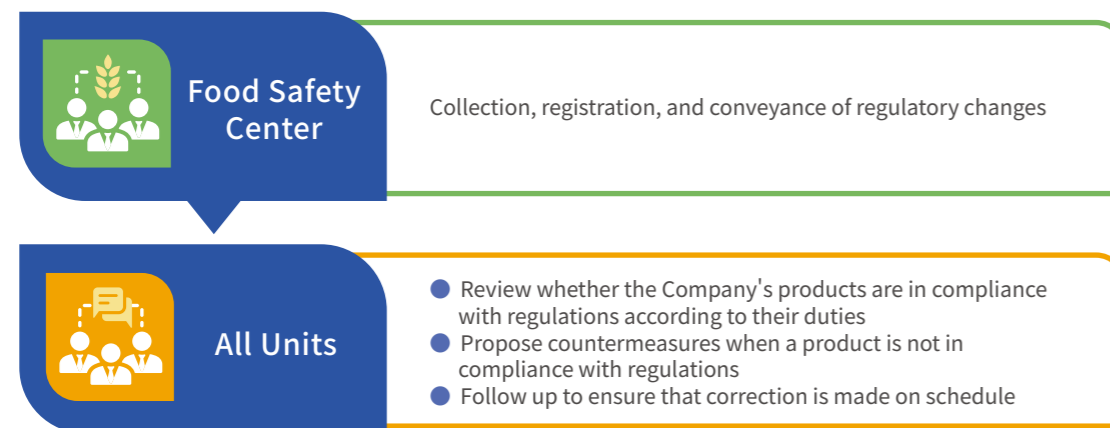
Item	Number of Pieces
Customer Complaints (Abnormalities) Management	12
Management of Subcontractors and Raw Material Suppliers	10
Management of Labeling and Advertising	13
Management of Food Loss and Waste	7
<b>Total</b>	<b>42</b>



## Regulatory Identification System

In order to respond to the ever-changing food safety regulations, Uni-President has established a "Product Regulatory Change Management Process". Through the coordinated operation of the Food Safety Center and relevant units, the regulatory identification system is used to conduct identification and inventory, and at the same time, the safety of all Uni-President products is assessed. Relevant laws and regulations such as hygiene and quality, inspection methods, etc. may be affected by changes in regulations. We must immediately formulate response measures to ensure that all the Company's products comply with laws and regulations, effectively manage and control food safety risks, and avoid damaging consumer health and the Company's reputation.

## Product Regulatory Change Management Process



In 2023, the Food Safety Center supervised 63 cases of food-related regulatory changes, which covers all product categories (100%). The Food Safety Center initiated 63 regulation identifications in accordance with regulatory changes. These 61 cases have been closed before January 22, 2024; 2 unclosed cases were still pending internal and manufacturer review and revision of the standard document. They all will be confirmed and revised before the enforcement date of the regulations, and are expected to be finished on December 31, 2024.

The Act Governing Food Safety and Sanitation and its enforcement rules promulgated by the Taiwan Food and Drug Administration (TFDA), Ministry of Health and Welfare, are the major laws and regulations applicable to Uni-President products. Please visit the TFDA website for details regarding related laws and regulations (<https://www.fda.gov.tw/TC/law.aspx?cid=62>).

**Initiated 63 regulations identification cases based on changes in regulations**

- ✓ 61 regulations identification cases have been closed
- ✓ It is expected to be confirmed and amended before 2024/12/31



In 2023, we were not subject to fines due to violation of the "Act Governing Food Safety and Sanitation" or related enforcement rules, regulations, or guidelines, and there was no product required by the competent authority <sup>(Note)</sup> to be removed from shelves.

Note: The term "competent authority" refers to the MOHW, TFDA, or other local or central competent authorities.

## The Food Safety Center Rapid Alert System (FSCRA)

In order to ensure effective communication and management mechanism of food safety information in the factory, we have, since 2015, established the Food Safety Center Rapid Alarm (FSCRA) system. The FSCRA system collects information associated with our products on a daily basis and notifies all response units. Through the FSCRA, related units are able to propose countermeasures for food/cosmetics/pharmaceuticals/feeds.

## Operating Procedures



## 2023 List of notifications from the Food Safety Center Rapid Alert System (FSCRA)

- Number of notifications in 2023: 365
  - Proportion of product category affected: 100%
  - Number of cases requiring follow-up: 31
- The above mentioned cases have been tracked and solved before December 18, 2023.

## Food Safety Hotline

For product safety and label content, Uni-President has established "Regulations for Encouraging Colleagues to Engage in and Maintain Product Safety" to encourage employees to report any concerns regarding advertisement, labels, ingredients, and legal inconsistencies of current Uni-President products through the hotline or mailbox. These reports are processed by the Audit Division, after which, the Food Safety Committee will conduct an investigation alongside related units. Depending on the significance of the report, the responsible units will review and take the necessary actions.

Furthermore, we provide protection and rewards to the employee making the report. The maximum reward can be up to NT\$7.5 million. Employees can express their opinions on all company food products (100%) on the food safety hotline. In 2023, the food safety hotline did not receive any employee feedback case.

## 2.2.2 Building Food Safety Professional Capacity

Food safety has been Uni-President's ongoing and persistent commitment and our ultimate goal is to raise our food safety standards to international levels. Given this, not only have we invested in high-standard professional equipment, but we also make an effort to enhance food testing capabilities and strengthen professional talent. To build food safety professional capabilities, apart from strict internal food safety control, we also provide testing services to external parties to help spread our influence of food safety to the outside world, contributing to food safety standards in Taiwan.

## Certified Laboratories and Testing Items

As a means to strengthen the control capabilities of food safety, we continue to invest in equipment and additional testing items to enhance our ability. In addition to establishing QC laboratories in each production plant, the FSC has also set up a food safety laboratory. Moreover, efforts have been made for each laboratory to attain TFDA and TAF certifications. For more information on certified laboratories, please refer to appendix- ESG information – TFDA- and TAF-Certified Laboratories.

Raw materials and finished products are examined together by both the Food Safety Center and the Quality Control Section based in each factory. If the results of inspection of the incoming materials do not meet the requirements listed in the specifications, the Quality Control Section will decide them to be unfit and reject them. The Quality Control Section will issue a raw materials anomaly liaison sheet to the purchasing unit to prod the supplier to put forward improvement and prevention measures, desiring to enhance the reliability of supply quality.

In 2023, the QC Section and Food Safety Laboratory compiled a total of 219 groups of practical testing items (excluding the test items for projects commissioned by external clients) for ingredients, materials, and finished products. These items include the physical and chemical properties and safety factors. Testing methods have been certified by the TFDA or the TAF. In addition, testing is conducted with respect to the methods established by the Ministry of Health and Welfare and the Bureau of Standards, Metrology & Inspection or internationally accepted test methods (e.g. AOAC).



As of December 31, 2023, up to 658 testing items of Uni-President's laboratories have been certified by the TAF and TFDA as food-related testing items.

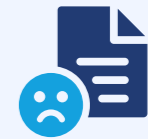
Note: Please refer to the "List of TFDA- and TAF-Certified Items" in this report for certified items.



### Anomaly Form of Finished Products and Materials Inspection in 2023

- Anomaly rate for finished products: 0.10%
- Anomaly rate for raw materials: 0.25%

Note: The ratio of the number of cases of anomaly in finished products and raw materials identified in a test performed by the Quality Control Section in 2023 to the total number of tests of finished products and raw materials performed by the Quality Control Section in 2023.



### 2023 Food Safety Management Expense Statistics

- Food safety control expenses<sup>Note</sup>: NT\$326.83 million
- Percentage of net sales revenue in the standalone financial statements: 0.70%

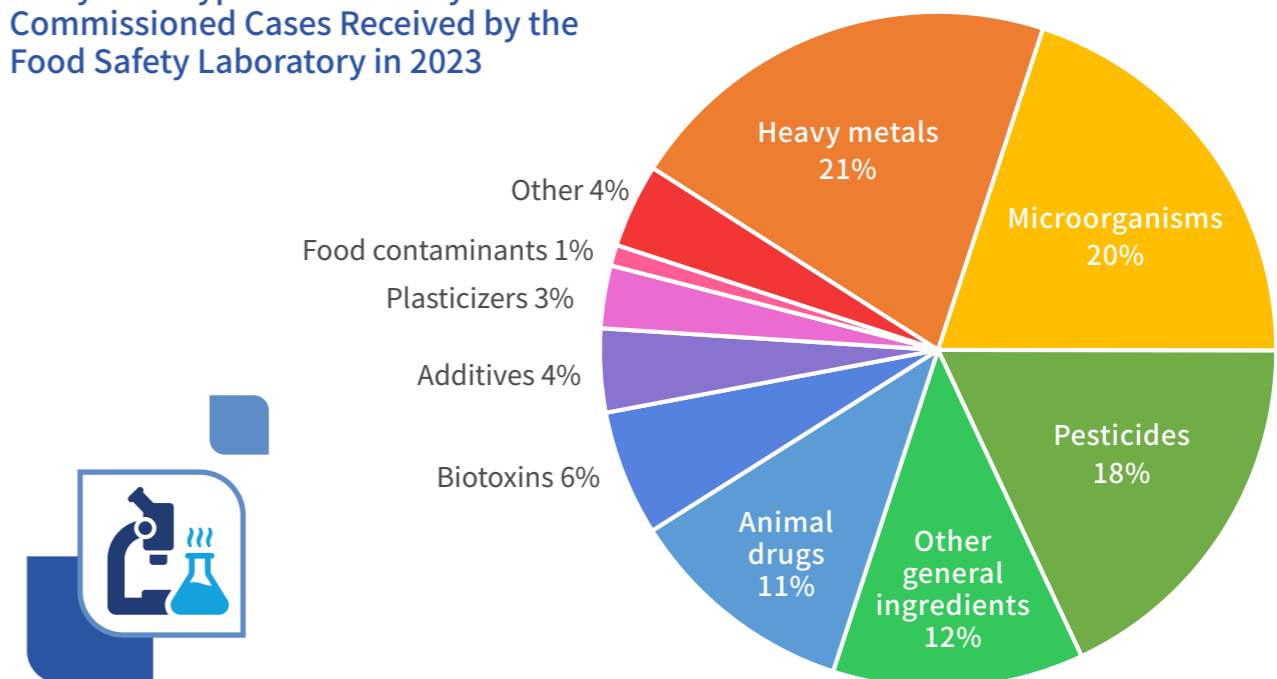


Note: Food safety control expenses include laboratory expenses and external inspection fees

## Expand Food Safety Testing Influence

In order to meet the demands of food safety service in Taiwan, not only do we apply strict measures on ourselves within the Company, but we also share lab technology and resources in related industries by undertaking testing from external units, including food manufacturers, suppliers, schools, catering industry, and agricultural associations. Of these external testing cases commissioned in 2023, most were for heavy metals, microorganisms, pesticides and animal drugs. Uni-President will continue to improve its lab software and hardware facilities as well as the professional testing capabilities of its employees, further contributing to Taiwan's food safety.

## Analysis of Types of Externally Commissioned Cases Received by the Food Safety Laboratory in 2023



## 2.2.3 Cultivate Food Safety Talent

### Capacity Test Comparison

To ensure the quality of food safety inspection and the capabilities of the inspection unit upon performing tests, we conduct capability comparison between inspection units through test standards, test conditions and homogeneous samples. Finally, the test results from each inspection unit are compiled, analyzed and evaluated so as to understand the inspection capabilities of the Group's production plants, quality control and OEMs. The autonomous management capacities of inspections are also optimized according to the capacity inspection comparison results.

### Professional Licenses and Education and Training

Uni-President has established the "Rewards and Allowances for License and Certificate Acquisition," which applies to all Uni-President employees. As of December 31, 2023, a total of 149 employees obtained food safety certifications.

Furthermore, to reinforce the soft power, increase food safety awareness, and enhance the food safety knowledge among our employees, we continue to arrange courses related to food safety, hygiene management and testing. At the same time, we strive to develop the external counseling ability of the FSC staff. In 2023, the number of participants in food safety training reached 13,339, with a total training of 30,759.50 hours.



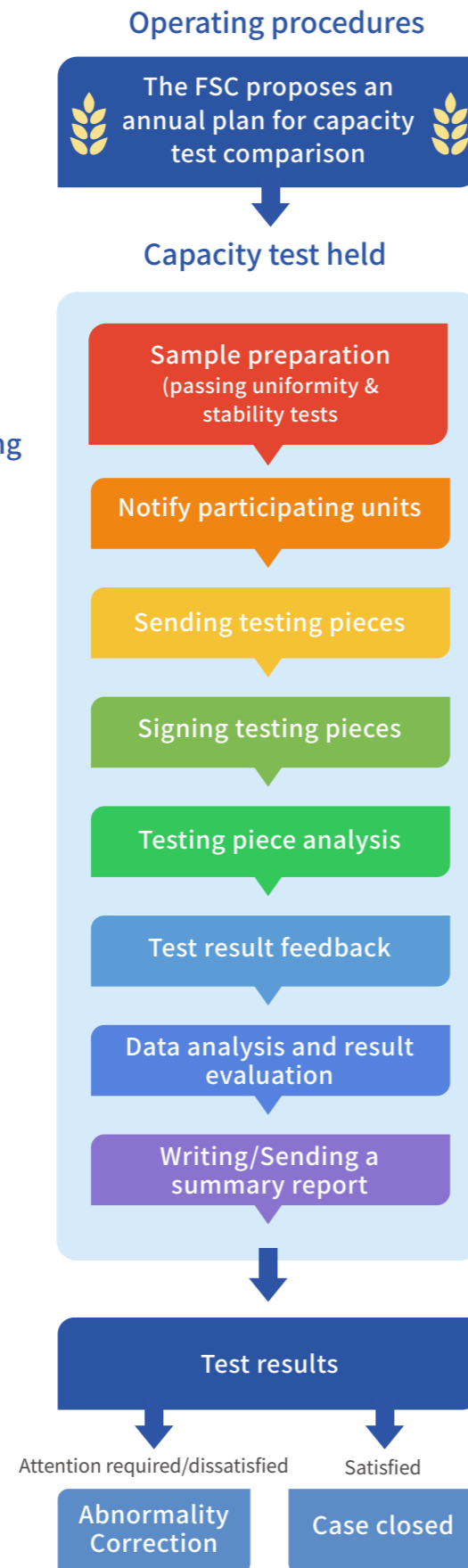
#### 2023 Food Safety Education and Training

- ✓ 13,339 employees received training
- ✓ Total 30,759.50 training hours



In 2023, as many as 149 personnel obtained food safety-related certificates, an increase of 2.76% compared with 2022

Note: For professional licenses attained within the past 3 years, please refer to Appendix – ESG Information – Food Safety-related Certificates and Licenses



### Provide Food Safety Education and Training to Outsiders

Uni-President is committed to promoting food safety awareness among the general public, and strengthens society and the food industry's management of food quality and safety through food safety education and training courses. Therefore, in January 2023, we officially established a food safety exchange platform to actively develop food safety management-related courses, with participants including affiliated companies, subcontractors, and raw material suppliers. We train professional lecturers with Uni-President's years of experience in food safety management. We combine social resources to hire industry lecturers to promote food safety management courses through our food safety platform. We also communicate with external companies to help improve overall food safety and quality management in the food industry. As of the end of 2023, a total of 27 courses had been offered, of which 16 were routine external courses; 11 were customized corporate courses, with a total of 704 participants, which represented an increase of 5 times compared to 2022.

Routine external courses (16 courses in total)	2023 customized business classes (11 courses in total)
1. Instrument calibration and plant management practice training class	1. Intermediate training courses on food sensory evaluation and practical application
2. Food plant cleaning and disinfection practice course	2. ISO/TS 22002-1 and FSSC 22000 V5.1 additional requirements key training course
3. Courses on vector control practices management in food factory	3. Advanced course on food sensory evaluation and practical application
4. Food microbiological testing course	4. Food sensory evaluation course
5. Food sensory evaluation and practical application course	5. Outsourcing supplier selection and evaluation course
6. Food Industry cross-contamination prevention and control practical course	6. Practical course on vector prevention and control (two classes in total)
7. ISO 22000:2018 food safety management system clause training and revision practice course	7. Food safety and hygiene training course
8. FSSC22000 revision practical course (new)	8. Outsourcing OEM manufacturer evaluation practical course
9. Auditor training practical class	9. OEM autonomous management practical course
10. Food plant sampling and statistical application class	10. Customer complaint handling and communication skills course
11. Courses on environmental monitoring and management practices in food factory	11. Food safety and hygiene management law seminar course
12. Food factory OPL (One Point Lesson) education and training	
13. Training on the seven basic quality control tools in food factory	
14. Courses on rectifying and managing anomalies in food factory	
15. Food safety control system (HACCP) practical training course (new)	
16. Courses on marketing creativity and food advertising regulations (new)	

★ A total of 704 people attended the class.



## 2.3 Supplier Management

(GRI 2-6、GRI 308-2、GRI 414-2)



In order to provide consumers and society with high quality and safe food products, we make an effort to maintain the taste of our products and reduce food safety hazards. At the same time, we also strive to reduce the use of additives to eliminate food safety risks. In this process, the cooperation of contractors is required, and the contractors are very important to the stakeholders and Uni-President Group. Therefore, we attach great importance to the management of contractors.

### 2.3.1 Supplier Management Mechanism

Uni-President produces a wide variety of products with complex raw materials. We manage suppliers in the production supply chain by establishing the Supplier Code of Conduct and management requirements. Moreover, we effectively reduce food safety risks through on-site assessments, remote video assessment, raw materials supplier visits and supplier traceability checks, as well as a comprehensive track and trace system.

#### Supplier Management Strategy




At Uni-President, we ask our suppliers to respect employees, value workplace safety, and take the responsibility for society and the environment. They are also required to comply with the laws and regulations of the countries and regions in which they operate. Moreover, suppliers are encouraged to require their upstream suppliers to endorse and adopt related guidelines.


 Code of Conduct	Code of Ethic	<ul style="list-style-type: none"> <li>• Meet regulatory requirements</li> <li>• Ethical management</li> <li>• Confidentiality obligation</li> <li>• Intellectual property rights protection</li> </ul>
	Labor and Safety	<ul style="list-style-type: none"> <li>• Compliance with relevant regulations</li> <li>• Labor rights protection</li> <li>• Provide a healthy and safe workplace</li> <li>• Occupational safety and health management</li> </ul>
	Social and Environmental Responsibility	<ul style="list-style-type: none"> <li>• Compliance with relevant regulations</li> <li>• Encourage green procurement</li> <li>• Emphasis on operational environmental responsibility</li> </ul>
 Management Requirements	Qualification Review	<ul style="list-style-type: none"> <li>• All suppliers of raw materials must be approved by the evaluation team before procurement.</li> <li>• Must be registered on the "Food Business Registration System"</li> </ul>
	Quality Management	<ul style="list-style-type: none"> <li>• Food raw materials and packaging suppliers who come into contact with food must acquire ISO 9000, HACCP, ISO 22000 or FSSC 22000 food safety management system certification.</li> </ul>
	Contract Performance System	<ul style="list-style-type: none"> <li>• CSR terms must be incorporated in the procurement agreement. It may be terminated or revoked immediately when any violation of the CSR policy is involved.</li> </ul>

## Supplier Management Aspect

Through the three major aspects, we review and track deficiencies to improve our grasp of raw material quality as well as supplier operating standards in order to strengthen the control over food safety.

In 2023, we adopted diversified evaluation methods. In addition to on-site evaluation, remote video evaluation will also be conducted to improve the efficiency of evaluation and allow more flexible time to continue to maintain high-quality product food safety management. In addition to reviewing documentation, video tools are used to consult and examine the implementation of key factory management aspects, with mobile phones used for direct video or photo documentation of critical production site elements to support the evaluation.

Management Aspect	Audit Method
 Audit of Operational Procedures	<p><b>Document review</b></p> <p>Execution frequency: From time to time</p> <ul style="list-style-type: none"> <li>• Suppliers of unprocessed agricultural, livestock and aquatic ingredients</li> <li>• Traders only handle import procedures, and their goods are shipped directly from the port to the Company's warehouse</li> <li>• Adopt existing qualified third-party suppliers or OEMs of the Group's affiliates</li> </ul> <p><b>On-site assessment/remote video assessment</b></p> <p>Execution frequency: Audit frequency is determined by risk</p> <ul style="list-style-type: none"> <li>• Domestic food suppliers</li> <li>• Primary processing plants of agricultural and livestock products</li> <li>• Traders</li> <li>• Overseas manufacturers</li> <li>• Traders (packing plants) of food-grade detergents/chemicals</li> <li>• Suppliers of food-grade detergents/chemicals</li> </ul>
 Maintenance of Material Quality	<p><b>Visits to raw material suppliers</b></p> <p>Execution frequency: From time to time</p> <ul style="list-style-type: none"> <li>• Domestic food suppliers</li> <li>• Primary processing plants of agricultural, livestock and aquatic products</li> <li>• Traders</li> </ul>
 Specific Audit Topic (Audit by the Food Safety Audit Team)	<p><b>Supplier Traceability Check</b></p> <p>Execution frequency: Unscheduled audits without warning</p> <ul style="list-style-type: none"> <li>• Domestic food suppliers</li> <li>• Primary processing plants of agricultural, livestock and aquatic products</li> <li>• Traders</li> </ul>



## On-site Assessment / Remote Video Assessment

We have formulated the "Supplier Assessment Procedures" in accordance with the "Regulations on Good Hygienic Practice for Food" and the "Regulations on Food Safety Control System." Assessment items of these procedures are applied based on the type of the suppliers.



### Supplier Assessment Items

Suppliers of food-grade detergents/chemicals	Domestic food suppliers
<ul style="list-style-type: none"> <li>Management and Regulations</li> <li>Process and product control</li> <li>Nonconforming product management and traceability</li> <li>Environmental health</li> <li>Employee health and safety</li> <li>Facilities and equipment</li> <li>Disease vector management</li> <li>Product protection and emergency response</li> <li>Inspection and testing</li> <li>Warehouse and transportation</li> <li>Corporate social responsibility</li> </ul>	<ul style="list-style-type: none"> <li>Management and Regulations</li> <li>Critical control point and hazard analysis food safety systems</li> <li>Process and product control</li> <li>Nonconforming product management and traceability</li> <li>Environmental health</li> <li>Employee health and safety</li> <li>Facilities and equipment</li> <li>Disease vector management</li> <li>Food safety and emergency response</li> <li>Inspection and testing</li> <li>Warehouse and transportation</li> <li>Corporate social responsibility</li> </ul>
Primary processing plants of agricultural, livestock and aquatic products	Traders (packing plants) of food-grade detergents/chemicals
<ul style="list-style-type: none"> <li>Raw materials management</li> <li>Quality and supply capacity</li> <li>Factory cleaning and hygiene</li> <li>Process management</li> </ul>	<ul style="list-style-type: none"> <li>General management</li> <li>Warehouse and transportation management</li> <li>Packing process management</li> <li>Waste management</li> </ul>
Overseas manufacturers	Traders
<ul style="list-style-type: none"> <li>Raw materials, additives, processes, products, and other food safety management</li> </ul>	<ul style="list-style-type: none"> <li>Raw materials management</li> <li>Supply capacity</li> </ul>

In 2023, 156 out of 563 food raw materials suppliers applicable to the Supplier Evaluation SOP completed the on-site evaluation, a 27.7% evaluation completion rate. A score over 60 and without significant deficiencies is required to pass the evaluation. Evaluation items include whether the food safety and hygiene management systems are ineffective and whether the food has immediate safety hazards and can be improved immediately. All suppliers passed the assessment.

Note 1: The 563 suppliers were food raw materials suppliers who had business dealings with the Company in 2023 included suppliers not subject to the Supplier Assessment Procedures. (e.g., OEM factories, dairy farmers).

Note 2: The 156 suppliers include the number of food raw material suppliers trading with us in 2023 and undergoing an on-site evaluation in accordance with the "Suppliers Evaluation Procedures", excluding the number of suppliers subject to a book review, e.g., suppliers of raw agricultural/livestock/aquatic products and suppliers importing commodities by themselves (such as: wheat, corn, etc.).

On-site assessments performed on overseas suppliers were completed in 2016, with each one passing the assessment. According to Risk Control Principles, as there were no recent major risk incidents, on-site assessments were not performed for overseas suppliers in 2023. When necessary, on-site assessments will be proposed for overseas suppliers in the future.

### 2021–2023 On-site Assessment Percentage

On-site Assessment	2021	2022	2023
A. Number of all raw material suppliers <sup>Note 1</sup>	543	569	563
B. Number of suppliers applicable to the Supplier Assessment Procedures	401	416	545
C. Number of domestic suppliers that performed on-site/video assessments <sup>Note 2</sup>	168	152	156
Ratio of on-site/video assessments to all suppliers (=C/A) <sup>Note 3</sup>	30.9%	26.7%	27.7%
Ratio of on-site/video assessments to suppliers applicable to the Supplier Assessment Procedures (=C/B)	41.9%	36.5%	28.6%

Note1: Food raw material suppliers who had business dealings with the Company for the year included suppliers not subject to the Supplier Assessment Procedures. (e.g., OEM factories, dairy farmers).

Note 2: The suppliers include the number of food raw material suppliers trading with us and undergoing an on-site or a video evaluation in accordance with the "Suppliers Evaluation Procedures", excluding the number of suppliers subject to a book review, e.g., suppliers of raw agricultural/livestock/aquatic products and suppliers importing commodities by themselves (such as: wheat, corn, etc.).

Note 3: Video assessments are performed due to COVID-19.



### Visits to raw material suppliers

We periodically perform on-site assessments not only to evaluate whether the operating procedures of suppliers are in compliance with Uni-President's standards, but we have also classified anomalies in raw materials during incoming acceptance into Food Safety Point 1, Point 2 and Point 3, while conducting corresponding management and tracking.

Classification of Anomalies of Raw Materials During Incoming Acceptance	Management Method
 <ul style="list-style-type: none"> <li>Food Safety Point 1</li> <li>Food Safety Point 2</li> </ul>	The Food Safety Audit Team carries out a supplier on-site visit and follows up improvement
<ul style="list-style-type: none"> <li>Food Safety Point 3</li> </ul>	The QC Section will determine whether or not to initiate unscheduled visits, and based on the key points of the visit, the "Audit Form for Unscheduled Visits on Raw materials Suppliers" will be established. During the visit, if one of the items fails to reach certain qualification criteria, it will be deemed a deficiency. Suppliers with deficiencies are required to complete the Quality Improvement Tracking Form for Raw materials Suppliers within one week.



## Results of visits to raw material suppliers in 2023

Object for visits	Subject for visits
Suppliers of raw materials rejected by QC for nonconformities during the incoming acceptance, or suppliers of raw materials (excluding raw cheese farmers) with anomalies found during production.	Audit the management of materials/processes/ finished products/others.

### 2023 results of the visits

In 2023, the QC Section audited 24 suppliers in 36 visits. Process management was the main cause of defects. Corrections of all defects had already been completed before January 26, 2024.

## Supplier Traceability Check

With reference to the "Food Trace and Track System," the Food Safety Audit Team formulated the "Inventory of Traceability on Level 2 Raw materials and Production Inspection Measures for Suppliers." Traceability and production audits are conducted based on the type of manufacturers and traders. There are four audit topics. Among them, the "production history check" refers to the raw materials used by suppliers in production, meaning traceability check for level 2 raw materials. Inventory items include import declarations, import licenses, certificates of raw material origin, COA (Certificate of Analysis), shelf-life, food safety testing reports.

**Audit Topic**

- ✓ Production history check
- ✓ Production process check (for manufacturers)
- ✓ COA of testing report check
- ✓ GHP (Good Hygienic Practices) management (including warehousing) check

In 2023, the Food Safety Audit Team audited 567 suppliers in 567 visits. Good Hygiene Practice (GHP) was the main defect. Corrections of all defects were all completed by December 31, 2023.

## Construction of the Food Trace and Track System

With reference to the "Regulations Governing the Trace and Track System of Foods and Relevant Products" promulgated by the Ministry of Health and Welfare, food operators are required to carry out traceability supply source management or trace product flow for the food supply process. Uni-President has already established traceability data in the written or digital format from raw materials suppliers to outgoing shipments of the finished products on the next level. Moreover, Uni-President has conducted traceability in accordance with the "Food Traceability Management System" established based on internal regulations, which covers 100% of our product types (excluding livestock and aquatic feed).

In 2023, Uni-President has uploaded the Food Traceability Management System with a total of 478 products, accounting for 100% of all Uni-President food products (excluding feed for livestock and aquatic animals). We also achieved 100% development of the Food Traceability Management System and use of electronic receipts according to the legal requirements.

The complete data has been uploaded to the Ministry of Health and Welfare's "Food Traceability Management System (Ftracebook)" (<https://ftracebook.fda.gov.tw>)

### Uni-President Group's Supply Chain Information Sharing Platform

As a means to integrate the Group's supply chain resources, the Group's supply chain information sharing platform was planned and created in 2022. Information on current qualified suppliers is integrated and provided to affiliates with access to it. By doing this, not only can repeated assessments of affiliates be reduced, the chance for the Group to use unqualified suppliers is at the same time decreased. Furthermore, the compilation of deficiencies from the Group's supplier assessments can help the Group focus on food safety management priorities.

**Application Mechanism :**

- (1) Information of qualified suppliers from assessments conducted by all affiliates/a list of suppliers that the Company no longer trade with or will not trade with is filed in the platform to integrate the Company's partners.
- (2) The supplier information and assessment status is available on the platform for all affiliates.
- (3) All affiliates engage in exchanges on a regular basis and review current assessment measures (including using the report that has been assessed by the Group).

**Benefits :**

- (1) Quick and accurate search for the Group's qualified suppliers
- (2) Reduce the management procedures and operation of repeated evaluations
- (3) Reduce the risk of using new suppliers that are not on the Group's qualified supplier list



## 2.3.2 Supplier Counseling

As a means to effectively control food safety risks, Uni-President takes a proactive approach to conduct supplier management by performing assessments and audits. Abnormalities occurring during the process are listed as projects for management and counseling for improvement. To reduce food safety risks of suppliers, improvements we make are: source management, workflow optimization, process optimization, equipment enhancement, and pollution prevention of personnel. At the same time, based on the principle of achieving mutual benefit, we continue to reinforce our suppliers to exert our influence as an industry leader.


### Guidance from Third-party Suppliers in 2023

Project Name	Guidance for fresh food company in implementing contract manufacturing management system	<p>Photo</p>
Counseling Content	Since 2023, due to the insufficient production capacity of soups and porridge products, the fresh food company will need to find an OEM with stable quality and qualified products to expand its production capacity. Since the fresh food company had no relevant past experience in contract management, it requested guidance from Uni-President. The counseling content includes OEM evaluation and selection, OEM evaluation, and on-site management. Through the guidance of consultants, trainees are inspired to first understand their own needs and further consider the management system that is suitable for their companies.	
Explanation of Guidance Effectiveness	Assist fresh food companies in establishing OEM management regulations suitable for their own companies, and train fresh food company personnel to have the ability to manage OEMs, so as to cope with the lack of production capacity and the need to find OEMs with stable quality and qualified evaluation.	

<b>Project Name</b>	Promote third-party OEM management counseling project
<b>Counseling Content</b>	After diagnosing the current situation of partner suppliers, we break down the OEM operations into 10 major processes and review them with customers one by one, including OEM decision review, new OEM management, existing OEM management, contract signing, OEM processing, quality control, etc. to identify five major problems, guide the client in their thinking, and provide optimization recommendations.
<b>Explanation of Guidance Effectiveness</b>	By diagnosing and summarizing five major problems and proposing five major improvement strategies, we help third-party manufacturers optimize their OEM management operations and establish a systematic management mechanism to improve their self-management capabilities.


<b>Project Name</b>	Established a descriptive evaluation and guidance project for fresh food companies	 
<b>Counseling Content</b>	Diagnose the current status of evaluation mechanism for fresh food companies, propose 4 major problems and group them into 3 major counseling topics, and plan a customized counseling framework, including the preparation and verification of rice sample references, the theoretical and practical application of qualitative and quantitative descriptive evaluation of rice, and establish a progressive customized guidance content.	
<b>Explanation of Guidance Effectiveness</b>	Improve the professional descriptive evaluation skills of fresh food companies, and assist them in establishing a rice expert evaluation team and management mechanism, which can then be applied to daily product quality control.	

<b>Project Name</b>	Customer Complaint Handling and Counseling Project
<b>Counseling Content</b>	When the Company receives consumer complaints about product problems, how the Company effectively responds to the needs of consumers has a crucial impact on the overall corporate image. Therefore, all customer service specialists must have professional customer complaint handling skills to turn crisis into opportunity. The consultant uses a step-by-step guidance approach that includes consumer types, types of customer complaints, relevant regulations and standards for handling complaints, telephone etiquette and communication skills. The plan also includes sessions on customer complaint handling processes, practical exercises on managing complaint calls and actual consumer visits, among other topics.
<b>Explanation of Guidance Effectiveness</b>	Enhance the concept of customer complaints, cultivate the professional skills of customer service specialists in handling customer complaints, and establish a systematic customer complaint handling process.

<b>Project Name</b>	FSSC 22000 Validation Guidance Project	
<b>Counseling Content</b>	Provide guidance on the optimization of existing ISO 22000 management system. The content of the guidance is divided into four stages: Four topics on status diagnosis and planning, establishing the concept of food safety management system for personnel through education and training, management system implementation and verification, and verification of deficiencies so as to improve the response and obtain certificates to gradually build up customer quality management capabilities.	
<b>Explanation of Guidance Effectiveness</b>	Comply with health regulations and FSSC 22000 requirements, improve clients' food safety management capabilities, and assist in passing FSSC 22000 food safety management system verification.	

## 2.4 Responsible Production Management

To reduce food safety risks, Uni-President has set up a sound food safety management system and supervises the management effectiveness of each production plant by attaining various production management verifications. We also implement food processing hygiene management in each plant through the self-audit mechanism and monitoring of the Food Safety Audit Team.




### Information on responsible production management

- In 2023, Uni-President had 24 production sites located in Yungkuang General Plant, Xinshih General Plant, Taichung General Plant, Yangmei General Plant, Chungli General Plant, and Hukou Park, consisting of 23 food plants and one feed plant.
- In 2023, Uni-President sold a total of 1,373,229 metric tons of products.


### 2.4.1 International Food Safety Management System

Our food production plants have attained various international food safety management certifications. In addition to TQF being the basic certification system required by each plant, based on the foundation of the ISO 22000, FSSC 22000 has higher specification requirements and is a management mechanism endorsed by the Global Food Safety Initiative. Uni-President's food plants have all attained the FSSC 22000 verification apart from essential oil plants, which have attained the ISO 22000 certification.



### Uni-President's food production plants have attained the following certifications :

- HACCP (Hazard Analysis and Critical Control Point)
- CAS (Certified Agricultural Standards)
- ISO 9001 (Quality Management System)
- TQF (Taiwan Quality Food Association)
- ISO 22000 (Food Safety Management System)
- FSSC 22000 (Food Safety System Certification)



For detailed product certifications of each plant, please refer to the FSSC 22000 certified items in the Appendix ESG Information – "food products of plants certified by ISO 22000 and FSSC 22000 in 2023."




In 2023, food products certified by FSSC 22000 accounted for **99.98** % of Uni-President's total food products.

Note : The percentage of certification was calculated from dividing the total number of FSSC 22000 certified food products by the total output of food products (unit: the minimum packaging unit of each food product).

### 2.4.2 Plant Self-inspection System

Not only do we improve management standards of all plants through the food safety management system, but we have also established a self-audit system based on the type of the production plants to minimize production risks.

## 2023 Self-audit Standards and Achievements

Plant Type	Management Standards	Inspection Status
Food Plants	<p>We have established the "Internal Food Plant Quality Audit SOP" based on the "Regulations on Good Hygiene Practice for Food" to implement a three-level management audit mechanism.</p> <ul style="list-style-type: none"> <li>Level 1: Plant self-audit</li> <li>Level 2: Audits on all food plants are performed by general plants</li> <li>Level 3: The Technical Group reviews the audit of all general plants and evaluates the need for spot checks based on the risk</li> </ul>	<p><b>Level 2 Audits</b></p> <ul style="list-style-type: none"> <li>Total number of food manufacturing plants: 23</li> <li>Number of on-site audited manufacturing plants: 23</li> <li>Proportion between the number of on-site audited plants and affected products: 100%</li> </ul> <p><b>Level 3 Audits</b></p> <ul style="list-style-type: none"> <li>Total number of food manufacturing plants: 23</li> <li>Total number of general plants reviewed by the Technical Group: 23</li> </ul>
Feed plant	We have established the "Internal Quality & Food Safety Audit Procedures" in reference to ISO 9001 and ISO 22000.	100% <small>Note</small>

Note: In 2023, there was only one feed production plant, which had internal audits completed.

### 2.4.3 Food Safety Risk Monitoring Audit

In addition to the self-audit of each plant, we also conduct food safety risk monitoring and audits for internal plants, OEM plants and QC/research units by the Food Safety Audit Team combining the Group's food safety core work priority. By doing so, we can ensure the implementation of food safety control of each production and QC/research unit. The implementation status is reported directly to the President's office, hoping to achieve the goal of zero food safety risk. As of the end of 2023, a total of 51 units were audited, with 252 deficiencies found. The deficiencies mainly include improper preservation and placement of raw material, unclear labeling of raw materials, and malfunctioning hardware and equipment. Uni-President will track the progress in improvement in deficiencies one by one until improvement has been completed for all deficiencies.


### 2023 deficiencies related to food safety risk in the production and QC research units


Unit	Food Safety Point 1 management	Food Safety Point 2 management	Food Safety Point 3 management	Drug residue management of raw materials and finished products	Subtotal
Internal plant	0%	0.3%	49.3%	0%	49.6%
Internal QC Unit	0%	0%	5.3%	0%	5.3%
Internal Research Unit	0%	0%	2.3%	0%	2.3%
OEM Plant	0%	0.6%	42.2%	0%	42.8%
Subtotal	0%	0.9%	99.1%	0%	100%



### 2.4.4 Investment in Equipment Optimization Process

Foods are manufactured through complex processes and as we manufacture a variety of products, we must reduce the number of human operations during the process in order to keep foods safe. We have introduced automation technology to improve manufacturing efficiency. Meanwhile, we have also upgraded our inspection equipment to further reduce complicated manpower work in order to ensure that food safety control and operational quality is enhanced.

## Introduction of Equipment to Strengthen Inspection Capabilities

Device Name	High-speed Refrigeration Centrifuge	
Investment Costs	NT\$375,000	
Application Benefits	Shorten the time requisite for test of staphylococcus aureus enterotoxin in dairy products, and ensure timely oversight of product food safety.	

	Device Name	Liquid Chromatography-Tandem Mass Spectrometer
	Investment Costs	NT\$9 million
	Application Benefits	Used in $\beta$ -lactam antibiotics, antiprotozoal drugs, polar pesticides, etc. to improve laboratory inspection efficiency and reduce the need for outsourced inspection to check product food safety.

	Device Name	Focused Microwave Digestion	
	Investment Costs	NT\$3 million	
	Application Benefits	It is applied to the inspection of heavy metals, and the power of the instrument is increased. For materials with a high carbon content or materials that are difficult to be microwaved, the microwave effect can be improved and laboratory inspection time can be greatly shortened.	

### 2.4.5 Strengthen Logistics Service Management

In 1996, Uni-President established its distribution company to integrate business flow and logistics into a systematic supply chain service that covers markets, retailers, and channels at all levels.

In the commercial flow model, products and services cover multiple temperature layers including room temperature, refrigerated, and frozen. The team has accumulated years of experience and builds a solid and stable foundation for continuous development and proactive operation of channel deployment, channel marketing, and channel management. In terms of logistics, we build first and second-level logistics services based on the basic principles of "on time, correctness, and high value". Regardless of various needs such as transportation, storage, and distribution, our constant goal is to provide customers with peace of mind and satisfactory logistics. To this end, Uni-President formulates evaluation standards and regularly arranges partner fleets to conduct relevant evaluations and assessments, hoping to make progress and prosper together with partners and continue to grow. The evaluation content includes three major aspects: personnel management, vehicle management, and operation management. A total of 47 fleets were assessed in 2023, and the passing rate was 100%.



A total of 47 fleet assessments were conducted in 2023, with a pass rate of 100%

Regular maintenance to ensure transportation quality



In order to ensure the quality of transportation, Uni-President requires its partner fleets to undergo regular inspections and maintenance, and to constantly control transportation factors to maintain a safe and stable state at all times. This includes inspecting the refrigeration units of cold chain vehicles, which must be inspected every 500 hours of operation, and promoting regular inspections and maintenance of vehicles based on the mileage of each inspection period. Preventive management actions are taken to make the fleet safer during transportation.

In addition to the quality of transportation, we further integrate the resources of related enterprises to continuously optimize and adjust transportation routes of the logistics fleet. For example, using production scheduling as a case, refer to past market data to adjust production volumes and inventories at different northern and southern plants in advance; this reduces the frequency of transferring goods from south to north due to stock shortages. Such adjustment can save approximately 24,000 kilometers per year.

With production planning and scheduling adjustment, a total of 24,000 kilometers is saved per year.



In 2023, in response to the needs of business growth, three new logistics partners were added compared to 2022. In order to reduce the carbon emissions caused by transportation, Uni-President requires the logistics fleet to adopt new eco-friendly vehicles and implement a vehicle replacement policy. In 2023, the logistics partners who adopted new eco-friendly vehicles accounted for 76.6%, and the transportation and warehousing services accounted for 79.8%. A total of 13 vehicles were replaced in 2023, all of which are environmentally friendly vehicles with 5-6 cycles to reduce damage to the environment. In addition to replacing old vehicles with new ones, Uni-President has also improved the transportation efficiency of its logistics fleet. The IT Department has assisted in the development of a vehicle management platform. Through online methods, it is expected to integrate GPS signals of a total of 10 logistics partners onto a single platform for order management, factory entry management and task management, which is expected to be launched in May 2024.



## 2.5 Product R&D and Innovation

With our overall product development principle being "fun, delicious food that is safe to eat," we make an effort to stay on top of health trends and cater to the needs of future consumers. Our current products are developed based on the low salt, low sodium and low sugar concept, with active promotion of sugar-free and less added sugar product development.

We have introduced a Chai Li Won series of drinks and sparkling waters with no added sugar to reduce the excessive intake of sugar and prevent the occurrence of diseases. At the same time, in order to meet the people's demand for nutrition and health care, we have introduced malt drinks and probiotic capsules for busy office workers. In addition, Uni-President Health Center has also launched Lutein + DHA algal oil capsules and healthy 3D series of health foods to provide more comprehensive health maintenance.

To cope with the changes in the dietary habits of the seniors, Uni-President has launched Proker chicken breast series and organic plant meat. In 2023, a total of 23 products received the certification of seniors friendly, providing more quality choices for the mature age groups. In addition, adhering to the concept of "no additives, sustainability", we promote products with fewer additives and that have clear labels so that consumers can easily identify additive information. In 2023, we had a total of 28 products that obtained the AA Clean Label. In addition to receiving numerous patents from Intellectual Property Office, the SNQ National Quality Mark, and the Gold Award for Customer Satisfaction, our products have also received numerous awards at the international level, including ITI Taste Award, the Monde Selection, gold medal at the Archimedes International Invention Exhibition in Russia and gold medal at MTE International Invention Exhibition in Malaysia, which demonstrated the exceptional quality and innovative capability of our products.



### Information on Patents

Our R&D and technology units often work with affiliates. President Chain Store Corporation is licensed to use patented products in its ready-made meal products and Uni-President Enterprises (China) investment Corporation is licensed to use patented products in their instant noodle products.

Our R&D unit will continue to promote and develop design services, with a development goal of expanding intellectual property performance.

By the end of 2023  
Patents were obtained

537

Invention 188

New Patent 279

Design 70

in 2023  
Patents were obtained

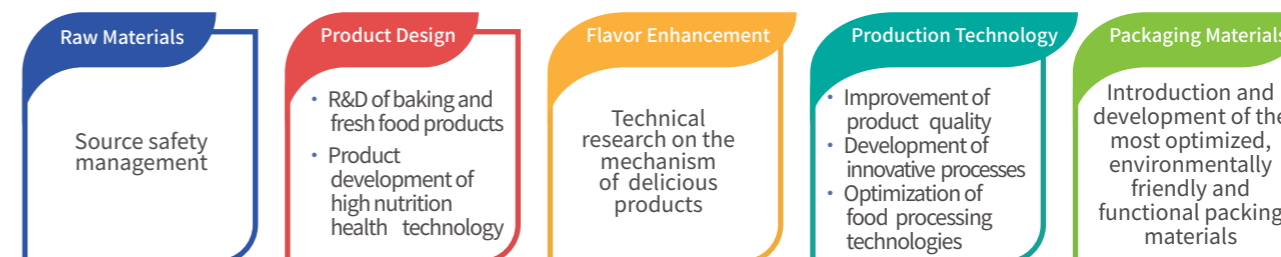
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### 2.5.1 R&D Strategy and Goal

The awareness of health and environmental protection among the general public has increased in recent years, leading to food safety being the focus of all industries. In the Group, food safety issues have always been the most important. On par with the business strategies, our top priority is to ensure consumer "food safety." Due to this, not only have we built a model for managing the safety of various food raw materials, but we have also further combined our core R&D capabilities. For that reason, we hope to become the leader in the industry while serving as a benchmark, guiding Taiwan's food industry innovative development and technological improvement. While we create new products for consumers, our strategy also incorporates the current environmental awareness to proactively reduce the impact on the environment.

#### Key R&D Strategy for Value Chain :



## Product R&D and Management Targets for the Coming Year

Management Target	2023 Achievement Status	2023 Key Achievements	2024 Targets	Mid-to Long-term Goal
Technical research on the mechanism of delicious products	Achieved and under continuous improvement.	<ol style="list-style-type: none"> <li>1. Development of light meal products</li> <li>2. Development of nutritional products for senior citizens</li> <li>3. Development of new fermented milk</li> <li>4. Development of savory bakes</li> <li>5. Development of room temperature lemon fruit tea</li> </ol>	<ol style="list-style-type: none"> <li>1. Development of exquisite confectionery products</li> <li>2. Development of sparkling water</li> <li>3. Product development of filled popsicles</li> <li>4. Upgrade of sugar-free and sugar-reduced teas</li> <li>5. Development of sodium-reduced roast beef noodles with green onion</li> </ol>	Development towards product refinement and continuous improvement of product quality and flavor.
R&D of technology for new bakery, fresh food and high nutrition healthy products and processes	Achieved and under continuous improvement.	<ol style="list-style-type: none"> <li>1. Advancement in non-fried noodle technology</li> <li>2. Advancement in the technology of room temperature bakes</li> <li>3. Advancement in the technology of fermented milk strains</li> <li>4. Non-thermal processing technology for tea extraction</li> <li>5. Technology for preserving the flavor of fruit tea</li> </ol>	<ol style="list-style-type: none"> <li>1. Development of nutritionally fortified milk</li> <li>2. New product development of high-protein soy milk</li> <li>3. Development of high-fiber baked goods</li> <li>4. Development of pre-packaged meal kits</li> <li>5. Development of Hong Kong-style special handcrafted flower-shaped dumplings</li> </ol>	Meet consumer demands and improve three major product categories including fresh food, bakery, and nutrition through product R&D.

## 2.5.2 Diversified Dietary Trends to Take into Account Both Health and Taste

As Taiwan's population ages with fewer children, lifestyles are also changing with people tending to eat out nowadays. In addition, with the arrival of the post-pandemic era and consumer's increased health awareness, dietary needs have become more diverse. Due to this, we have taken on the challenge to help consumers to move towards a healthy lifestyle. Given this, product development will require more innovation and we make an effort to develop various types of products aiming to cater for the needs of different consumer groups. In doing this, we hope to become the best partner for people's healthy-eating life.

### No added sugar products

According to a survey conducted by the Health Promotion Administration, excessive sugar intake not only causes tooth decay, but it also triggers insulin resistance, increased obesity, the chances of metabolic syndrome, while also elevating blood pressure, blood sugar, blood lipids, and increasing the risk of cardiovascular disease. It accelerates body aging and is suspected of increasing the risk of cancer.

#### Item quantity :

As of the end of 2023, there were 32 products without added sugars. Compared with 2022, 5 products were added, which represented an increase of 18.5%.



### Product Highlights and Description

#### 1. CHAI LI WON Sijichun Tea Sugar Free

✓ It uses 100% Taiwan tea leaves, carefully selected spring and winter teas, and does not contain any sugar or flavor.

#### 2. UNI Sparkling

✓ Zero calories and no added sugar. Lemon flavor is prepared with the yellow lemon from Setouchi region of Japan. It has a unique and fresh fruity aroma.



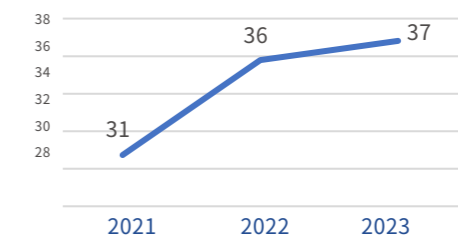
### Health Food Certification

To fulfill consumers' healthy eating orientation and enhance product value, we have based on the current announcement of the Ministry of Health and Welfare of health benefits, and continue to develop and maintain various products with health benefits. As of the end of 2023, Uni-President has obtained 23 health food certifications.



### Salt and sodium reduction

Studies have pointed out that excessive salt intake can lead to high blood pressure and cardiovascular disease. Extra intake of 1 gram of salt per day (about 1/4 teaspoon) prompts the risk of obesity by over 28%. Taking into account that people may neglect their sodium intake, we are proactively reducing sodium content in instant noodle products to provide the public with healthy choices.



Sodium intake is advised at 2,000 mg per day by the Food and Drug Administration. The Company has 37 instant noodle items that contain no more than 2,000 mg per serving.

### Brewed non-fried noodles

✓ Uni-President is committed to the pursuit of making noodles more relevant to the dietary life of the new generation. After 15 years of noodle research, it has surpassed the limitations of traditional noodles (instant noodles) and created a new generation of non-fried instant noodles.

✓ As of the end of 2023, there were a total of 10 SKUs using brewed non-fried noodles

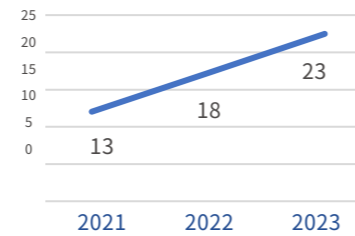
### Elderly-friendly Products

As Taiwan's population structure changes, we are also moving towards the research and development of health care, light meals, and personalized food products. In the meantime, we will continue to improve the quality of existing products designed for the elderly while taking into account their dietary habits and bodily functions, in respect to taste, convenience and nutrition, in the hope to continue to enhance consumers' understanding of the functionality of related products.

**Item quantity:**

By the end of 2023, a total of 23 elderly-friendly products had been obtained.

Elderly-friendly Products



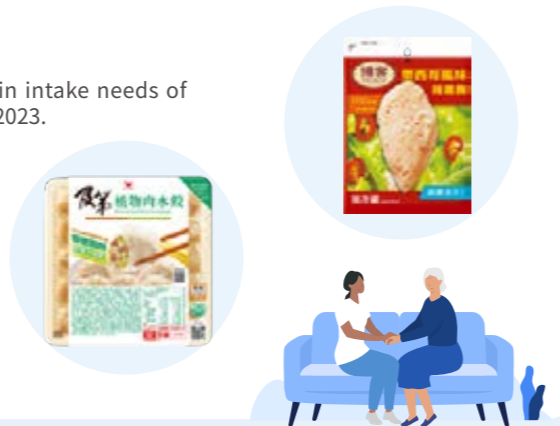
### Product Highlights and Description

#### 1. Proker Mexican Chicken Breast

- ✓ Each serving provides 22g of protein to meet the protein intake needs of consumers, and was deemed a friendly food for seniors in 2023.

#### 2. Jih-di Plant-based Meat Dumplings

- ✓ Plant protein with zero cholesterol/trans fat.
- ✓ Contains 16.8g of protein = 2.4 egg servings, a nutritional supplement for vegetarians.
- ✓ Won 2023 Senior-Friendly Food Award by the Food Industry Institute.



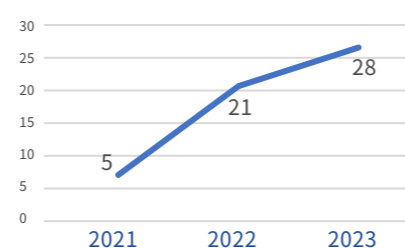
### A.A. (Anti Additive) certification

A certification promoted by the Anti Additive Clean Label Organization, a global independent and impartial certification body, A.A. advocates and promotes "Anti Additive, healthy and sustainable". A.A. adopts "Clean Label" as the principle for implementation and promotion. Apart from advocating the cutting down of additives in food and other items, A.A. demands conspicuous and understandable labeling so that consumers can easily assess the amount of additives in them and steer clear of dangerous substances.

**Item quantity:**

As of the end of 2023, a total of 28 A.A. certified products had been obtained. Compared with 2022, 7 new products had obtained certification, a growth of 33.3%.

A.A. certification



### Product Highlights and Description

#### 1. All Products of Hau Jin Dau Noodles

- ✓ Selected 100% Australian golden wheat.
- ✓ Introduced the Japanese technical standard "cedar chamber", and the noodles undergo three stages of drying and maturation that lasts 8.5 hours.
- ✓ All products have passed the highest level 100% additive-free certification of the international A.A. Clean Label and no food additives are used to change the taste of ingredients.



### 2. ChenGuang GOLD Raw Toast

- ✓ The exclusive 12-hour low temperature aging method for raw soup seeds is used to make the toast skin thin, soft, and delicate. No artificial colors, flavors, or emulsifiers are added.
- ✓ Won the international additive-free A.A. three-star certification and global pure flavor A.A. Taste Award three-star honor.



### Environmentally Friendly Products

#### Reisui Fresh Milk original colored bottle 930ml Full fat / Low fat

- ✓ To respond to environmental friendliness and sustainability, for "World Milk Day" and "World Environment Day" in 2023, Reisui Fresh Milk launched a 14-day limited edition "Natural Color Bottle" using wood-like packaging starting from June 1. From a brand perspective, this initiative emphasizes environmentally friendly practices in energy use and animal care, and aims to enhance the brand's reputation in ESG.
- ✓ The packaging materials of the products have been certified by FSC, which protects forest ecology, and certified by UK Carbon Trust to be a carbon reduction packaging that can reduce carbon emissions during the manufacturing process.



#### BODYTALK High Fiber Low Fat Milk

- ✓ It is packaged in environmentally friendly TPA paper packaging material and equipped with Tetra Pak's patented reusable "Dream Lid", making the product more convenient and environmentally friendly.
- ✓ The formula takes low-fat and high-fiber as its core approach in developing healthier products.

#### Café Plaza's TP aluminum foil packaging material

- ✓ Our products use packaging certified by the FSC Forest Stewardship Committee, and we implement the sustainable procurement policy to support forest sustainability with our actions to protect the environment and enhance our brand image.



### Animal Friendly Products

In addition to complying with the health food certification regulations of the Ministry of Health and Welfare, Uni-President promotes animal-friendly products with the purpose of animal welfare and environmental sustainability. In 2023, we combined our expertise in feed nutrition and channel resources to implement a vertical alliance strategy with farms to launch sustainable eggs.



## Grass Farm's Fu Ping Sustainable Egg Production

### Product Description

**Environmental friendliness** : Green and intelligent space planning is adopted for building materials and equipment of the farm to achieve dual advantages of heat insulation, energy saving and green power generation. Based on the nature of hens and animal husbandry technology, we have created a water curtain flat feeding area to provide a comfortable place for hens. The ventilation system allows the chicken manure to dry quickly in the farm and turn into organic waste which is then made into natural regenerated fertilizer. The recycled water generated from the sewage treatment system is used to irrigate the hedges on the farm to nourish the land and realize a circular economy with low waste and pollution.

**Product quality** : Professional veterinarians provide customized services to provide hens with nutritious meals. Independent vegetarian feed production lines and dedicated transport vehicles are strictly controlled to avoid cross-contamination of animal proteins. The feed itself contains no added antibiotics or artificial colors, and contains plant extracts to protect the chickens' gastrointestinal tracts and provide sufficient nutrition to thicken the eggshell and enrich the egg's flavor.



## Counseling for Dairy Farmers and Friendly Dairy Breeding Program

**Content** : Uni-President has formulated a complete set of technical service items for the feeding and management of dairy cows, including 17 items such as preventive medicine, animal housing construction, nutritional formula and feeding management, DHI analysis, and sustainable management. The goal of the project is to provide dairy cows with a comfortable and healthy living environment and to enhance the sustainable operation of the farm through technical services.

**Guidance mechanism** : In addition to assisting dairy farms in improving their feeding and management techniques, the Company regularly organizes education and training, such as overseas training and technology exchange activities to ensure that dairy farmers can master the latest feeding technology and management knowledge. For example, in the aspect of animal building construction technology, we emphasize that the design must take into account the comfort and behavioral needs of the cattle, such as improving the size of cow beds and cow neck clamps in the cow resting area. In terms of nutritional formula services, we provide appropriate nutritional formulas for different herds to ensure that dairy cows receive adequate nutrition. In terms of the environment, we have learned from the experience of Israel and introduced thermal stress control technology to assist dairy farms in testing fan efficiency, measuring environmental temperature and humidity, and providing improvement suggestions to ensure that dairy cows remain comfortable and healthy in the hot summer, thereby increasing food intake and milk production.

**Performance** : After the quality of life of dairy cows has been improved, lactation efficiency has also significantly improved; from 2021 to 2023, the amount of lactation increased from an average of 22.55 kilograms to 23.24 kilograms per cow per day, proving that the practice of friendly feeding, continuous education and technological innovation play an important role in improving animal welfare and industrial efficiency.



In addition to paying attention to consumers' dietary trends and health, we also continue to specialize in research on pet breeding in Taiwan. Under the principle of food safety first, we aim to create healthier and better quality pet food for Taiwanese dogs and cats, and provide better life enjoyment for furry children. The Petlife high-quality pet food series were launched in 2023.

## Petlife crystal fiber vegetable and meat food series and double delight fresh food series

- ✓ The dry food design uses hypoallergenic and healthy ingredients and with complete staple food nutrition formula, as well as fresh freeze-dried food and fresh meal kits made of local ingredients, which follow the trend of pet feeding in Taiwan and combine nutritious dry food + delicious freeze-dried/meal kits to provide pets with more comprehensive care.
- ✓ Freeze-dried crystal fiber vegetables pet food breaks the limitations of pet food by innovatively using 100% food-grade ingredients and processes. Utilizing vacuum crystallization freeze-drying technology, the food undergoes over 60 hours of low-temperature thermal processing and -20 to 70 degrees Celsius triple-temperature vacuum freeze-drying to preserve the original flavor and nutrition of the ingredients.
- ✓ Double delight fresh food meals are the first dry food + fresh food combination product. It uses human food grade "fresh food meal kits" and is made of fresh meat, fruits and vegetables. No flavors/colorings are added in order to retain the original flavor of ingredients.



## External Certifications and Medals

Committed to optimizing its products, as always, Uni-President has upgraded its technology and food flavor, and has been recognized with external recognition and awards, making its quality products visible to the world. The following external certifications and medals were achieved in 2023:

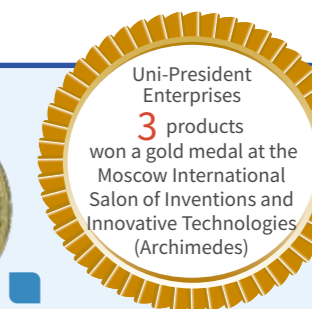
### Superior Taste Award (ITI)

A team of judges, consisting of the world's leading flavor experts, conduct a "blind taste" to analyze products, including vision, smell, taste, texture, and mouthfeel. Finally, products are awarded under three evaluation criteria according to the rating (one star to three stars).



### Moscow International Salon of Inventions and Innovative Technologies (Archimedes)

The Moscow International Salon of Inventions and Innovative Technologies (Archimedes) is jointly planned and hosted by the Moscow City Organization VOIR and the International Innovation Club "Archimedes". Aiming to stimulate invention and creation, boost patent licensing, activate the market, and promote innovative products, it is one of the largest innovation forums in the world. All the prizes of the exhibition have been chosen carefully by the expert committee and the international jury in order to pick the most remarkable and unique pieces.



## Malaysia Technology Expo (MTE)

Malaysia Technology Expo is a professional exhibition of creativity and invention. Organized by the Malaysian Invention and Design Society, MTE showcases creative products from all over the world. Not only does it provide an ideal platform for businesses to form alliances and collaborate, but it also offers excellent exposure opportunities for the Company's products and serves as a prime stage for market expansion.

In 2023, the product "Red Yeast Rice + Chromium Double-Action Tablets" won the gold medal; "Pre-Lutein + DHA Algae Oil Capsules" won the silver medal.



## 2.6 Responsible Marketing and Labeling

(GRI 417-2 \ GRI 417-3)

At Uni-President, we have always adhered to the spirit of ethical management and are committed to using its core competencies to create higher value for our products. We hold a sincere attitude when it comes to communicating with consumers and provide accurate product information in order to avoid misunderstandings with our products. Based on this notion, we use "responsible marketing" as our management target and adopt stringent standards from product labels to after-sales service so as to protect consumers' rights.

### 2.6.1 Product Labeling and Creative Review

In the age of innovative marketing, we uphold the principle of transparency and we do not boast. The government's laws and regulations only provide the minimum standards. When it comes to labeling of raw materials and ingredients, we adopt high standards and have set up a "Packaging Label Review Process." All business groups, the Commercialization R&D Institute, Strategic Marketing Group, the Production Plant, and the QC unit of the FSC are combined to jointly set the key points for review in order to carry out review of package labeling and advertising terms. The review covers trademarks, brand and product names, ingredients and nutrition labels, content weights, factory addresses, shelf life and conditions, place of origin, certification marks, etc.


We understand that product labeling and marketing innovation are the first product information obtained by consumers. Only by having a correct understanding of the product can consumers avoid misunderstandings. In 2023, out of the 1,018 items reviewed, 756 were approved and 262 were rejected due to the omission or error of labeling of text or ingredient.

- Name of product
- Ingredients
- Date of expiry
- Storage life



- Storage condition
- Manufacturer
- Nutrition label
- Allergen information





**Review Contents**


Reasonable wording, Company services and image, Trademark approval, Correct labeling, and Information used is scientifically reasonable



**Responsible Unit**

Strategic Marketing Group- brand management, trademark management unit  
Commercialization R&D Institute, QC Unit of the FSC, Production Plant





**2023 Product Labeling Review**

Items were reviewed: **1,018**

- Items were approved: 756
- Items were rejected: 262

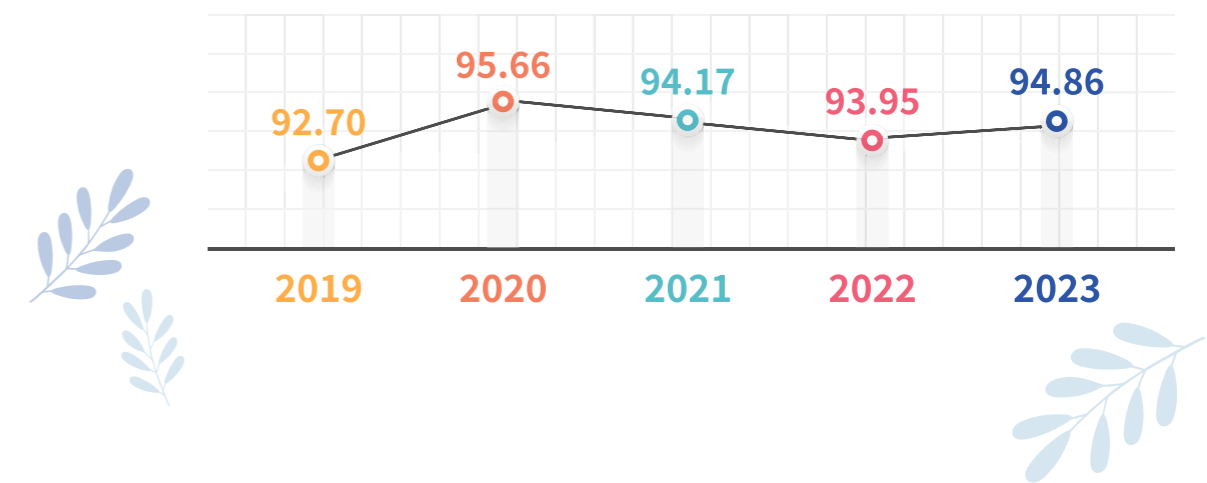
### 2.6.2 Consumer Inquiry Service

The Consumer Service Center receives comments from our customers via multiple channels (0800 hotline, official website, service mailbox, retail feedback). After handling the customer complaint, the telephone service specialist will log it in "Customer Complaint and Response System", and the system will automatically send an email to notify the customer service manager, quality control personnel, product PM, and call the customer service manager to contact the manager. After receiving the notice, the customer service manager will handle the customer as soon as conveniently possible. Our goal of "contact within 1 hour, handling within 24 hours" is to reach consensus on solving the problems of a majority (about 98.9%) of customers who complained through efficient service.

If the response is received during business hours, the telephone service specialist will immediately open a case and contact the customer service manager. On holidays or during non-business hours, if it is an emergency or the customer requires immediate handling, we will ask the customer service manager to contact us immediately; if it is not an urgent matter, we will communicate with the consumer during working hours and then contact them for processing to resolve the matter.

After completing the handling of customer complaints, the Customer Service Center will conduct a satisfaction survey to assess consumers' satisfaction with the handling by service personnel in order to improve and provide better services. We started to refine the calculation method for our satisfaction survey in 2021. The original weighting method was adjusted and we now adopt the method that the difference in scores across all levels is equalized. We continue to uphold an honest and responsible attitude so that consumers can enjoy first-rate satisfaction and services.

#### Satisfaction Score

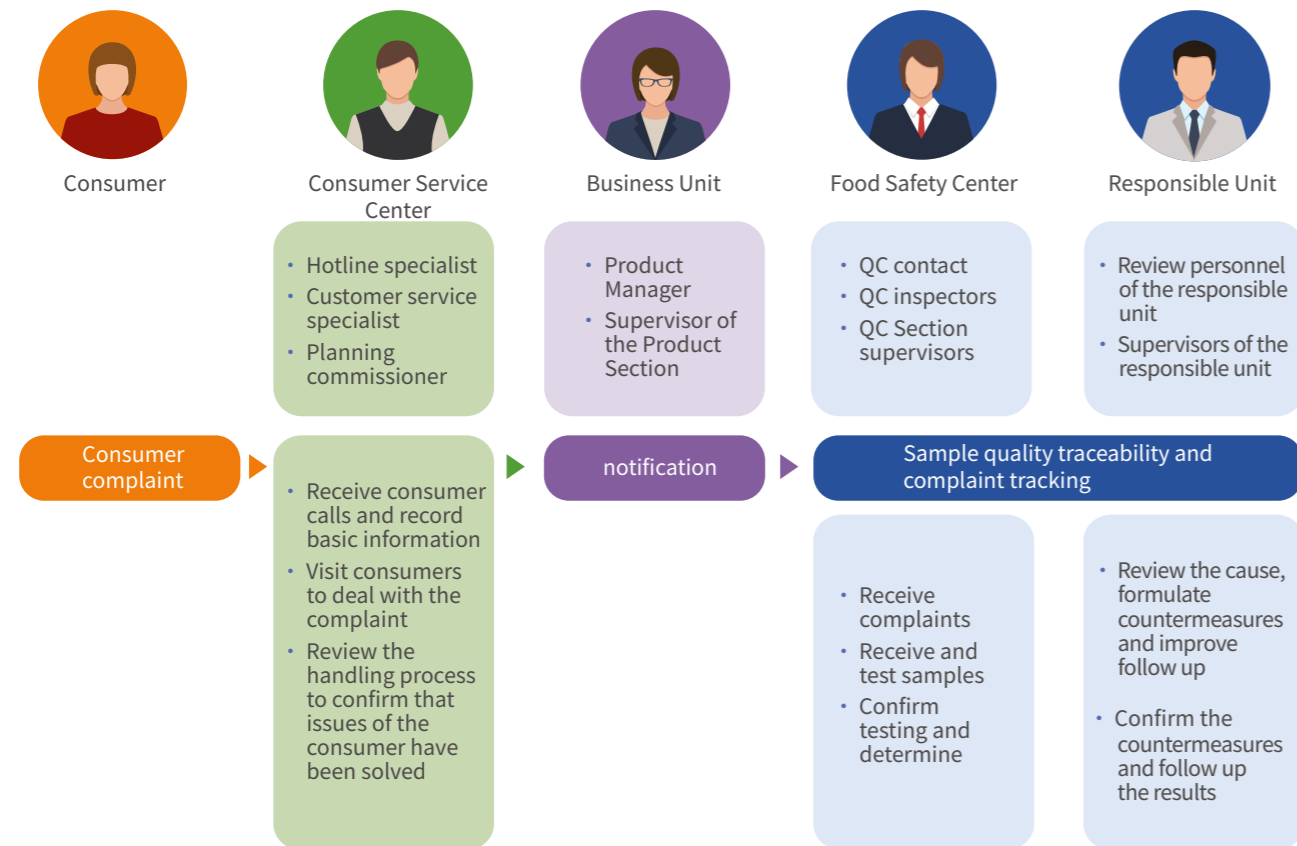




# 3

# Commitment to Environmental Sustainability

## Consumer Service Center Complaint Handling Process



## Take in the Feedback of Consumers

Issues Received	Understand the Reason	Optimize Measures
The top seal of carton products occasionally has a tighter seal, which makes it difficult to tear open the seal completely.	The opening of top seal is tested by personnel manually opening the boxes, and the seal tightness is not managed with quantitative data.	Introduce tension tester to measure and monitor the top seal of carton-packed products.

Tensile Tester



Schematic diagram of tension test



### 3.1 Environmental Management Responsibility

### 3.2 Climate Change and Energy Management

### 3.3 Water Resources Management

### 3.4 Pollution Prevention and Management

### 3.5 Packaging Materials Management

