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

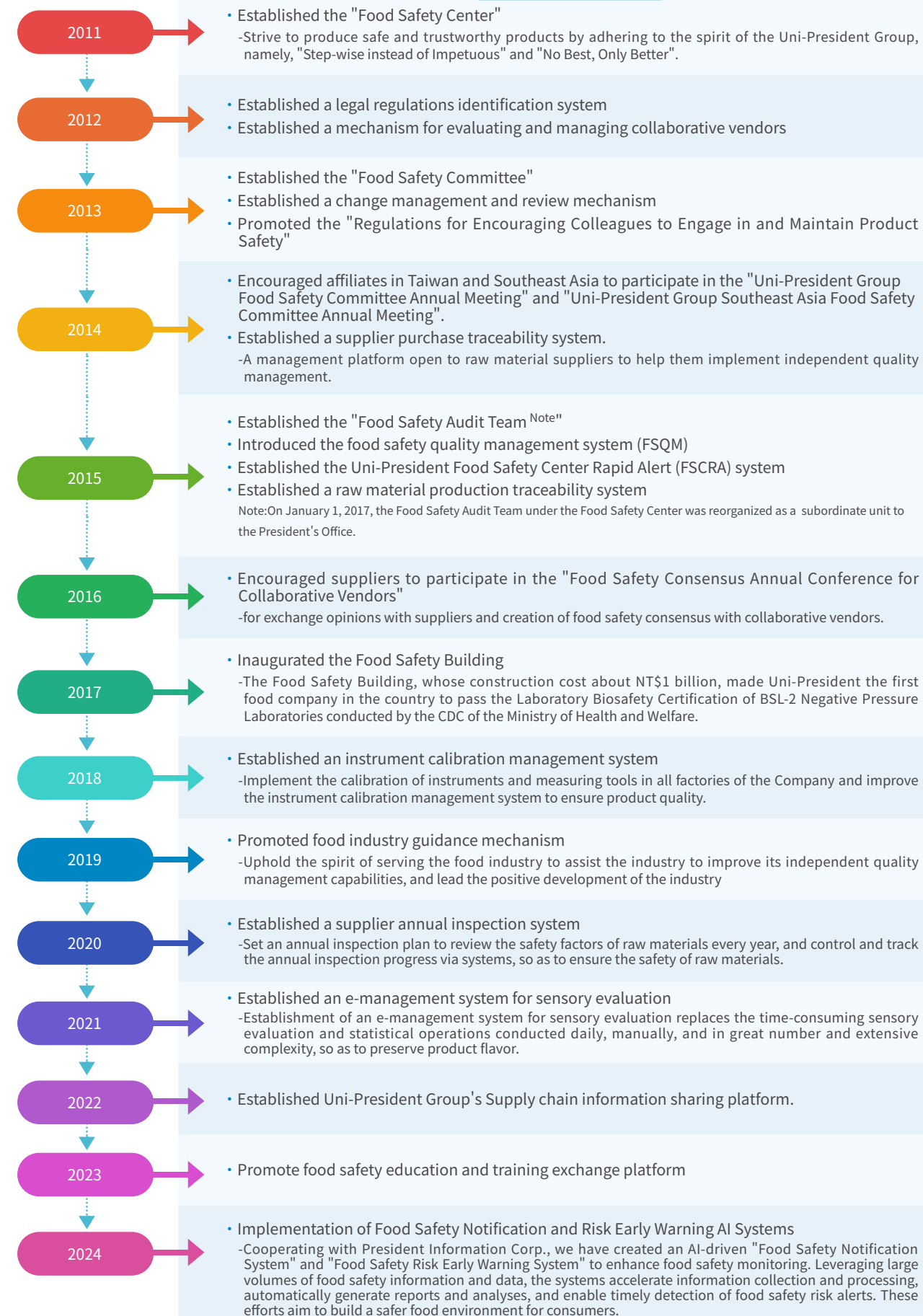
(GRI 3-3、GRI 416-2)

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 Food Safety Policy of Uni-President Quality Assurance Policy of Uni-President
Goal	- Establish 3-point food safety management and drug residue goals to strengthen food safety and quality management. - Construct a food safety culture and implement food safety awareness to all employees while shouldering the responsibility of food safety as required by consumers. ※See the "Sustainable Value Chain" chapter for the annual management goals and the goal-fulfilling status.
Action Plan	- 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. - Establish a quality control laboratory and a food safety laboratory, while proactively gaining TAF and TFDA certifications to strengthen food safety testing capabilities. - Formulate a supplier management policy and improve supplier management through on site assessments and raw materials supplier visits. - Each production plant runs international food safety management systems such as ISO 22000 and FSSC 22000 certification to improve the management capabilities of plants.
Evaluation Mechanism	- 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. - Continue to maintain the validity of international food safety management systems and laboratory certifications. - Comply with food-related laws and regulations. - Report to the Board of Directors on the implementation status of ethical management and regulatory compliance on an annual basis.
Grievance Mechanism	- 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. - Set up an independent food safety hotline and reporting mailbox as a channel for internal employees to report and complain about product-related issues.

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.



Food Safety Committee

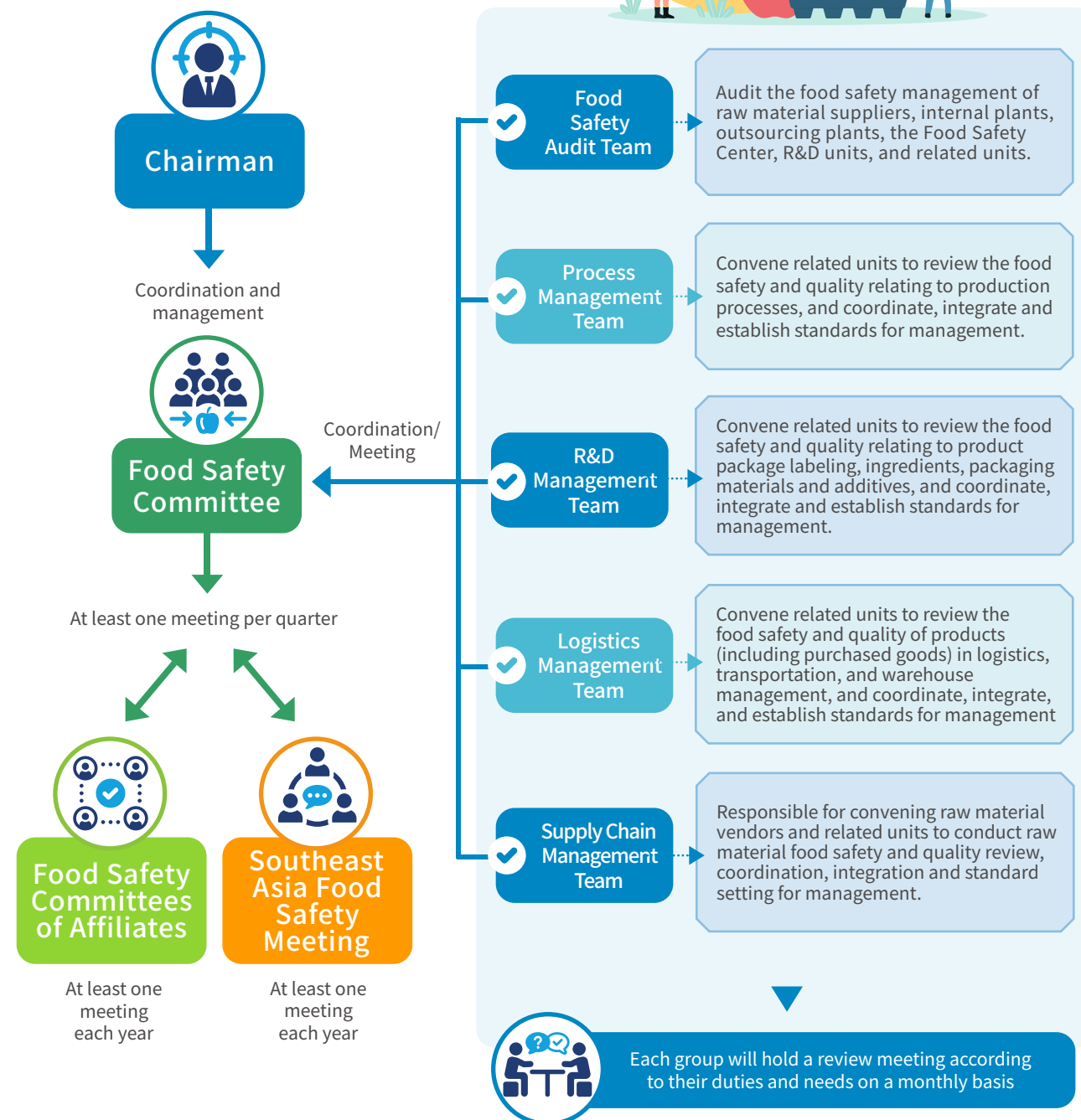
The chairman of Uni-President is the convener of the committee and appoints the head of the Food Safety Center, Purchasing Division, Logistics Group, Commercial R&D Institute, Technical Group, each business unit, Food Safety Audit Team, and Public Relation Office as members. The Food Safety Committee 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 40 food safety meetings in 2024.

1 Group food safety meeting was held on December 25, 2024 and 1 Southeast Asia food safety meeting was held on January 6, 2025.

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 2024, we achieved our target of having zero incidents of raw material and finished product contamination, zero abnormalities in drug residues in finished products, and zero violations in public sector inspections. However, we failed to meet every target as foreign iron wires were found during operations between the metal detector and store stocking, and metal contamination caused by worn production equipment was also detected. In response, besides strengthening management guidance for distribution channels, equipment updates and improvements have been completed. Customer complaints related to food safety point 2 decreased by 29% compared to the same period last year. This reduction was mainly due to moisture affecting outer cartons in channel warehouses, causing odor transfer that affected the products. Subsequent efforts focused on reinforcing management at the distribution end to improve product quality and consumer trust.

The Core Working Practices of Food Safety Management

Item/Objective	Tracing and grading of customer complaints	Drug residue management
Management Focus	- Food Safety Point 1: Incidents that would potentially cause significant harm to the human body - Food Safety Point 2: Incidents that would potentially cause minor harm to the human body - Food Safety Point 3: Events apart from Food Safety Point 1 and 2	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 managing food safety of the entire Group through the Food Safety Committee's management systems, Uni-President also conducts audits of affiliated companies to ensure effective implementation of food safety management. Each year, an annual food safety audit plan for affiliated companies is established and audits are conducted based on "Affiliated Companies Food Safety System Evaluation Checklist".

For companies undergoing audits for the first time, a detailed clause-by-clause review of all food safety management standards is conducted. Audit scope covers eight major areas including regulatory compliance, supplier evaluations, research and development design, raw material management, finished product management, warehousing and transportation, nonconformance and traceability management, and food defense and emergency responses. For existing affiliated companies, the focus is on thematic exchanges. From reported cases between 2023 and June 2024, five key topics for discussion were summarized including complaint (abnormality) management, labeling and advertising management (including shelf-life management), online shopping/platform management, food safety culture implementation and performance management, and corporate guidelines for food businesses to establish laboratories. Among these, online shopping/platform management did not apply to Kikkoman and Nisshin, so these two affiliates focused on other topics during exchanges.

Through audits and exchanges, Uni-President proposed a total of 49 improvement recommendations, of which 46 have been completed. The remaining three are scheduled for completion by January 31, 2025. All affiliated companies have incorporated these into their implementation evaluations and have developed corresponding countermeasures and plans to strengthen food safety management and continuously optimize operations.

2024 Audit Items for Food Safety System Evaluation Criteria



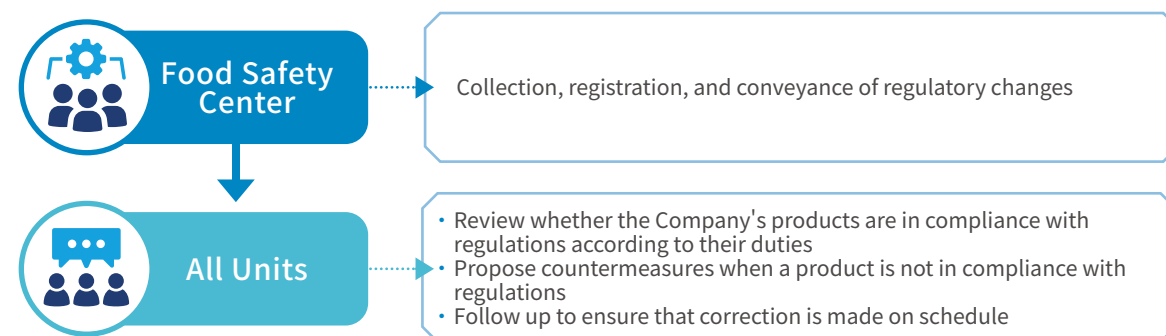
2024 Food Safety System Evaluation and Review Topics

Item	Number of Pieces
Customer Complaints (Abnormalities) Management	22
Management of Labeling and Advertising (Including Expiration Date Management)	15
Online Shopping / Online Platform Management	8
Food Safety Culture Implementation and Performance Management	1
Corporate Guidelines for Establishing Laboratories in the Food Industry	2
Other	1
Total	49

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 2024, the Food Safety Center supervised 56 cases of food-related regulatory changes, which covers all product categories (100%). Of the 56 cases, 7 were deemed non-applicable and therefore did not proceed to further identification. As a result, 49 regulation identification cases were initiated in response to relevant regulation developments. All 49 initiated cases were successfully completed, with the identification process finalized prior to January 9, 2025.

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/ENG/law.aspx?cid=16&cr=1863694510>).

Initiated 49 regulation identification cases based on changes in regulations

- ✓ 56 regulation identification cases have been closed
- ✓ 7 of them were not identified

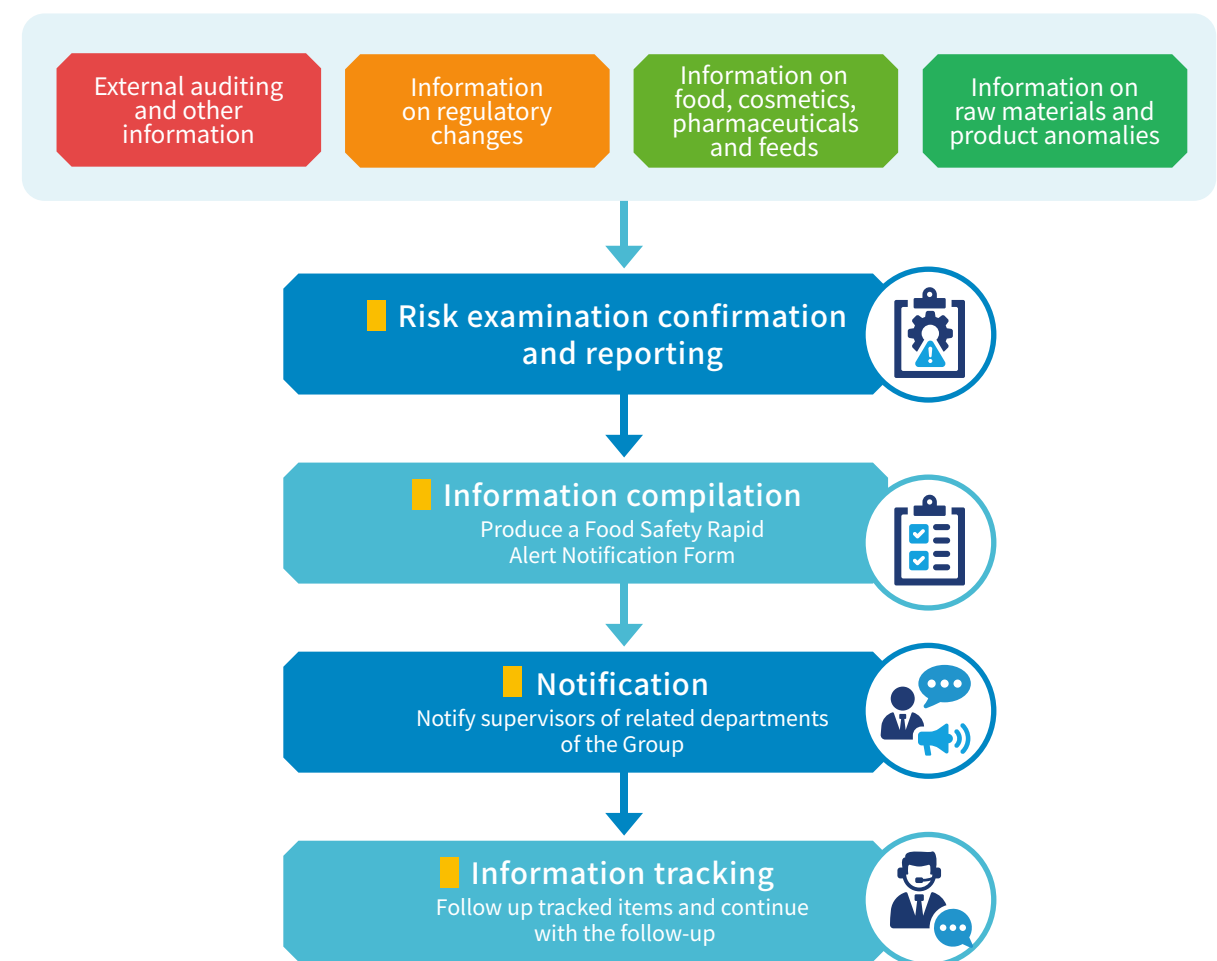


In 2024, the company recorded no violations of the Act Governing Food Safety and Sanitation, including its associated enforcement rules, regulations, and guidelines. Consequently, no fines or penalties were imposed during the reporting period.

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



2024 List of notifications from the Food Safety Center Rapid Alert System (FSCRA)

- Number of notifications in 2024: 366
- Proportion of product category affected: 100%
- Number of cases requiring follow-up: 33

The above mentioned cases have been tracked and solved before January 21, 2025.



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.

For employees who report issues, Uni-President provides protection and rewards, with the maximum reward currently reaching NT\$7,500,000. Employees can report concerns regarding any of the Company's own-brand food products through the food safety hotline. In 2024, two employee reports were received via the hotline, related to labeling of the place of production and nutritional labeling. After thorough investigation, the Company stated that neither case violated the Act Governing Food Safety and Sanitation, and thus no rewards were issued.

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 2024, 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, 2024, up to 655 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 2024

- Anomaly rate for finished products: 0.07%
- Anomaly rate for raw materials: 0.193%

Note : In 2024, the percentage of abnormal number of finished products and raw materials tested by the Quality Control Section divided by the total number of finished products and total raw materials tested.



2024 Food Safety Management Expense Statistics

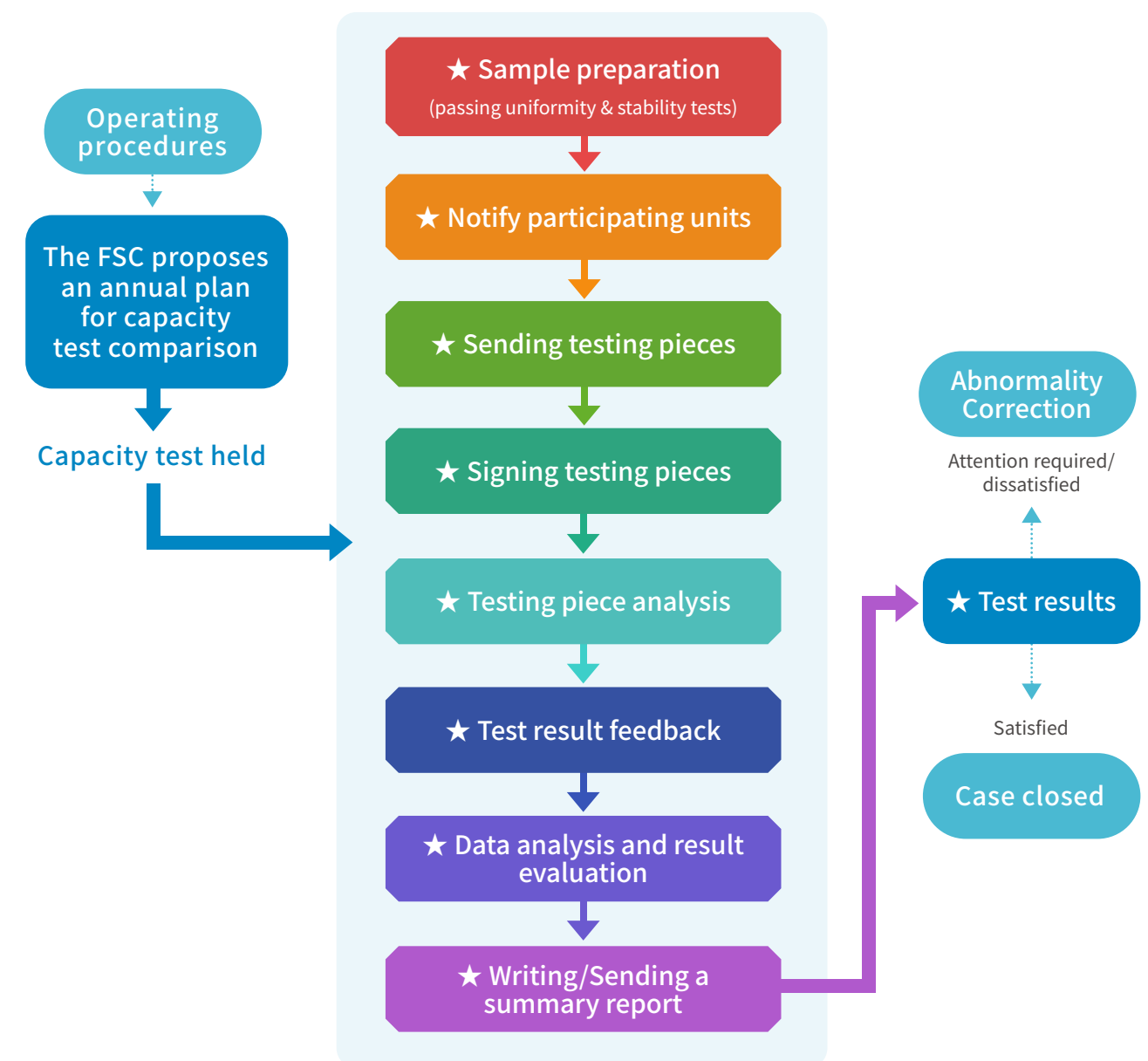
- Food safety control expenses ^{Note} : NT\$342.72 million
- Percentage of net sales revenue in the standalone financial statements : 0.67%

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



Capacity Test Comparison

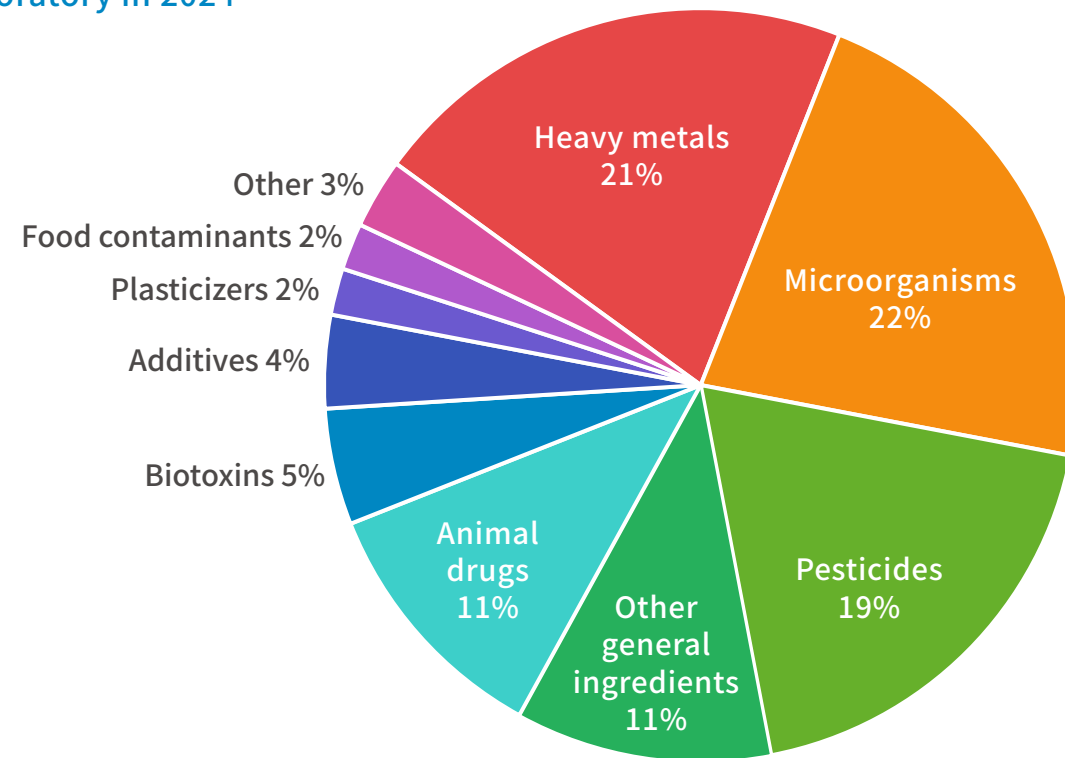
To ensure the quality of food safety inspection and the capabilities of the inspection unit upon performing tests, we conduct capacity comparison between inspection units through test standards, test conditions and homogeneous samples. Finally, the test results from each inspection unit are compiled, 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.



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 2024, 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 2024



2.2.3 Cultivate Food Safety Talent

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, 2024, a total of 165 employees obtained food safety certifications.

Furthermore, to 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. In 2024, the number of participants in food safety training reached 13,854, with a total training of 31,188.0 hours.



2024 Food Safety Education and Training

- ✓ 13,854 employees received training
- ✓ Total 31,188.0 training hours



In 2024, as many as 165 personnel obtained food safety-related certificates, an increase of 10.74% compared with 2023

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 2024, a total of 32 courses had been offered, of which 19 were routine external courses; 13 were customized corporate courses, with a total of 1,394 participants, which represented an increase of 1.9 times compared to 2023.

Routine external courses (19 courses in total)

- Practical training on instrument calibration and factory management
- Practical course on disease vector management in food factories
- Practical course on food microbiological testing
- Sensory evaluation and practical application of food – basic level
- Sensory evaluation and practical application of food – advanced level
- Practical course on cross-contamination prevention in food factories
- ISO 22000 Internal auditor training for food safety management systems
- FSSC 22000 transition implementation training
- Practical auditor training – basic level
- Practical auditor training – advanced level
- Practical course on environmental monitoring management in food factories
- HACCP (Hazard Analysis and Critical Control Points) practical training
- Training course on food labeling regulations
- Practical course on hygienic design, cleaning, and disinfection of food factory equipment
- Practical training on sanitation and food safety management in warehousing and transportation
- Introduction and practical training on pet food regulations
- Analysis of Food Safety Act and discussion of common deficiencies - basic level
- Seminar on food safety and hygiene
- Analysis of food safety control system and discussion of common deficiencies



2024 customized business classes (13 courses in total)

- Training course on selection and evaluation of contract manufacturers
- Practical course on disease vector management
- Practical course on environmental monitoring in food factories
- Seminar on food safety and hygiene management act
- ISO 22000:2018 clause interpretation training for food safety management systems
- ISO/TS 22000-4 key clause training course
- FSSC 22000 version 6 – explanation of additional requirement revisions
- Practical course on cross-contamination prevention in food factories
- Practical course on cleaning and cleaning validation in food factories
- ISO 22000 internal auditor training for food safety management systems
- Explanation and case study on food labeling and advertising regulations
- Food defense education and training
- Practical course on instrument calibration management

★ A total of 1,394 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, 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	• Meet regulatory requirements • Ethical management • Confidentiality obligation • Intellectual property rights protection • Transparency rules
	Labor and Safety	• Compliance with relevant regulations • Labor rights protection • Provide a healthy and safe workplace • Occupational safety and health management
	Social and Environmental Responsibility	• Compliance with relevant regulations • Encourage green procurement • Emphasis on operational environmental responsibility
 Management Requirements	Qualification Review	• All suppliers of raw materials must be approved by the evaluation team before procurement. • Must be registered on the "Food Business Registration System"
	Quality Management	• 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.
	Contract Performance System	• 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.

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.

Management Aspect	Audit Method	
 Audit of Operational Procedures	Document review Execution frequency: From time to time • Suppliers of unprocessed agricultural, livestock and aquatic ingredients • Traders only handle import procedures, and their goods are shipped directly from the port to the Company's warehouse • Adopt existing qualified third-party suppliers or OEMs of the Group's affiliates	On-site assessment Execution frequency: Audit frequency is determined by risk • Domestic food suppliers • Primary processing plants of agricultural and livestock products • Traders • Overseas manufacturers • Traders (packing plants) of food-grade detergents/chemicals • Suppliers of food-grade detergents/chemicals
 Maintenance of Material Quality	Visits to raw material suppliers Execution frequency: From time to time • Domestic food suppliers • Primary processing plants of agricultural, livestock and aquatic products • Traders 	
 Specific Audit Topic (Audit by the Food Safety Audit Team)	Supplier Traceability Check Execution frequency: Unscheduled audits without warning • Domestic food suppliers • Primary processing plants of agricultural, livestock and aquatic products • Traders	

On-site 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
- Management and Regulations - Process and product control - Nonconforming product management and traceability - Environmental health - Employee health and safety - Facilities and equipment - Disease vector management - Product protection and emergency response - Inspection and testing - Warehouse and transportation - Corporate social responsibility	- Management and Regulations - Critical control point and hazard analysis food safety systems - Process and product control - Nonconforming product management and traceability - Environmental health - Employee health and safety - Facilities and equipment - Disease vector management - Food safety and emergency response - Inspection and testing - Warehouse and transportation - Corporate social responsibility
Primary processing plants of agricultural, livestock and aquatic products	Traders (packing plants) of food-grade detergents/chemicals
- Raw materials management - Quality and supply capacity - Factory cleaning and hygiene - Process management	- General management - Warehouse and transportation management - Packing process management - Waste management
Overseas manufacturers	Traders
Raw materials, additives, processes, products, and other food safety management	- Raw materials management - Supply capacity

In 2024, 168 out of 558 food raw materials suppliers applicable to the Supplier Evaluation SOP completed the on-site evaluation, a 30.11% evaluation completion rate. Suppliers were deemed qualified if they scored 60 points or above, had no major deficiencies (such as food safety and hygiene system failure or immediate safety hazards in food that could not be fixed promptly), and no serious violations (such as lacking legal licenses, using illegal raw materials, or breaching laws and regulations).

Note 1 : The 558 suppliers were food raw materials suppliers who had business dealings with the Company in 2024 included suppliers not subject to the Supplier Assessment Procedures. (e.g., OEM factories, dairy farmers).

Note 2 : The 168 suppliers include the number of food raw material suppliers trading with us in 2024 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 2024. When necessary, on-site assessments will be proposed for overseas suppliers in the future.

2022-2024 On-site Assessment Percentage

On-site Assessment	2022	2023	2024
A. Number of all raw material suppliers ^{Note 1}	569	563	558
B. Number of suppliers applicable to the Supplier Assessment Procedures	416	545	436
C. Number of domestic suppliers that performed on-site assessments ^{Note 2}	152	156	168
Ratio of on-site assessments to all suppliers (=C/A)	26.7%	27.7%	30.1%
Ratio of on-site assessments to suppliers applicable to the Supplier Assessment Procedures (=C/B)	36.5%	28.6%	38.5%

Note 1 : 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 on-site evaluations 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.).

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
 Food Safety Point 1 Food Safety Point 2	The Food Safety Audit Team carries out a supplier on-site visit and follows up improvement
 Food Safety Point 3	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 2024

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.

2024 results of the visits

In 2024, the QC Section audited 20 suppliers in 29 visits. Process management was the main cause of defects. Corrections of all defects had already been completed before November 20, 2024.

Supplier Traceability Check

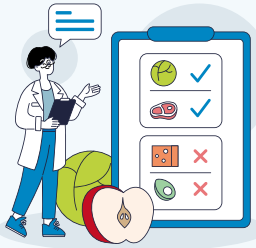
With reference to the "Food Trace and Track System," the Food Safety Audit Team formulated the "Inventory of Traceability on Level 2 Raw Materials and Production Inspection Measures for Suppliers." Traceability and production audits are conducted based on the type of manufacturers and traders. There 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 2024, the Food Safety Audit Team audited 681 suppliers in 681 visits. Good Hygiene Practice (GHP) was the main defect. Corrections of all defects were all completed by December 31, 2024.



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 2024, Uni-President purchased raw materials from manufacturers because one supplier was found to be non-compliant with the inspection and regulations by the competent authorities^{Note}. On September 30, 2024, the Company notified all distribution channels to remove one item, Gold Beef Noodle, from the shelves. No fines were imposed, and the total recalled weight was 5.847 metric tons.

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



In 2024, Uni-President has uploaded the Food Traceability Management System with a total of 479 products, accounting for 100% of all Uni-President food products (excluding feed for livestock and aquatic animals). According to regulatory requirements, the use of electronic invoices has been 100% completed.

The complete data has been uploaded to the Ministry of Health and Welfare's "Food Traceability Management System (Ffacebook)" (<https://ffacebook.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

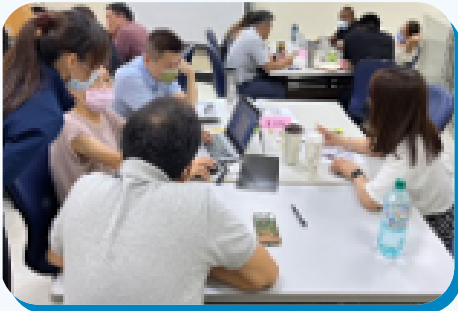
1. Quick and accurate search for the Group's qualified suppliers.
2. Reduce the management procedures and operation of repeated evaluations.
3. Reduce the risk of using new suppliers that are not on the Group's qualified supplier list.

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 and control for 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 Provided to Subcontractors in 2024

Project Name	Vegetable supplier quality management support project
Counseling Content	A long-term vegetable supplier, mainly delivering fresh produce, was found to have a year-over-year decline in raw material quality over the past three years. In the 2023 statistics, the most frequent quality issues involved metal foreign matter, plastic foreign matter, and microbiological abnormalities. As a result, the supplier requested support from the Food Safety Center.
Explanation of Guidance Effectiveness	Through training and process breakdowns, the project progressively guided suppliers to establish three major quality control mechanisms including metal foreign matter control, plastic foreign matter control, and washing and sanitation control. This was aimed at improving self-management capabilities and reducing the incidence of raw material quality issues.
Photo	

Project Name	OEM factory screening and management support project
Counseling Content	To assess the current state of brand management among OEM factories, the Company diagnosed their practices and identified three key themes and five risk points. The support measures included (1) educational materials, (2) discussions to optimize existing OEM management mechanisms, and (3) on-site evaluations. These measures aimed to raise awareness of food safety among management personnel, and help establish OEM management procedures that align with the Group's food safety policies and industry characteristics.
Explanation of Guidance Effectiveness	Enhance the food safety awareness of managers, establish OEM management methods that comply with the Group's food safety policy and industry characteristics, identify risk points through evaluation and observation, and then optimize the mechanism to reduce the Group's food safety risks.
Photo	

Project Name	Promote the quality management system coaching project for packaging material suppliers
Counseling Content	Analyzing label quality anomaly cases reported by packaging material suppliers over the past three years, 80% of the main causes were categorized into three key areas for improvement: new product launch management mechanisms, process management mechanisms, and finished product acceptance mechanisms. By collaborating with suppliers to review their production workflows, packaging material suppliers are guided to formulate and optimize these management mechanisms.
Explanation of Guidance Effectiveness	Through guidance and optimization of customer demand management, process management, and finished product acceptance management, packaging material suppliers have enhanced their self-management capabilities for label printing quality to reduce the risk of shipment quality anomalies. In 2024, supply anomalies decreased by 70% compared to 2023.
Photo	

Project Name	Implementation of the Group's food safety system guidance project
Counseling Content	At the request of one of the Group's companies, Uni-President's Food Safety Center provided guidance on its food safety system and performed an on-site assessment. Six major systematic diagnostic recommendations were made to optimize management mechanisms through systematic countermeasures.
Explanation of Guidance Effectiveness	Assistance was given to establish a systematic management system, including senior management attitude and support, employee professional skills training and development, equipment management, a comprehensive document control center management system, improved quality control systems, and promotion of 5S activities, thereby building a comprehensive food safety system.
Photo	

Project Name	Packaging supplier's existing plant document information optimization guidance project
Counseling Content	Due to frequent external audits requiring suppliers to add or modify form documents, the Uni-President's Food Safety Center was commissioned to assist in optimizing document information management. Through four steps of form review, problem focus, system assessment, and optimization adjustments, suppliers were assisted in optimizing their document information management to ensure compliance with hygiene regulations and food safety management system standards, while reducing operational waste and food safety risks.
Explanation of Guidance Effectiveness	Guidance was provided to suppliers to optimize three major document information management mechanisms—standard operating procedure management, record form management, and training management—through the methods of deleting, merging, reorganizing, and simplifying.

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 2024, 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 2024, Uni-President sold a total of 1,435,841 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 has obtained FSSC 22000 certification for all its plants, except for essential oil plant which has obtained ISO 22000 certification and Yangmei General Plant which has obtained ISO 22000 and FSSC 22000 certifications.



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 2024."



In 2024, 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.



2024 Self-audit Standards and Achievements

Plant Type	Management Standards	Inspection Status
Food Plants	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. - Level 1: Plant self-audit - Level 2: Audits on all food plants are performed by general plants - Level 3: The Technical Group reviews the audit of all general plants and evaluates the need for spot checks based on the risk	Level 2 Audits - Total number of food manufacturing plants: 23 - Number of on-site audited manufacturing plants: 23 - Proportion between the number of on-site audited plants and affected products:100% Level 3 Audits - Total number of food manufacturing plants: 23 - Total number of general plants reviewed by the Technical Group: 10
Feed plant	We have established the "Internal Quality & Food Safety Audit Procedures" in reference to ISO 9001 and ISO 22000.	100% ^{Note}

Note: In 2024, 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 2024, a total of 50 units were audited, with 244 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.

2024 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%	0.4%	52.0%	0%	52.4%
Internal QC Unit	0%	0%	4.9%	0%	4.9%
Internal Research Unit	0%	0%	2.9%	0%	2.9%
OEM Plant	0%	0%	39.8%	0%	39.8%
Subtotal	0%	0.4%	99.6%	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	Gas Chromatography Mass Spectrometry (GC-MS/MS)	
Investment Costs	NT\$4,900,000	
Application Benefits	It is applied for testing pesticides in crops, poultry, livestock, and eel and shrimp. With the increasing volume of pesticide tests year by year, this method improves laboratory testing efficiency and reduces the need for outsourcing tests.	



Device Name	Gas Chromatography (GC)	
Investment Costs	NT\$1,500,000	
Application Benefits	It is mainly used for analyzing food components, such as saturated fatty acids and trans fatty acids among the eight major nutrients.	

Device Name	High-Performance Liquid Chromatography (HPLC)	 
Investment Costs	NT\$1,900,000	
Application Benefits	Used for the inspection of ester preservatives in food (benzoic acid, sorbic acid, acetic anhydride, salicylic acid, p-hydroxybenzoic acid and its esters), the inspection of propionic acid in food, and the inspection of sugars in food.	

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 60 fleets were assessed in 2024, and the passing rate was 100%.



A total of 60 fleet assessments were conducted in 2024, with a pass rate of 100%

To enhance refrigerated logistics efficiency, Uni-President has optimized the scheduling mechanism for empty refrigerated containers, which increased the proportion of short-distance recoveries from 62.68% to 65.71%. This not only effectively reduces transportation distances but also saves 189,593 kilometers in mileage, further decreasing fuel consumption by 54,169 liters, and balancing operational efficiency with environmental sustainability. In addition, logistics optimization for instant noodle products was conducted by relocating warehouses and reconfiguring transportation routes through external warehouse site planning. This adjustment saved 4,051 kilometers in transportation mileage and reduced fuel consumption by 1,157 liters, effectively improving logistics energy efficiency and advancing energy-saving and carbon reduction goals.



To reduce carbon emissions caused by transportation, Uni-President requires its logistics fleet to adopt new environmentally friendly vehicles and implements a vehicle replacement policy. In 2024, 76.7% of logistics partners used new environmentally friendly vehicles, accounting for 77.3% of transportation and warehousing service expenditures. During 2024, five vehicles were replaced with new vehicles that met Phase 5 and 6 environmental standards, thereby minimizing environmental impact. In addition to replacing old vehicles with new ones, Uni-President has also improved the efficiency of its logistics fleet operations. With the support of the IT Department, a vehicle management platform was developed and launched in May 2024. The platform's scope of management includes order and inbound vehicle management, task management, and exception management. It categorizes vehicles by type and provides specialized exception management tailored to the specific needs of each vehicle type (e.g., temperature control for refrigerated trucks and bakery trucks) to ensure the quality of logistics services.



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 launched a series of CHAI LI WON sugar-free tea beverages, sparkling water, and LP33 no sugar added drinking yogurt to help reduce consumers' excessive sugar intake and prevent the onset of related diseases. At the same time, we are actively working to reduce the sodium content in our products, offering healthier options to the public, such as Imperial Big Meal Hot Beef Flavor Instant Noodles (25% less sodium).

To cope with the changes in the dietary habits of the seniors, Uni-President has launched Imperial Mini Sichuan Pepper Sausage. In 2024, a total of 26 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 2024, we had a total of 37 products that obtained the "Anti Additive Clean Label" certification. Our products have not only received numerous accolades domestically such as patents granted by Intellectual Property Office, the Gold Award of Nutritional Health Food Innovation Award, and the Innovation Product Evaluation Award, but have also earned international recognition. These include the Monde Selection Quality Award, the PRIX EIFFEL Gold Medal Award and Platinum Medal Award at the PRIX EIFFEL International Invention Contest, and the Gold Medal at the Malaysia MTE International Invention Exhibition, all of which demonstrate the exceptional quality and innovative capabilities 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 2024

Patents were obtained

516

Invention **195**

New Patent **252**

Design **69**

in 2024

Patents were obtained

21



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

2024 Management Target	2024 Achievement Status	2024 Key Achievements	2025 Targets	Mid-to Long-term Goal
Technical research on the mechanism of delicious products	Achieved and under continuous improvement 	1. Development of exquisite confectionery products 2. Development of sparkling water 3. Product development of filled popsicles 4. Upgrade of sugar-free and sugar-reduced teas 5. Development of sodium reduced roast beef noodles with green onion	1. Development of spicy noodle dishes 2. Development of side dishes to accompany alcoholic beverages 3. Refinement of ambient tea technology 4. Development of refrigerated fruit teas 5. Development of nutritious and delicious yogurt	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 	1. Development of nutritionally fortified milk 2. New product development of high-protein soy milk 3. Development of high-fiber baked goods 4. Development of ready-to-eat meals 5. Development of Hong Kong style special handcrafted flower-shaped dumplings	1. Development and enhancement of European-style bread 2. Development and enhancement of savory bread 3. Development of reduced-sugar, flavored soy milk 4. Development of functional dairy beverages 5. Development of ready-to-cook meals	Meet consumer demands and improve three major product categories including fresh food, bakery, and nutrition through product R&D.



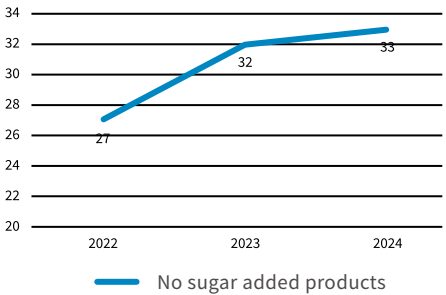
2.5.2 Diversified Dietary Trends to Take into Account Both Health and Taste

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 Sugar Added 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 2024, there were 33 no sugar added products. Compared with 2023, 1 product was added, which represented an increase of 3.13%



Product Highlights and Description

1. CHAI LI WON Earl Grey Tea

✓ No sugar, no added flavors.

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.

3. LP33 No Sugar Added Drinking Yogurt PE500ml

✓ A new sugar-free variant has been launched that contains no added sugar, is low in fat, and suitable for lacto-vegetarians, allowing consumers to conveniently supplement LP probiotics through their daily diet.



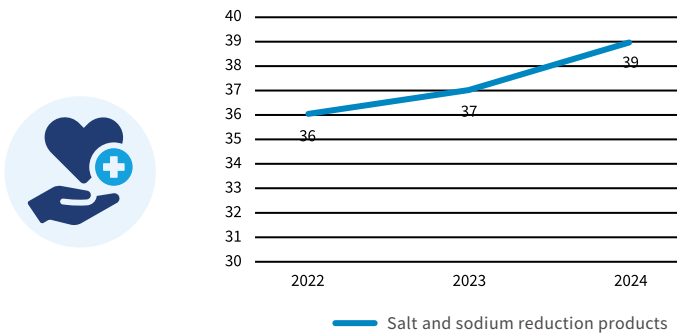
Health Food Certification

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 2024, 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.



Item quantity :
Sodium intake is advised at 2,000 mg per day by WHO (World Health Organization). The Company has 39 instant noodle items that contain no more than 2,000 mg per serving.

Product Highlights and Description



Imperial Big Meal Hot Beef Flavor Instant Noodles (25% Reduced Sodium)

✓ Imperial Big Meal Hot Beef Flavor Instant Noodles (25% Reduced Sodium) reduces sodium intake by lowering the use of salt, while enhancing flavor with umami, richness, and spices to meet the needs of a healthy and low-sodium diet.

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 2024, there were a total of 10 SKUs using brewed non-fried noodles

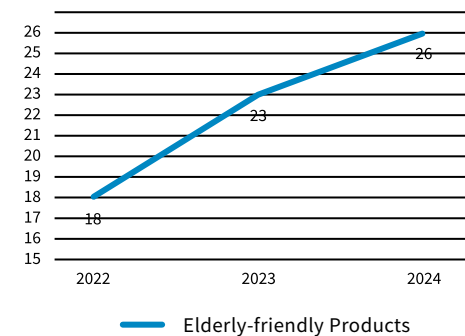


Elderly-friendly Products

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 2024, a total of 26 products have been selected as elderly-friendly products.



Product Highlights and Description

1. CHAI LI WON Sijichun Tea Sugar Free

Sijichun Tea (Four Seasons Spring Tea) is one of Taiwan's most popular tea tree varieties, it thrives through early spring and late winter, remaining evergreen year-round—hence its name. With a single sip, the essence of spring seems to extend through all four seasons.

- ✓ Selected Taiwanese spring and winter tea leaves are used, and the tea aroma is further enhanced using "cold shockwave single-cell extraction technology" to release its fragrance and amplify its lingering sweetness. Sugar-free and free of added flavorings, it caters to the daily tea-drinking habits of the elderly.
- ✓ Partially transparent packaging offers a refreshing and bright appeal, providing a light and pleasant visual experience for senior consumers. The 600ml round, curved bottle is also easy to grip. Ready to drink upon opening, suitable to drink both cold and at room temperature, offering convenience.



2.Uni-President AB No Sugar Added Yogurt Drink

Uni-President AB No Sugar Added Yogurt Drink utilizes strain selection and enzymatic hydrolysis technologies to reduce the sour and astringent taste of yogurt and enhance its flavor. Through the action of lactase enzymes, most of the lactose is broken down into galactose and glucose, which also helps reduce lactose sensitivity issues among the elderly. The product meets low-fat standards to avoid excessive fat intake. In addition, it contains Lactobacillus reuteri (strain B), which can withstand gastric acid and bile, helping to support digestive tract function.



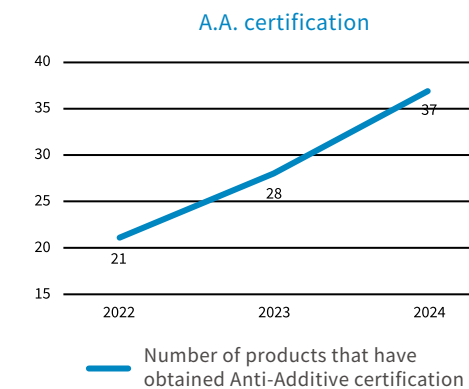
3. Imperial Mini Sichuan Pepper Sausage

- ✓ An award-winning elderly-friendly food in 2024, made with carefully selected locally sourced chilled pork hind leg from Taiwan.
- ✓ The flavor and texture have been adjusted to reduce irritants while maintaining a well-balanced taste.
- ✓ Individually portioned packaging, each strip designed for a single bite which enhances mealtime convenience for senior consumers.



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 2024, a total of 37 products have obtained Anti-Additive certification, with 9 new products added compared to 2023, a 32.1% increase.

Product Highlights and Description

1.All Products of Hau Jin Dau Noodles

- ✓ Made with 100% premium Australian golden wheat and produced using the Japanese-standard "cedar wood chamber" technique, the noodles undergo a three-stage drying and aging process over 8.5 hours, preserving the wheat's natural translucent whiteness and delivering a chewy, smooth, and springy texture.
- ✓ The entire series has passed the international A.A.Clean Label's highest level 100% no-additive certification and does not use food additives to change the taste of the ingredients.



2.Chenguang-GOLD High Fiber Raw Toast

- ✓ The use of heat-treated wheat bran and finely milled grain flour reduces the coarseness and bitterness often associated with traditional grain-based products. The addition of multi grains such as oats and rye enhances dietary fiber content to meet diverse nutritional needs.
- ✓ By applying a proprietary soup starter fermentation process involving 12-hour low-temperature maturation, along with the use of enzymes, lecithin, and active wheat protein, the toast retains its moisture and soft texture. The product has received A.A. International No Additive Three-Star Certification, as well as Three-Star Grand Prize at the 10th A.A. Taste Award - Global Pure Taste Evaluation, achieving a balance between great taste and minimal additives for better health.



Environmentally Friendly Products

1.Reisui Fresh Milk (Full fat / Low fat)

Smart energy conservation, promotion of renewable energy

- ✓ Dairy farms are gradually adopting variable frequency equipment and smart environmental control systems. Currently, nearly 40% use variable frequency milking machines and over 40% use variable frequency fans, thereby reducing energy consumption.
- ✓ About one-third of farms across Taiwan have adopted renewable energy sources such as solar and biogas power, which support sustainable energy development.

Resource reuse, pollution reduction

- ✓ Taiwan's first "fermentation cycle barn" uses an earthen floor base that is turned regularly to promote the fermentation of waste and transform it into a natural bedding material. This not only reduces pollution but also improves the living environment for cattle. Some farms have already implemented this technology, and guidance is being provided for newly planned farms to consider adopting it.



2.Pure Tea Series Products

- ✓ 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

Uni-President places great importance on animal welfare and is committed to promoting humane dairy cattle farming to enhance both the sustainability of dairy farms and the quality of life for animals. By establishing comprehensive technical service programs that integrate herd management, nutritional formulation, environmental optimization, and sustainable operations, the Company supports dairy farmers in adopting advanced feeding and management technologies. The Company also regularly conducts educational training and technical exchange activities to ensure that farms stay aligned with international standards and continue to improve its farming environments and animal care practices.

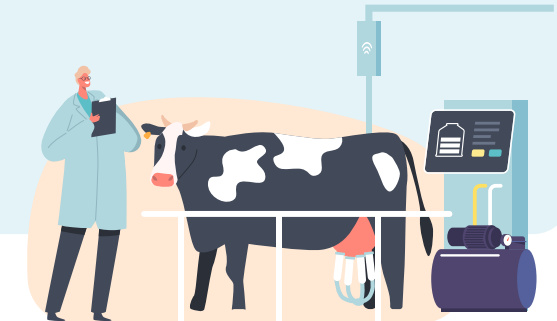


Counseling for Dairy Farmers and Friendly Dairy Breeding Program

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 2022 to 2024, the amount of lactation increased from an average of 22.74 kilograms to 23.67 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 focusing on consumer dietary trends and health, we continue to research the pet-raising environment in Taiwan. Adhering to the principle of food safety as our top priority, we aim to create healthier and higher-quality pet food for dogs and cats in Taiwan, and provide pets with a better quality of life. In 2024, through collaboration with pet product retailers, we gained deeper insights into the needs of modern pet owners and developed a brand-new product line, Petlife Functional Whole Grain Pet Food, designed specifically to meet the health needs of dogs and cats in Taiwan.



Petlife Premium Grain Targeted Nutrition Petfood

Professional functional formula : Carefully developed by professional veterinarians and R&D teams to meet the health and functional needs of dogs and cats in Taiwan's feeding environment. Based on the main health concern of gut health for pets in Taiwan, the formula includes probiotics such as Lactobacillus reuteri, Aspergillus oryzae, and Natto probiotics. It is further enhanced with targeted functional nutrients to meet specific pet needs-for dogs: skin & coat care, and joint support formulas; for cats: urinary tract health and anti-hairball formulas. This ensures pets receive more comprehensive nutritional support.

Hypoallergenic premium grain pet food : Made with meat as the primary ingredient, using high-quality animal protein sources and hypoallergenic ingredients. Premium grains such as brown rice and oats replace common allergens like soy, corn, and wheat. The recipe is also enriched with superfoods like golden flaxseed and barley, as well as healthy fruits and vegetables to help pets maintain balanced nutrition and overall health.

MAS motorized atomization spraying technology : Taiwan's first application of Motorized Atomization Spraying technology. This technique uses powered centrifugal separation to apply three sequential coating layers of food-grade beef tallow, hydrolyzed protein, and probiotics onto dry kibble. The process maintains nutrient integrity with precise temperature control to prevent damage from high heat.



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 2024:

A.A.Taste Awards

The Asian A.A. Pure Taste Awards evaluate the taste, flavor, and quality of the food. Award-winning products are recognized for their excellent taste and quality, which conforms to international food quality standards.

In 2024, five products from Uni-President, including Chenguang-GOLD Strawberry Milk Raw Toast, Chenguang-GOLD High Fiber Raw Toast, Uni-Bread Pork Floss Pastry, Uni-Bread Melon Bread, and Uni-Cake Honey Cake were honored with awards at the A.A. Taste Awards.



Nutritional Health Food Innovation Award^{Note}

Recognizing innovative nutrition and health breakthroughs in food industry, the award-winning products combine the latest science and technology with health concepts to provide better nutritional supplement options.

The Metamin Health 3D Chromium Plus not only earned double health food certification for regulating blood lipids and blood sugar, but also stood out among numerous competing products to win the only Gold Award in the 2024 Nutritional Health Food Innovation Award in March. After receiving the "Taiwan Biotechnology Award" in 2022, and winning two gold medals in 2023 international invention competitions at the Malaysia MTE International Invention Exhibition and Russia Archimedes International Invention Exhibition, Uni-President has earned continuous recognition from domestic and international experts for three consecutive years.

^{Note:} Nutritional Health Food Innovation Award is organized by the Health Food Society of Taiwan



Innovation Product Evaluation Award^{Note}

Evaluate the innovative R&D of food and beverages, and recognize the innovative performance of products in terms of formulation, manufacturing process or function, in order to enhance market competitiveness and meet consumer needs.

In 2024, Uni-President's Yuan Wei Ben Pu Red Bean Milk Ice Lolly was awarded the "Gold Medal for Innovative Processing Technology", One More Cup Retort Pouch - Braised Pork Balls in Superior Broth received the "Gold Medal for Innovative Product Concept", and both Chenguang-GOLD High Fiber Raw Toast and Metamin Health 3D Chromium Plus received "Honorable Mentions for Innovative Product Concepts".

^{Note:} Innovation Product Evaluation Award is organized by the Taiwan Association for Food Science and Technology



Monde Selection Quality Awards

Organized by the internationally renowned Monde Selection, this award covers categories including food, beverages, and health supplements. Winning products must pass rigorous quality testing, which showcases outstanding craftsmanship and flavor.

In 2024, Uni-President received a total of eight Monde Selection Quality Awards (Gold, Silver, and Bronze) for the following products: Rui Sui Fresh Whole Milk, PowerMate (Malted Milk with Cocoa), Proker Original German Sausage and Garlic German Sausage, Imperial Sausage and Garlic Sausage, as well as Imperial Mini Sichuan Pepper Sausage and Mini Garlic Sausage.



PRIX EIFFEL 2024 Gold Medal Award and Platinum Medal Award



The selection criteria are based on innovative technologies and R&D results, to encourage global companies to make breakthroughs in the fields of food and technology, etc. The winning products demonstrate excellent R&D capabilities and market potential.

In 2024, Uni-President AB Probiotics won the gold medal award and platinum medal award at the PRIX EIFFEL International Invention Contest.

ITI Superior Taste Awards

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, two stars and three stars).

In 2024, Uni-President won ITI (International Taste Institute) Superior Taste Awards for a total of 14 products, including: Imperial Emperor Pa Shao Beef Noodle, Dr. Milker Premium Milk, SIANG KOU Dry Noodles, Uni Noodle House of Little Moments, Imperial Big Meal Hot Beef Flavor Instant Noodles, Rui Sui Fresh Whole Milk, and Proker Chicken Breast, among others.



2.6 Responsible Marketing and Labeling

(GRI 417-2、GRI 417-3)

Uni-President attaches great importance to the trust between itself and consumers, and is committed to providing authentic, clear, and easy-to-understand product information, and strengthening communication between the brand and the public through responsible marketing practices. In the face of the diverse and rapidly changing consumer environment, we continue to review our practices in product promotion and information disclosure to strengthen information transparency and customer trust, and regard protecting consumer rights as one of our most important goals.

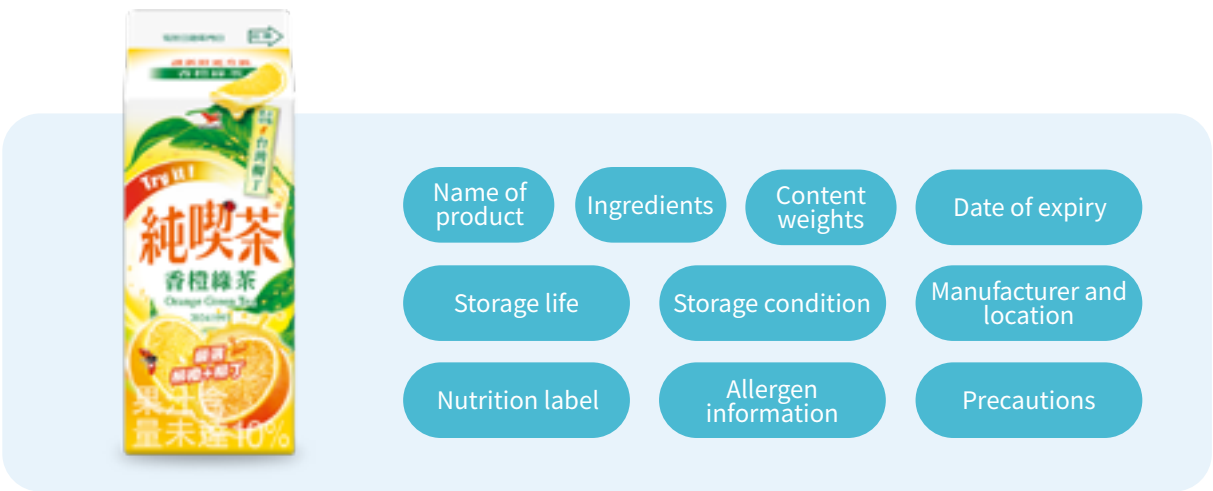
Material Topic	Responsible Marketing and Labeling
Policy and Commitment	At Uni-President, we have adhered to the spirit of ethical management and are committed to using its core competencies to create higher value for our products. We hold a sincere attitude when it comes to communicating with consumers 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.
Goal	100% of the product packaging labeling and advertising review are conducted in accordance with the product labeling review guidelines and creative review standards to ensure compliance with relevant laws and regulations and the Company's regulations.
Action Plan	- Based on the product packaging labeling and the advertising review process system, each responsible unit performs a review and confirmation of the items it is responsible for before the packaging materials can be printed and the advertising can be carried out. - We publish promotional e-newsletters every quarter to publicize laws and regulations and violation cases, and enhance personnel's awareness and understanding of laws and regulations.
Evaluation Mechanism	The government's public sector audit found no violations, and the Company will continue to track whether product packaging and marketing information comply with relevant regulations. No violations of product labeling or advertising-related laws and regulations occurred in 2024. In the future, we will gradually establish an internal review and control mechanism based on practical needs to enhance our independent management capabilities.
Grievance Mechanism	Internal complaint mechanism: - In accordance with the policy of encouraging employees to participate in and maintain product safety, internal employees are encouraged to jointly review labeling and advertising. All complaints will be reviewed, responded to and announced by the Food Safety Committee. External complaint mechanism: - Establish smooth consumer complaint channels, including customer service hotlines, emails and online platforms, to ensure that consumers can easily ask questions or express dissatisfaction with product marketing and labeling. - All complaints will be handled by a dedicated team and responded to and resolved within a reasonable time to ensure that consumer rights are protected.



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, manufacturer and location, 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 2024, out of the 1,118 items reviewed, 858 were approved and 260 were rejected due to errors in labeling text such as ingredients, edition, nutrition labeling, and precautions.



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
2024 Product Labeling Review	Items were reviewed: 1,118 Items were approved: 858 Items were rejected: 260



2.6.2 Consumer Inquiry Service

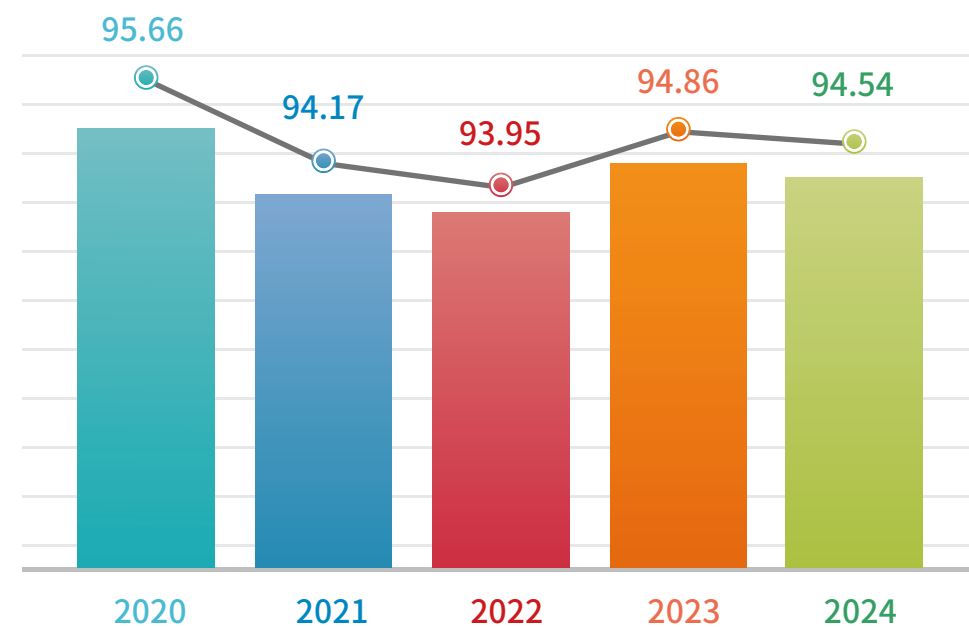
The Consumer Service Center receives feedback from our customers via multiple channels (0800 hotline, official website, service mailbox, retail feedback). After handling the customer complaint, the telephone service specialist will log it in "Customer Complaint and Response System", and the system will 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. We adhere to the service target of "contact within 1 hour, resolution within 24 hours." Based on the Consumer Protection Act, we aim to conduct efficient, transparent communication and negotiation, achieving mutual understanding and satisfactory outcomes with the majority (about 97.4%) of our customers.

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 Consumer 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. Uni-President is committed to providing high-quality products and services, and actively handles quality issues raised by consumers through the User Service Center. We value the opinions of every consumer and continue to optimize our products and services to enhance customer satisfaction. In 2024, the User Service Center accepted and handled various quality feedback cases. Most of them have reached consensus with customers, and a few have been handled through further communication or consumer protection mechanisms.

In response to customer feedback, the Company continues to review and optimize relevant operating processes, including internal improvements from product design and raw materials to process production, as well as strengthening transportation, storage, and display environment management through distribution units. In addition, some cases involve consumer storage or use of the products, and the Company will continue to improve quality through product tolerance optimization projects to ensure a better consumer experience.

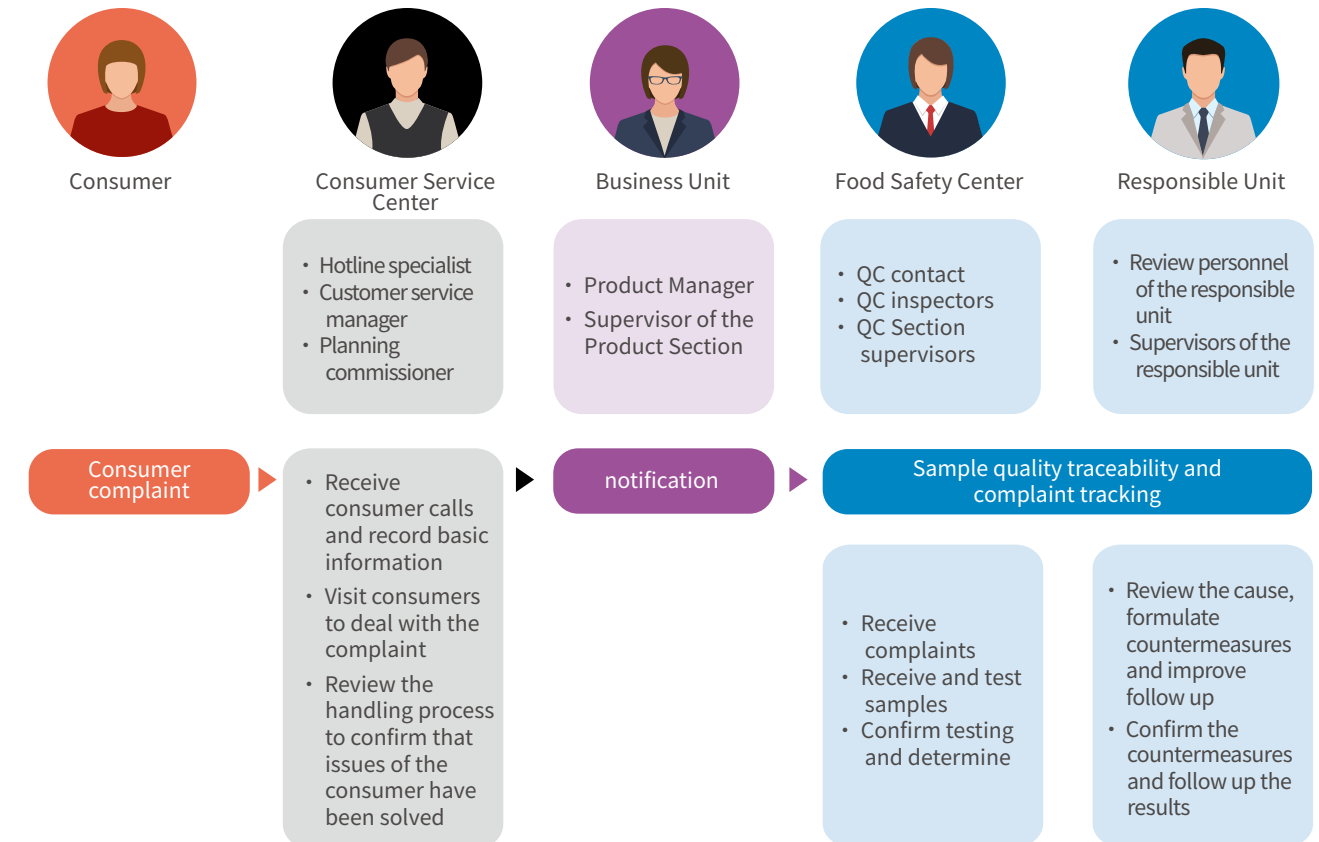
Satisfaction Score



The Customer Service Center has always prioritized delivering high-quality service as its core objective. In recent years, consumer satisfaction with complaint-handling services has consistently remained above 90 points, steadily achieving a rating range from "satisfied" (75 points) to "very satisfied" (100 points).

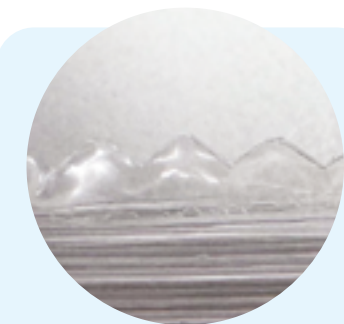


Consumer Service Center Complaint Handling Process

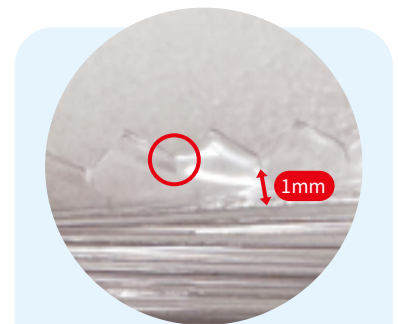


Take in the Feedback of Consumers

Issues Received	Understand the Reason	Optimize Measures
When consumers tear open the package by hand, the dual-layer composite packaging design results in higher resistance, which affects the overall unsealing experience.	The product uses a dual-layer composite package with a Z-shaped notch, forming a V-shape. The packaging material is tough, resistant to damage, and offers high gas barrier properties. Upon reviewing the current Easy Tear opening design, there is still room for improvement to provide consumers with a better unsealing experience.	The optimized Easy Tear packaging adopts Z+I notch design, forming a Y-shape. When consumers tear open the bag by hand, the added I-shaped notch effectively reduces resistance and offers an improved unsealing experience.



Before improvement (Z notch)
Such as V-shaped



After improvement (Z+I notch)
Such as Y-shaped