

Stakeholders	Topics of Concern	Communication Channel	Result of communications (by the end of 2025)	
			Frequency	Number of Communication
Investors	✓ Customer Health and Safety;	Annual General Meeting	Held annually	1
	✓ Operating Performance;	Financial Statement Announcements	Regularly (quarterly)	4
	✓ Information Security;	Website Information Disclosure	As needed	As needed
	✓ Risk Management;	Investor conference/participate in conferences held by others	As needed	6 forums
	✓ Customer Relationship Management;	TWSE Market Observation Post System Website	As needed	206 important messages in Chinese/English
	✓ Sustainable Procurement;	Integrity Risk Review	As needed	NA
	✓ Talent Attraction and Retention;	Answering questions from investors and analysts via face-to face meeting/phone or e-mail	As needed	102 face-to-face meeting/conference call
	✓ Talent Development;	Contact person	Contact person Name: Ms. Chi E-MAIL: pcscir@mail.7 11.com.tw	
	✓ Occupational Health and Safety			
Suppliers	✓ Customer Health	Management meetings	As needed	2 sessions
	✓ Safety; Product	Supplier Conference	As needed	✓ 8 procurement meetings ✓ 9 production and marketing coordination meetings

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Suppliers	✓ Labeling and Marketing Communication; ✓ Occupational Health and Safety; ✓ Labor Rights; ✓ Packaging Management			✓ 39 product categories meetings
			Supplier Code of Conduct	As needed Updated on an ad hoc basis
			Supplier audit	Regularly 89 suppliers 100% of the audit completion ratio
			Integrity Risk Review	As needed NA
		Contact person		✓ Name: Mr. Lin ✓ E-MAIL: supplier@mail.7 11.com.tw
Customers	✓ Occupational Health and Safety; ✓ Customer Health and Safety; ✓ Customer Relationship Management; ✓ Product Labeling and Marketing Communication; ✓ Talent Development	Regular replies by Integrated Services Center	As needed	✓ A total of 1,336 emails were sent to the stakeholder mailbox ✓ A total of 89,684 phone calls were received with feedback and suggestions
			As needed	✓ NA
		Contact person		Name: Mr. Chen E-MAIL: public@mail.7 11.com.tw
Employees	✓ Customer Health and Safety; ✓ Information Security; ✓ Operating Performance; ✓ Product and	Employer-employee meetings	Regularly (quarterly)	4 sessions
		Staff Welfare Committee	Regularly (quarterly)	4 sessions
		Stakeholder mailbox for	As needed	275 cases

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✓ Service Innovation; Occupational Health and Safety	employees			
		Happy Cooperative Society consultations	As needed	126 volunteer hours; 14 professional counseling sessions
		Safety and Health Committee meetings	Regularly (quarterly)	4 sessions
		cybersecurity training and professional cybersecurity training	Regularly (annually)	✓ 1 hour for general staff; ✓ 4 hours for IT staff
		Ethical Business Training	As needed	98.78% completion rate for new employees
		Integrity Risk Review	As needed	NA
		Contact person	Name: Ms. Jhuo E-MAIL: employee@mail.7 11.com.tw	
Franchisees	✓ Information Security; ✓ Tax Strategy; ✓ Sustainable Procurement; ✓ Waste Management; ✓ Product Labeling and Marketing Communication	Update the dedicated franchise website	As needed	As needed
		Planned district consultant visits	Regularly (monthly)	53 times
		Regulatory and Integrity Promotion Sessions	Regularly	13 online sessions
		Monthly publications	Regularly (monthly)	12 publications
		Franchise owner forums	As needed	20 sessions

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		Integrity Risk Review	As needed	NA
		Contact person	Name: Mr. Chen E-MAIL: call3666@mail.7 11.com.tw	
NGOs (Public Interest Group, associations)	✓ Information Security; ✓ Social Welfare; ✓ Ethical Business Practices; ✓ Customer Health and Safety; ✓ Public Policy	Participation in public welfare events /initiatives	As needed	✓ A total of NT\$241 million of in-store cash donations ✓ A total of NT\$55 million of goods donations
		Bring Back the Love Charity Donation	As needed	As needed
		Program fundraising events	Regularly (annually)	Once
		Integrity Risk Review	As needed	NA
		Contact person	Name: Ms. Wu E-MAIL: csr@mail.7 11 .com.tw	
Government Agencies	✓ Operating Performance; ✓ Customer Health and Safety; ✓ Information Security; ✓ Occupational Health and Safety	Internal Regulatory Committee	Regularly (quarterly)	4
		Integrity, Risk, and Cybersecurity Management Committee	Regularly (annually)	2
		Comply with systems as promoted	As needed	As needed
		Integrity Risk Review	As needed	NA
		Contact person	Name: Ms. He E-MAIL: pcslegal@mail.7 11 .com.tw	
Media	✓ Business Practices; ✓ Product Labeling and Marketing Communication;	The Company set up a dedicated contact to release press releases and provide media assistance	As needed	A total of 226 press releases were issued, and a press contact was provided to assist the media in real-time communication

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	<ul style="list-style-type: none"> ✓ Sustainable Procurement; ✓ Packaging Management; ✓ Product and Service Innovation; ✓ Customer Health and Safety; ✓ Sustainable Supply Chain Management; ✓ Climate Change; ✓ Food Waste Management; ✓ Biodiversity; ✓ Employee Diversity and Equality 	Integrity Risk Review	As needed	NA
		Contact person	Name: Ms. Liu E-MAIL: csr@mail.7 11 .com.tw	
Local Communities	<ul style="list-style-type: none"> ✓ Customer Health and Safety; ✓ Information Security; Customer Relationship Management; ✓ Sustainable Supply Chain 	Good Neighbor Funfest events	As needed	14,096 events
		Good Neighbor Foundation website	As needed	As needed
		Integrity Risk Review	As needed	NA
		Contact person	Name: Ms. He E-MAIL: 711gnf@mail.7 11.com.tw	

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	Management; ✓ Product and Service Innovation			