




GRAPE KING BIO

CH3 Innovation and R&D

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Sustainability Targets

| Short-, Medium-, and Long-Term Goals and Current-Year Achievement Status | Material innovation and product nutrition | Customer Services | Brand Marketing |
|--|---|--|---|
| Progress achieved in 2025 | <ol style="list-style-type: none"> Annual publication number: 21 > 20 Annual number of patent applications: 31 > 20; number of patent applications: 21 > 20 | <ol style="list-style-type: none"> Telephone customer service satisfaction rate is higher than 95% The new comprehensive customer database (CDP) has been built, imported and enabled in 2024. GKB Go-Health introduced ESG circular boxes | <ol style="list-style-type: none"> All own-brand marketing plans were completed as scheduled. Complete the first phase of internal ESG core value promotion. Complete the ESG image video, which will be used in subsequent community and VIP visits. |
| Short-term Targets for 2026-2027 | <ol style="list-style-type: none"> Focus on high-perceived functional benefits such as gastrointestinal health, metabolic regulation, and sleep and stress support in response to rapidly evolving market demands, and incorporate quantifiable indicators and consumer-friendly claims to accelerate commercialization and sales conversion. Concentrate on the mass production development and scientific validation of Taiwanese AKK isolated strains to capitalize on growing overseas demand for next-generation probiotics (NGP), particularly in the early-stage Asian market. The Bioengineering Center and Innovation Research Center are expected to submit over 25 patent applications in 2026 related to material functionality applications and corresponding product development strategies. | <ol style="list-style-type: none"> Elevate employee professional competencies by conducting product refresher training courses led by professional nutritionists to enhance product expertise and by requiring our customer service staff to participate in training organized by professional institutes each year and obtain related certificates. Establish the database for customer frequently asked questions and complaint-handling procedures to ensure that issues are resolved promptly and accurately, thereby improving service efficiency and customer satisfaction. Ensure seamless and high-quality service workflows by continuously tracking customer satisfaction indicators, focusing on key issues for feedback-driven improvements and effectiveness reviews, with the core objective of achieving "Complete Satisfaction." Advance digital services and sustainability by leveraging the Customer Data Platform (CDP) for data analysis and management while actively implementing ESG strategies to promote sustainable growth. | <ol style="list-style-type: none"> Keep striving to be "A health expert for the entire family" by providing the public with healthy and safe products, and consistently promoting our image. Continue to strengthen awareness of health food and energy drinks for younger groups. Brand Refresh Plan: packaging upgrade, online store upgrade. Clearly demonstrating our ESG commitment |
| Mid-term Targets for 2028-2029 | <ol style="list-style-type: none"> Prioritize systemic health benefits, such as gut-metabolism-immunity and muscle and body composition management, and establish market differentiation through clinical trials and global regulatory compliance to support cross-category product applications and international expansion. Establish specifications for new plant-based medicines and conduct preclinical animal trials in support of Phase II clinical trials, gradually strengthening our ability to become a sophisticated API manufacturer. Analyze current major health trends and form cross-industry alliances where necessary to design products for specific groups and health needs Develop formulations and products that adhere to environmental protection and sustainability concepts. | <ol style="list-style-type: none"> Continually conduct product refresher training courses led by professional nutritionists to enhance product expertise. Continuously optimize a database of frequently asked questions related to customer quality to ensure consistency and enhance customer trust in our quality. Optimize data integration and analysis to enhance customer service response efficiency and create an intelligent service experience, while implementing ESG strategies to achieve sustainable development goals. | <ol style="list-style-type: none"> Strengthen mechanisms related to an OEM brand and use relevant promotion materials to expand our reach into international markets beginning with ODM/OEM services. We may also expand into other markets using our own private label brands. Establish a promotional policy and brand image focused on responsible advertising, sales, and accountability labeling in response to the ESG trend. |
| Long-term Targets for 2030 and beyond | <ol style="list-style-type: none"> Focus on mechanism-oriented functionalities such as healthy aging, cellular energy, and precision gut regulation, and integrate biomarkers as efficacy validation indicators to develop high-barrier functional ingredients and extend their applications to beauty and skincare, ultimately building long-term, science-based brand value. Continue to track food and health industry trends, and form cross-industry alliances with local companies where necessary to develop formulations and products with unique features that comply with the needs of specific groups while adhering to environmental protection and sustainability concepts. | <p>The customer service team adopts a proactive service strategy to deliver professional and comprehensive support that covers the ordering system, product explanations, health knowledge sharing, and lifestyle recommendations. This approach not only "solves problems" but further "creates value," significantly enhancing the brand's professionalism and customer-centric image.</p> | <p>Form alliances with overseas and local brands, or further strengthen our corporate advantages through acquisitions as we work to become an international brand.</p> |
| Corresponding SDGs |   |  | |

3.1 Innovation Management and Patents

General manager of Biotech Research Institute
Jin-Chu Chen



Material R&D at our Biotech Research Institute incorporates cutting-edge technologies and collaborations with experts. Our products have achieved successes both at home and overseas, and we hope to enhance the health of the public.

Director of Biotech Research Institute
Yen-Lien Chen



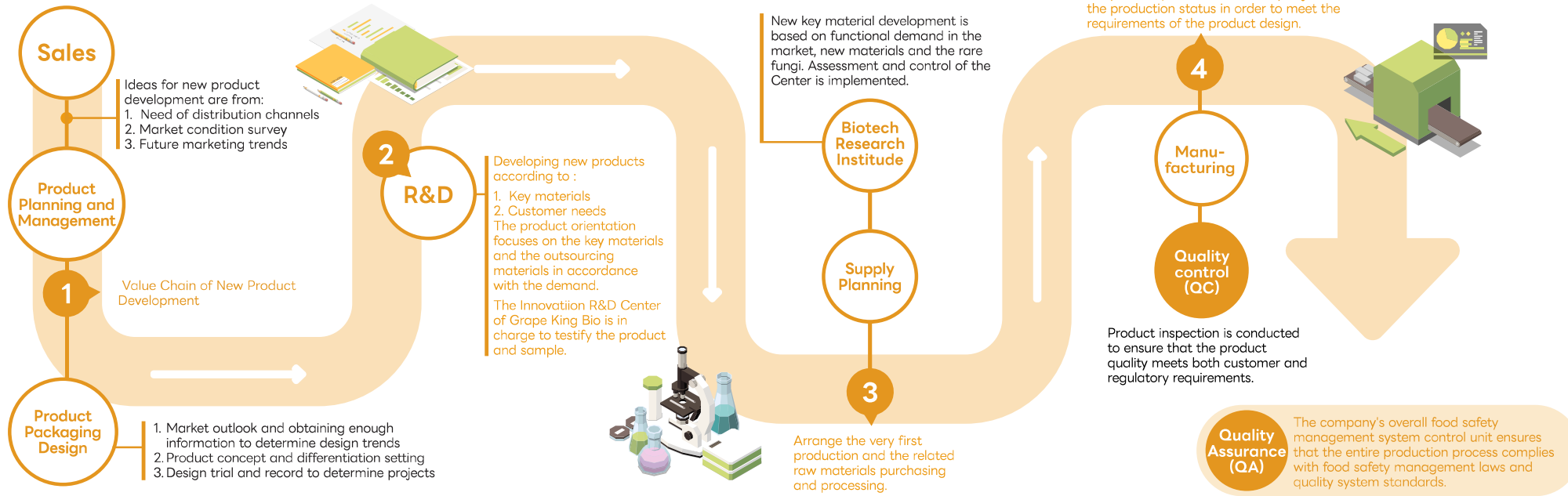
Grape King Bio's fungal fermentation technology serves as an industrial benchmark. We will continue to develop new technologies to meet the future needs of society.

Vice Director of Innovation and Research Center
Ya-Ling Liu



Product Innovation and Sustainability

Innovation and R&D Key issues : Innovation and R&D



| | | |
|---------------------|--|---|
| Management Approach | Key issue-Innovation and R&D | |
| Policies | Combine core capabilities, external research, and innovation units to develop unique Grape King Bio functional materials or formulations in response to consumer demands and market trends. | |
| Commitments | We strive to ensure product safety and legal compliance while developing products for appropriate target groups. | |
| Targets | Short-term | <ul style="list-style-type: none"> ● Focus on high-perceived functional benefits such as gastrointestinal health, metabolic regulation, and sleep and stress support in response to rapidly evolving market demands, and incorporate quantifiable indicators and consumer-friendly claims to accelerate commercialization and sales conversion. ● Concentrate on the mass production development and scientific validation of Taiwanese AKK isolated strains to capitalize on growing overseas demand for next-generation probiotics (NGP), particularly in the early-stage Asian market. ● The Bioengineering Center and Innovation Research Center are expected to submit over 25 patent applications in 2026 related to material functionality applications and corresponding product development strategies. |
| | Mid-term | <ul style="list-style-type: none"> ● Prioritize systemic health benefits, such as gut-metabolism-immunity and muscle and body composition management, and establish market differentiation through clinical trials and global regulatory compliance to support cross-category product applications and international expansion. ● Establish specifications for new plant-based medicines and conduct preclinical animal trials in support of Phase II clinical trials, gradually strengthening our ability to become a sophisticated API manufacturer. ● Analyze current major health trends and form cross-industry alliances where necessary to design products for specific groups and health needs ● Develop formulations and products that adhere to environmental protection and sustainability concepts. |
| | Long-term | <ul style="list-style-type: none"> ● Focus on mechanism-oriented functionalities such as healthy aging, cellular energy, and precision gut regulation, and integrate biomarkers as efficacy validation indicators to develop high-barrier functional ingredients and extend their applications to beauty and skincare, ultimately building long-term, science-based brand value. ● Continue to track food and health industry trends, and form cross-industry alliances with local companies where necessary to develop formulations and products with unique features that comply with the needs of specific groups while adhering to environmental protection and sustainability concepts. |
| Responsibilities | External responsible unit: Food and Drug Administration of the Ministry of Health and Welfare, Department of Health of Taoyuan City Government | |
| Resources | <ul style="list-style-type: none"> ● In 2025, our iBiotech Research Institute newly hired 1 employee with a Master's degree. ● In 2025, our Innovation and Research Center recruited 5 new members with a Master's degree. | |

| | | |
|----------------------|--|--|
| Management Approach | Key issue-Innovation and R&D | |
| Specific performance | <ul style="list-style-type: none"> ✓ Received 24 gold medals, 3 silver medals, 1 bronze medal and 10 special awards at the International Invention Awards ✓ Received "Outstanding Innovation Award" at the 9th National Industrial Innovation Awards by the Ministry of Economic Affairs. ✓ Honored with the "Innovation Elite Award" at the 9th National Industrial Innovation Awards by the Ministry of Economic Affairs. ✓ Received National Sustainable Development Award ✓ Honored with the Outstanding Company of the Year at the Taiwan BIO Awards from the Taiwan Bio Industry Organization. ✓ [KNR Probiotic Balls Granules] Awarded the Outstanding Biotechnology Industry – Annual Innovation Award by the Taiwan Bio Industry Development Association. ✓ [Hericium erinaceus Mycelium Powder] Recipient of the Innovation Technology Award (Bronze Medal) in the Applied Biotechnology Category at the Taipei Biotechnology Awards. ✓ [Probiotic King Flagship EX400] Awarded the Outstanding Innovation Product – Excellence Award by the Lactic Acid Bacteria Association. ✓ [Functional Lactobacillus plantarum GKM3®] Winner of the 21st National Innovation Award – Enterprise Innovation Category ✓ [Lion's Mane Mycelium Fermented Liquid Powder] Awarded the Bronze Prize at the National Biotechnology and Medical Quality Awards, Nutritional Health Food Category / Special Functional Health Ingredient Group. ✓ Continued to extend the efficacy of key materials such as Lactic acid bacteria, Fungal alternative protein material, Hericium erinaceus, Hirsutella sinensis, and others | |
| | | |

Continued development and innovation is an important component of sustainable management. Grape King Bio is committed to innovation and development of different products and services, and we continue to invest our resources and efforts. Development and applications at our Biotech Research Institute and Innovation and Research Center are conducted in tandem with domestic and foreign institutes. We developed a variety of products and components to attract collaboration with other associations and have submitted applications for multiple patents, showcasing our great achievements. Grape King Bio invested NT\$274,655 thousand dollars in innovation and R&D in 2025.

| Innovative Research and Development Information | Unit | 2023 | 2024 | 2025 |
|---|---------------------|---------|---------|---------|
| R&D Expense | NT\$ Thousand | 289,545 | 291,906 | 274,655 |
| R&D Full-time employees | Full-time employees | 123 | 147 | 144 |
| Percentage of R&D Expense to Sales | Percentage | 3% | 3% | 3% |

R&D Award Highlights for 2025

| Invention awards received in 2025 | | | |
|-----------------------------------|--|---|------------------------------|
| | Event | Patents | Award |
| 1 | International Invention Fair of the Middle East | Antrodia cinnamomea mycelia ferments for improving nonalcoholic steatohepatitis, preparation methods and use thereof | Gold medal |
| 2 | | Complex probiotic composition for improving exercise performance of subject with low intrinsic aerobic exercise capacity and use thereof | Silver medal / special award |
| 3 | Russian Archimedes International Invention Exhibition | Use of Clostridium butyricum GKB7 for the manufacture of composition subjecting to subject for treating osteoarthritis and degenerative joint disease | Gold medal / special award |
| 4 | | Lactobacillus plantarum, fermented product, method of manufacturing the same, composition including the same and its use for manufacturing composition of enhancing sperm quality under a heat stress | Gold medal |
| 5 | Malaysia Technology Expo | Use of Clostridium butyricum GKB7 for the manufacture of composition subjecting to subject for treating osteoarthritis and degenerative joint disease | Silver medal / special award |
| 6 | | Lactobacillus fermentum GKF3, composition comprising the strain and method for improving psychotaxia using the same | Gold medal / special award |
| 7 | International Invention, Innovation & Technology Exhibition (ITEX) in Malaysia | Use of Clostridium butyricum GKB7 for the manufacture of composition subjecting to subject for treating osteoarthritis and degenerative joint disease | Gold medal / special award |
| 8 | | External composition for wound healing containing lactobacillus fermentation product and method for promoting wound healing using the same | Gold medal |
| 9 | European Exhibition of Creativity and Innovation | Use of Lactobacillus fermentum GKF3 for preparing oral composition of reducing tobacco addiction | Gold medal / special award |
| 10 | | Lactobacillus plantarum, fermented product, method of manufacturing the same, composition including the same and its use for manufacturing composition of enhancing sperm quality under a heat stress | Gold medal / special award |
| 11 | World Genius Convention and Education Expo in Tokyo | Use of Clostridium butyricum GKB7 for the manufacture of composition subjecting to subject for treating osteoarthritis and degenerative joint disease | Gold medal |
| 12 | | Method for improving sarcopenia by using phellinus linteus | Gold medal / special award |

| | | | |
|----|---|--|------------------------------|
| 13 | Geneva International Exhibition of Inventions | Use of Hericium erinaceus mycelia active substance for preventing or curing retinopathy | Gold medal / special award |
| 14 | | Use of Clostridium butyricum GKB7 for the manufacture of composition subjecting to subject for treating osteoarthritis and degenerative joint disease | Bronze medal / special award |
| 15 | International Invention & Innovation Expo in Shanghai | Use of Hericium erinaceus mycelia active substance for repairing optic nerve | Gold medal |
| 16 | | A Lactobacillus plantarum, composition, culturing method and use of elimination of body fat, reduction of hepatomegaly and/or anti-inflammatory | Gold medal |
| 17 | | Use of Lactobacillus fermentum GKF3 for preparing oral composition of reducing tobacco addiction | Gold medal |
| 18 | | Antrodia cinnamomea mycelia ferments for improving nonalcoholic steatohepatitis, preparation methods and use thereof | Gold medal |
| 19 | World Invention and Innovation Contest in Korea (WIC) | Use of pediococcus acidilactici GKA4 in preparation of composition for preventing or treating renal dysfunction | Gold medal / special award |
| 20 | | Composition for inhibiting peri-implantitis and use thereof | Gold medal |
| 21 | | Use of Clostridium butyricum GKB7 for the manufacture of composition subjecting to subject for treating osteoarthritis and degenerative joint disease | Gold medal |
| 22 | International Innovation and Invention Competition (IIIC) | Use of Lactobacillus fermentum GKF3 for preparing oral composition of reducing tobacco addiction | Gold medal |
| 23 | | An active substance for the treatment of dementia, its preparation methods, pharmaceutical combination comprising thereof, and the preparation methods of the pharmaceutical combination | Gold medal |
| 24 | | Antrodia cinnamomea mycelia ferments for improving nonalcoholic steatohepatitis, preparation methods and use thereof | Gold medal |
| 25 | Silicon Valley International Invention Festival | Use of Phellinus linteus for preparing composition of improving sarcopenia | Silver medal / special award |
| 26 | | Use of Lactobacillus fermentum GKF3 for preparing oral composition of reducing tobacco addiction | Gold medal |
| 27 | Hong Kong International Invention and Design Competition (IIDC) | Use of Clostridium butyricum GKB7 for the manufacture of composition subjecting to subject for treating osteoarthritis and degenerative joint disease | Gold medal |
| 28 | | Use of Lactobacillus fermentum GKF3 for preparing oral composition of reducing tobacco addiction | Gold medal |

Note: More details about awards, please refer to Awards paragraph.

3.1.1 Sustained Growth of Material Development Capabilities

1. Grape King Biotech Research Institute (Longtan Branch)

Our Bioengineering Center was established in 1991 and was upgraded to a "Biotech Research Institute" in 2019 with an investment of NT\$1.6 billion. The Biotech Research Institute is responsible for developing materials and product production. In terms of R&D, the Biotech Research Institute is responsible for developing and applying our self-developed materials (key components) and actively collaborates with domestic academic and research institutes to develop products, verify product efficacy, and improve processes so as to establish core technologies for our company.

Our domestic and overseas collaboration projects and patents obtained in 2025 include:

- There are around 25 industry-academia collaboration projects with the Ministry of Science and Technology, the Council of Agriculture, the Ministry of Education, and various colleges and universities, bringing the total to 250 projects.
- We currently hold 245 patents; we applied for 31 patents in 2025 and received approval for 21.

Patents received in 2025

| | Title of Patent | Country | Patent number |
|---|---|-----------|---------------|
| 1 | Granular structure with active compound of organic acids and method for preparing the same | Taiwan | I868553 |
| 2 | Use of <i>Lactobacillus fermentum</i> GKF3 in manufacturing wound external composition for facilitating skin wound healing and anti-oxidation | Taiwan | I869314 |
| 3 | Complex probiotic composition and its use for improving athletic performance in individuals with congenital poor aerobic fitness | Japan | 7619998 |
| 4 | Use of <i>Lactobacillus fermentum</i> GKF3 for preparing oral composition of reducing tobacco addiction | Singapore | 10202114093Y |
| 5 | Preparation and application of <i>Phellinus linteus</i> composition for improving Irisin and brown adipose cell production | Singapore | 10202114090U |
| 6 | Use of <i>Cordyceps cicadae</i> mycelium active substance for treating maculopathy | Singapore | 10202202454Q |
| 7 | Use of <i>Hericium erinaceus</i> mycelium active substance for preventing or curing retinopathy | Singapore | 10202202449T |
| 8 | Anti-fatigue composition containing <i>Lactobacillus</i> | Japan | 7656681 |

| | | | |
|----|--|---------------|---------------------------|
| 9 | Use of <i>Pediococcus acidilactici</i> GKA4 in preparation of composition for preventing or treating renal dysfunction | Malaysia | MY-207529-A |
| 10 | Use of <i>Lactobacillus</i> for preventing and alleviating NSAID-Induced gastric ulcer | Taiwan | I878748 |
| 11 | Composition of <i>Pediococcus pentosaceus</i> GKP4 and its use for glycemic control | Taiwan | I879630 |
| 12 | Use of <i>Lactobacillus johnsonii</i> for alleviating hyperoxia-induced lung injury | Taiwan | I881616 |
| 13 | Compositions for preventing and/or improving lung tissue lesions, inflammation or pulmonary fibrosis and the uses thereof | Taiwan | I882636 |
| 14 | Short-hyphae mycelium, method of manufacturing the same and composition including the same | Taiwan | I886840 |
| 15 | Food composition and processed food including mycoprotein | Taiwan | I890360 |
| 16 | An active substance of <i>Lactobacillus plantarum</i> GKM3, a composition comprising thereof and its use for promoting longevity | United States | Certification in Progress |
| 17 | Composition comprising extract of <i>Phellinus linteus</i> GKPI for enhancing exercise performance and reducing exercise-induced fatigue | Japan | Certification in Progress |
| 18 | Use of <i>Lactobacillus casei</i> GKCI for preparing oral composition for reducing serum endotoxin level | Taiwan | I902553 |
| 19 | Use of fermentation supernatant of lactic acid bacteria for preparing oral composition of increasing muscle amount | Taiwan | I905471 |
| 20 | Anti-fatigue lactic acid bacteria composition and use thereof | Australia | Certification in Progress |
| 21 | Probiotics for reducing lactic acid accumulation | United States | Certification in Progress |

Brand-new fermentation production lines were established in the Grape King Bio Park in 2024. Grape King Bio currently has six 1-ton, one 2-ton, one 3-ton, five 5-ton, one 10-ton, two 15-ton, six 20-ton, six 40-ton, and one 50-ton large-scale fermentation tanks as well as over eighty 100-liter small-scale fermentation tanks. The fermentation capacity over the whole Group has reached 506 tons, the largest capacity seen in the domestic health food manufacturing industry. We implemented automated freeze-drying processes to reduce pollution rates and maintain stable quality. Our downstream production equipment include membrane coating machines, freeze-drying machines, centrifuge machines, low temperature continuous flow drying machines, and filter press machines, which make raw materials for health foods used by Grape King Bio, UVACO, our Shanghai company, and other OEM manufacturers.

Our Biotech Research Institute has extensive experience in fungal fermentation and the largest organizational fermentation production capacity (506 tons) in Taiwan. We combined several dozen patented production technologies with exclusive materials and procured raw materials to develop unique formulations. Apart from classic products such as Ganoderma King, Antrodia King, and Probiotic King, we also developed new products such as Kombucha Double Fiber Drink, Bio Marigold Lutein Extract Jelly, Sliim Turmeric Complex EX, PowerBOMB Energy Drink, which are popular with the public.

Additionally, many of our developed products have received acclaim, including the Grape King Bio LGG Probiotics, Ganoderma King, Antrodia King, Proteck Stomaker, Ling Zhi Anti-Allergy, Golden Comebest Energy Drink, Sliim Probiotics King EX and Combest Energy Drink; these eight products have received health food permits.

2. Development and Patenting of Key Materials

Developing ingredients for health and beauty products is one of the main focuses of the R&D team at Grape King Bio. We have developed the following materials:

| | | |
|--|---|---|
| <i>Cordyceps cicadae</i> mycelium | → | Protect renal functions and prevents dry eye syndrome |
| <i>Hericium erinaceus</i> mycelium | → | Rich in Erinacine A, which can trigger the generation of nerve growth factor (NGF) in glial cells |
| Tiger milk mushroom (<i>Lignosus rhinoceros</i>), Malaysia's national treasure | → | Prevent asthma |
| <i>Lepista nuda</i> mycelium | → | Produces antioxidant Ergothioneine |

Grape King Bio continues to conduct analyses and tests regarding the efficacy of our developed materials:

- Screening of lactic acid bacteria strains for muscle gain and fat loss, aging delay, antiviral effects, fertility function improvement, addiction reduction, and depression prevention.
- Analysis of *Cordyceps cicadae* mechanisms for reducing intraocular pressure, fighting kidney damage, and alleviating allergy effects.
- Analysis and research of *Hericium erinaceus* properties for the prevention of premenstrual syndrome, neural damage regeneration, anti-inflammation functions, improvement of depression and sleep, prevention of degenerative joint diseases, and protection against brain ischemia
- Application and Promotion of Fungal Alternative Protein Materials
- Clinical Trials on osteoarthritis with *Clostridium butyricum* Material

In 2026, we researched and upgraded four major technologies, applied new technologies to R&D of new formulations, and developed different product formulations to meet various customer demands, including:

- 1 Soft capsules
- 2 Jellies
- 3 Super mixer granulation (SMG)
- 4 Fluid bed granulation

Our Biotech Research Institute also accepts OEM and ODM requests, including work on:

- 1 Fungi materials (such as *Ganoderma lucidum*, *Agaricus blazei*, *Antrodia cinnamomea*, *Cordyceps sinensis*, *Coriolus versicolor*, and others)
- 2 Probiotics (such as cocci, bacilli, bifidobacterium, saccharomyces, and clostridium)
- 3 Other edible microbes, enzymes, and metabolites

Note: For more information on our patents, please refer to our company website: <https://www.grapeking.com.tw/rd/patent-paper/patent>

3.1.2 Product Development and Customized Services

Along with the rise of civilization diseases, low birth rates, and other social trends, demographic structures are gradually moving to middle-aged and aged societies. Consumers are becoming more health aware, and pay more attention to food characteristics and health impacts. Therefore, nutritional content and functionality have also become relatively more important. Grape King Bio established Innovation and Research Center (IRC) and Biotech Research Institute (Langtan Factory) in 2016, gathering elites from product development, product planning, material development, quality control, and Quality Assurance Departments. The IRC uses specialized fermentation technologies developed by the Biotech Research Center and assesses differentiated ingredients and raw materials from external sources to develop unique formulations in hopes of developing delicious and functional health foods so that customers can replenish nutrients and consume ingredients with specific functions by eating health foods.

Additionally, the Grape King online store has established a customer service center which compiles consumer feedback through phone or email, big data analysis, and information from market research companies. We also receive information on market needs through our marketing channels and distributors. For example, for products currently in development, we identify appropriate product types, specifications, and marketing strategies through actual market information provided by distributors, so that our products can better align with market needs.

IRC internal R&D team and responsibilities

- | | | |
|---|---|--|
| 1. Development of brand and OEM products | 4. Research on dosage forms and new technologies | 7. Formulation of specifications for raw materials and finished products |
| 2. Development of analytical methods | 5. Application for health food certifications and SNQ (Symbol of National Quality) certifications | 8. Product maintenance and raw material inventory management |
| 3. Production trial runs for new products | 6. Product efficacy trials (animal and human trials are outsourced) and stability trials | |

1. Development of Physical Products

We launched our "new dosage form development" services in 2017. Development of new dosage forms is not limited to the production machines currently in factories, and largely include: the dropping pill category, the jelly (gel) category, the soft capsule category, the tablet (double-layer and chewable) category, and the household goods (shampoo and soap) category. Our R&D team utilizes the fermentation technologies at our Biotech Research Institute to satisfy the demands of different customer groups and nutritional needs as "A health expert for the entire family." Our products can be divided into 8 main categories. We developed a total of 266 products in 2025.

| Product | Chinese Herbal Range | Health Maintenance Range | Female Beauty Range | Energy Drink Range | Special Health Care | Pet Foods | Jellies | External-use Products |
|--------------------------------|--|--|--|---|--|--|--|--|
| Description | We use Chinese herbal formulations and our professional capabilities in fungal fermentation to develop comprehensive maintenance products for our consumers. | These products maintain normal physiological functions and help to satisfy the requirements of different age groups and nutritional needs, such as for gastrointestinal systems, bones and joints, vision, and cardiovascular health, which are all popular needs. Our lactic acid products are also suitable for customers of all ages. | All women naturally strive to be beautiful, and how to simply and quickly obtain necessary nutrients as part of a busy lifestyle is an issue that concerns all female consumers. | "Drink up ComeBest!" is a classic advertising slogan at Grape King Bio. This range of energy drinks can help to replenish energy and comes in multiple flavors. | Dietary imbalances are a part of modern lifestyles. Many people consume high-calorie foods but still feel hungry. We therefore provide nutrients that cater to customer needs, such as increasing satiety. | Grape King Bio is adapting to the vast pet market and has developed pet health, beauty, and health food products to take good care of these cuddly pets. | In response to the trend of leisure-oriented health food products, we developed functional health products in the form of convenient and enjoyable jellies, which are popular among consumers and suitable for all ages. | To meet diverse consumer preferences in the market and promote product diversification, external use products have been developed to expand the consumer base. |
| Product Product Examples | Imperial Cloud Mushroom Capsule Lion's Mane Mushroom Formula Capsules Dual Mushroom Capsules | Probiotic Powder Sachets B Complex Vitamin Tablets Fish Oil Soft Capsules | NAD Anti Aging Capsules Collagen Powder Whitening & Antioxidant Capsules | Crystal Radiance Lutein Drink Esophagus Soothing Beverage Herbal Respiratory Vitality Drink Detox & Drainage Drink | Prostate Health Capsules Sleep, Immunity & Metabolism Formula Weight Management Powder Sachets Eye Health Capsules | Probiotics for Cats' Eye & Nasal Health Probiotics for Cats and Dogs | Detox & Metabolism Support Jelly Collagen Jelly Calcium & Magnesium Jelly Kombucha Jelly Eye Health Jelly | Probiotic Dishware Cleanser Barrier Protection Serum Gentle Makeup Remover Milk |
| New products developed in 2025 | 11 | 85 | 19 | 51 | 78 | 3 | 15 | 4 |

In 2025, Grape King Bio not only conducted routine product development processes, but also developed products along two main focuses:

- ① Technical improvements for existing products
- ② Proposals for new products and development of samples for new dosage forms

In 2025, we proposed new products to maintain the momentum from the previous year, with the Innovation Research Center collaborating with the Marketing and Planning Department on product conceptualization and development. This integration allowed products to address both marketability and efficacy, catering better to the diverse needs of modern customers.

Our product developments are customized for client needs. If clients wish to develop products aligned with market needs, we fully collaborate with them on design and production. We currently do not prohibit use of GMO materials in our products, but select specific materials if requested to do so by our clients. With regard to documentation and certification, we provide raw material supplier inspection documents to prove that we use no GMO raw materials.

2. Cross-Industry Collaborations

We formed a strategic partnership with the Uni-President Group and expanded our domestic and overseas channels, officially bringing our healthy snack foods to the mass market. We utilized Uni-President's expertise in FMCG foods to refine our food safety structures and systems.

3. Online Channels

Our direct sales online platform, 'Go-Health,' provided contact-free shopping opportunities due to the pandemic. In future, we plan to provide comprehensive and professional health suggestions, gradually strengthen our relationship with our members, and work to become an all-round health care expert.

| Online Service Performance over the Past Four Years | Unit | 2023 | 2024 | 2025 |
|---|--------|------|------|------|
| Percentage of Online Sales to Total Revenue | TWD(%) | 71% | 70% | 69% |

4. Customized Formulation Designs and OEM Services

Apart from developing our own products, our product development team provides comprehensive ODM/OEM services and can customize products and formulations to fit client requirements. We can provide tailored and innovative formulations in a wide range of dosage forms and supply customized and innovative products to our clients. Apart from domestic channels, we have also begun to actively develop overseas markets in recent years. Our ODM/OEM services provide a variety of product formulations and packaging, including glass bottles, PKL combibloc/aluminum drinks packaging, aluminum packaging (flake, powder, and granule), capsules, and pouches (liquid formulations and jelly drinks).

5. Professional Consulting Services

Our R&D team provide professional guidance on raw materials and products based on client market plans and product needs. We also provide our clients with timely after-sales consulting service such as guidance on product health and nutritional information and guidance on relevant documentation for client health food products.

3.1.3 Digital Transformation PLM R&D Management Platform

In 2025, Grape King Bio fully implemented the Product Lifecycle Management (PLM) system to support high-quality "one-stop integrated services" and strengthen R&D governance. By integrating the BPM, SAP, and electronic approval workflows, we established a single source of truth for R&D data and enabled real-time cross-departmental collaboration. Empowered by digital transformation, we enhanced both R&D responsiveness and quality resilience. The average processing time for product quotations was reduced from 2.4 days to 1.5 days, representing a 37.5% improvement in efficiency. Additionally, the formula-to-BOM (Bill of Materials) conversion process was automated through one-click generation, reducing processing time by approximately 50% and lowering the risk of manual data entry errors, thereby ensuring a high level of development accuracy. The system also maintains a digital knowledge base of 615 formulations to support the dissemination of R&D expertise. By replacing paper-based operations with 100% electronic approval workflows, we expect to save approximately 3,800 sheets of paper annually, demonstrating our commitment to green R&D and sustainable governance.

Intelligent Operations: Integration of AI, BI, and RPA Systems

To further strengthen corporate resilience and drive data-informed decision-making, Grape King Bio actively advanced a multidimensional system integration initiative in 2025. In terms of data governance, we focused on the implementation of Business Intelligence (BI) systems to enhance decision quality through real-time data analysis and improve organizational agility. Concurrently, Robotic Process Automation (RPA) was introduced to optimize standardized workflows across administrative and production functions, while Artificial Intelligence (AI) applications were adopted to promote intelligent cross-departmental collaboration and progressively improve overall operational efficiency. Looking ahead to the medium to long term, we plan to establish a dedicated AI database aimed at building an intelligence-driven digital transformation engine. This initiative is expected to continuously accelerate R&D innovation and strengthen our competitive advantage in the next generation of industry development.

Smart Manufacturing: Integrated Applications of MES and AIoT

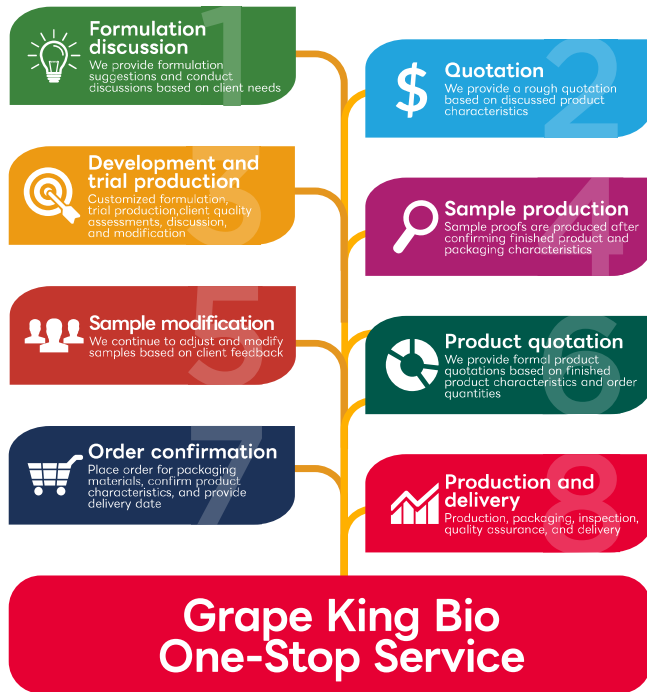
To deepen production governance and enhance manufacturing performance, Grape King Bio officially implemented the Manufacturing Execution System (MES) in 2025 and completed our seamless integration with the ERP system, enabling the digitalization and real-time monitoring of production information across factories. Through digital transformation, we successfully connected 173 pieces of equipment across three factories and the supply chain, increasing the overall equipment connectivity rate to 85% and establishing a solid data management foundation for future AI-driven predictive maintenance. In terms of quality management and operating performance, the deployment of MES visualization modules increased process data visibility by 27%, enabling management to monitor production line dynamics in real time and improve decision-making efficiency. At the same time, the introduction of Automated Optical Inspection (AOI) technology has reduced the risk of manual misjudgment, resulting in an average increase in product yield of approximately 3.8%. In addition, through the integrated monitoring of IoT and MES systems and the digitalization of downtime tracking, equipment utilization across our two targeted production lines increased by 36%, effectively optimizing production efficiency and reducing idle time.

Industrial Co-Prosperity: Smart and Low-Carbon Transformation through the "Large Enterprises Supporting SMEs" Program

Grape King Bio actively supports national sustainable development policies and leverages our industry leadership through the "Large Enterprises Supporting SMEs" program to guide supply chain partners in advancing both digital and low-carbon upgrades. This program has successfully assisted our partners in establishing IoT-based equipment connectivity and visualization monitoring mechanisms, effectively accelerating feedback and response efficiency across the supply chain. In terms of low-carbon management, we have established a plant management platform at our Pingzhen Factory and introduced monitoring and analysis modules for electricity, water, and gas consumption. This not only enhances the transparency of energy use but also lays the foundation for energy efficiency management, supporting subsequent AI-enabled predictive energy-saving applications and carbon inventory mechanisms. By combining indicator verification support from Tamkang University and technical integration by Chroma ATE Inc., the program has built a smart manufacturing platform with in-house development capabilities. This demonstrates our achievements in integrating industry-academia resources to co-create a model for industrial digital transformation.

One-Stop Service Platform

Grape King Bio has established a one-stop service OEM platform which provides integrated services from importing of upstream patented raw materials, cross-category production lines, and back-end packaging of finished products. We provide OEM services for many products such as health foods, beauty drinks, functional drinks, and PKL aluminum foil-packaged beverages.



3.2 Industry-Academia Collaborations

We work closely with schools. In terms of professional technologies, we have a long development history and advanced technologies, making us a key target for industry-academia collaborations. We continue to build connections and work on projects with schools, participate in various speeches and academic presentations, and also provide product testing services.

Over the past three years, our factories have hosted 93 visits for 3,463 people. We hope our efforts can bridge industrial-academic technological gaps, develop innovative technologies, and cultivate key talents for the future.

1. Invested in industry-academia research collaborations, working with colleges and universities

Grape King Bio actively promotes industry-academia collaborations and links new products with professional research of professors from universities and colleges around Taiwan so as to enhance our R&D momentum, verify product efficacy, speed industrial upgrading, and accelerate commercialization and marketization of university research.

Grape King Bio, in collaboration with the Food Industry Research and Development Institute, has achieved a key breakthrough in Taiwan's next-generation probiotics (NGP) research and development. We successfully isolated a strain of *Akkermansia muciniphila* (AKK), commonly known as the "skinny bacterium," from the gut microbiota of healthy Taiwanese adults. By overcoming major technical bottlenecks in fermentation, we officially completed our mass production plan using a 5-ton large-scale fermentation tank.

AKK has attracted global attention for its efficacies in metabolic regulation, alleviation of gut inflammation, and mucosal repair. However, due to its "obligate anaerobic" nature, scaling up production has long been one of the most significant challenges for the industry. The success of 5-ton-scale mass production signifies that Taiwan has established a complete supply chain spanning strain screening, precision fermentation, and large-scale production. Going forward, the technology is expected to be translated into high-value health products for metabolic regulation and weight management support.

2. Obtained biotech industry projects

Grape King Bio has made great contributions in furthering development of the national biotechnology industry. The Executive Yuan Ministry of Economic Affairs guides the industry by accepting applications for several large-scale projects each year. Over the past ten years, Grape King Bio has applied for and completed a total of 11 projects, working with many science and technology colleges to jointly develop many new products and conduct efficacy tests. Total investments amounted to NT\$146 million, and our projects have yielded fruitful results. In addition to supporting the Ministry of Education's talent training programs, we also provide internship opportunities and industry teachers who lecture and serve as visiting directors for various schools. We review various projects for the Ministry of Science and Technology, were invited to present speeches and serve as an evaluation committee member for the Ministry of Economic Affairs, actively supporting these governmental institutes and promoting industry-academia-government exchanges and collaborations.

3. Academic speeches and academic works

The R&D Department at Grape King Bio has been invited to speak at industrial, government, and academic institutes. We have provided lectures at more than 100 college departments to share and exchange our more than 20 years of experiences relating to biotechnology and industry development. Over the past three years, we were invited to present 130 lectures at colleges and universities, participated in oral examinations of more than 100 graduate and doctoral dissertations, participated in curriculum planning or departmental development of more than 10 university departments, and evaluated more than 10 university departments. We also publish our research results in journals or at conferences. In 2025, we published 20 journal papers, 32 conference papers, and 29 oral presentation.

In 2025, our colleagues were invited to deliver presentations at numerous major domestic and international conferences. These included the Taiwan Microbiota Consortium, the 15th Asian Conference on Lactic Acid Bacteria, the International Conference of Biotechnology and Biochemical Engineering Society of Taiwan, the Taiwan-Thailand Industrial Collaboration Summit, the Taiwan-Indonesia Industrial Collaboration Forum, the Taiwan-Japan Health Food Supply Chain Cooperation Business Meeting, the Thailand Plant Extract Innovation Seminar, the TQF Taiwan Food Industry Business Delegation to Japan, Food Development Exhibition in Japan, and ENFF in Belgium. During these events, we presented our latest R&D achievements in functional fermentation materials, such as mycoprotein and next-generation probiotics. These presentations received strong interest and positive feedback from academic researchers and global buyers alike.

4. Provided product testing services

We are renowned for our fermentation technologies, and have 89 fermentation tanks in our factories. Apart from supplying key raw materials, we also provide fermentation testing and commercial production platform services to external academic and industrial institutes, which enable us to study different microorganisms, strengthen our research, and build our expertise while assessing appropriate materials for technological transfers. We work with more than 20 college departments, accelerate industry-academia collaborations, and speed industrialization and mass production of academic achievements to enhance our international competitiveness.



3.3 Customer Service

General manager of Business Division and Shanghai subsidiary
Yuan-Tsung Lin



Customer service is an important element for building good relationships with customers. We listen to customer feedback and take action to improve our products and services.

| | | |
|----------------------|--|---|
| Management Approach | Key issue-Customer service | |
| Policies | As our customer numbers continue to grow, we strengthen the effectiveness of customer relationship management through data analysis, system support, and personnel training. By accurately identifying customer needs, we deliver personalized, professional health services. This approach elevates the quality of customer engagement and builds brand trust, ultimately reinforcing customer loyalty and satisfaction. | |
| Commitments | Deliver a highly satisfactory and recommendable customer service experience by centering on attentive service and standardized resolution protocols, while prioritizing trust-building, relationship management, and effective issue resolution. | |
| Targets | Short-term | <ol style="list-style-type: none"> 1. Conduct product refresher training courses led by professional nutritionists to enhance product expertise, and require our customer service staff to participate in training organized by professional institutes each year and obtain related certificates. 2. Establish a database for frequently asked customer questions and complaint handling procedures to ensure issues are resolved promptly and accurately, thereby improving service efficiency and customer satisfaction. 3. Ensure smooth and high quality service processes by regularly reviewing customer complaint cases. Continuously optimize procedures to reduce the complaint rate, with the core objective of increasing the level of "complete satisfaction." 4. Optimize Customer Data Platform (CDP) analytics and implement ESG strategies to advance sustainable development. |
| | Mid-term | <ol style="list-style-type: none"> 1. Continuously provide retraining for personnel to enhance product expertise. Apply the acquired knowledge to optimize actual customer service response processes and communication scripts, thereby improving overall service quality and customer satisfaction. 2. Continuously optimize the database of frequently asked questions related to customer service quality to ensure consistency and further enhance customer trust in product and service quality. 3. Optimize data integration and analysis to improve customer service efficiency, create an intelligent service experience, and deeply implement ESG strategies to advance sustainable development goals. |
| | Long-term | The customer service team adopts a proactive service strategy to deliver professional and comprehensive support that covers the ordering system, product explanations, health knowledge sharing, and lifestyle recommendations. This approach not only "solves problems" but further "creates value," significantly enhancing the brand's professionalism and customer-centric image. |
| Responsibilities | Related internal collaboration units: Legal Department, Quality Assurance Department, Marketing Section, and Finished Products Section. | |
| Resources | Allocated human resources to cultivate customer service expertise (including external customer service training courses and internal product refresher courses) and leveraged our CDP system as the core tool for customer and service quality management. Our systems comprehensively record customer journeys, customer contacts, and service quality indicators, integrating AI-driven analysis and optimization mechanisms to enhance customer service experiences and satisfaction. | |
| Specific performance | <ul style="list-style-type: none"> ● Leveraged CDP analytics to track customer interaction histories while continuously updating customer frequently asked questions and complaint-handling standard operating procedures to ensure timely and accurate information. These efforts effectively improved resolution efficiency and built customer trust, ultimately driving brand repurchase rates. ● Service quality has remained stable, and customer complaints declined by more than 60% between 2022 and 2025, demonstrating the effectiveness of our improvement measures. Through issue tracking and feedback mechanisms, the complaint rate has been effectively reduced. Our service processes have now entered a stable optimization phase in which service quality will continue to be strengthened to enhance the overall customer experience. ● All customer service staff have completed internal product refresher training and obtained certificates from external customer service programs to further enhance their expertise. ● We implemented and promoted recycled boxes in the Grape King online store, with usage reaching 9.2% in 2025; our subsidiary, UVACO also supported the circular cardboard box initiative by recovering 640 boxes and donating 150 boxes, totaling 790 boxes. These efforts have effectively raised consumer awareness and engagement in eco-friendly packaging, further reinforcing their alignment with our brand's sustainability philosophy and ESG initiatives. | |

3.3.1 Innovative Marketing Strategies

In 2025, amid global uncertainties and the impacts of extreme climate events, the overall consumer market faced unprecedented challenges. In this era of uncertainty, consumers seek not merely health but also a sense of "stability" and "peace of mind." Backed by our robust foundation in R&D technology and key raw materials, Grape King Bio's flagship products have continued to demonstrate resilient performance. Looking ahead, we remain committed to leveraging innovative thinking and cutting-edge technology to co-create a healthier lifestyle for all.

1.Showcasing Classic Brands through Trending New Products

In 2025, our classic brand Comebest series continued to strengthen the market presence of its trending new product, "Comebest 200P EX Drink." By appointing the iconic duo Power Station as our new brand ambassadors, we leveraged their strong local appeal to promote this innovative offering, driving a 14% growth in sales. Additionally, PowerBOMB continued to deepen its market penetration among the under-30 student segment. According to the latest statistics from the Reddoor Invoice Database, consumers aged 18 to 25 accounted for the highest share of sales for this product, demonstrating outstanding results in brand rejuvenation.

2.Deepening Market Presence to Reinforce Leadership

Grape King Bio's "Probiotics King EX400," endorsed by table tennis legend Chuang Chih-Yuan, is positioned as a "champion-caliber probiotic" featuring an industry-leading guarantee of 40 billion live probiotics throughout its shelf life. Supported by scientific validation and multiple patented invention awards, the product highlights six flagship benefits: defense, digestion, regularity, regulation, cognitive support, and tolerance. This highly popular offering drove a remarkable 35.8% growth for our probiotic brand. By the end of 2025, the product was further designated as the official brand of the 2025 Asian Conference on Lactic Acid Bacteria (ACLAB15) and was recognized as one of the most-loved family brands of 2025 by Future Parenting magazine, reflecting strong consumer recognition. Additionally, our star product, "Antrodia King," approved as a health food with two certified functions - liver protection and blood pressure regulation - also delivered solid performance, achieving 12.6% growth through its combination of multiple patents and proven efficacy.

3.Data-Driven Strategies for Effectiveness Enhancement: Customer Data Platform (CDP), Sales, and Media Data

In 2025, we began to systematize data management in marketing by integrating our Customer Data Platform (CDP) with key databases across product development markets (including invoice and voice-of-customer data), media placement, and core channels. Through real-time reporting analytics, customer journey mapping, membership segmentation, and 360-degree customer profiling, we significantly improved the efficiency of our product analysis and strategic adjustments. This data-driven approach has yielded impressive results for our flagship products.

Supported by sales campaigns, these efforts generated 80% new customers and nearly doubled the repurchase rate among existing customers, enabling more precise and effective communication. Going forward, we will continue to scale these data capabilities to maximize future business synergies.

4.Content Development for Brand Sustainability (ESG: Innovation, Integrity, Altruism)

Grape King Bio has long been committed to ESG practices. In 2025, we further internally promoted our new core values this year - "Innovation, Integrity, Altruism - in alignment with our longstanding vision of "Technology, Health, and Hope." Through internal engagement activities and our brand Instagram channel, we sought to enhance public understanding of our ESG efforts. We also began introducing a health content section on our official online store, with the aim of delivering more professional health knowledge to the public. Through these efforts, we continue to put our core objectives into practice and advance our mission of serving as "a health expert for the entire family."

5.Big data-powered transformation for precision decision-making

By implementing a Customer Data Platform (CDP), we have successfully established a comprehensive member database and implemented membership segmentation, enabling more precise and effective communication. Through the 360-degree customer profile analysis within the system, we can instantly understand customer needs and provide personalized services, thereby enhancing customer satisfaction and improving brand management efficiency. By leveraging the CDP system for in-depth monitoring of the member journeys, we have achieved significant results in improving customer acquisition quality. Although we maintained a more conservative approach to new member acquisition in 2025 amid rising customer acquisition costs in the market, the conversion rate of new members into actual consumers, or the New Member Purchase Rate, remained at a consistently high level, with approximately 80% of newly acquired members successfully converted into revenue-contributing customers. This result not only validates our precision in targeting high-quality audiences but also demonstrates that the CDP system has generated tangible benefits through automated communications and segmented audience management, effectively enhancing overall marketing return on investment.

| | 2024 | 2025 |
|--|--------|--------|
| Number of New Members | 14,595 | 11,740 |
| Number of New Members with Purchases for the Period | 11,465 | 9,038 |
| New Member Purchase Rate | 79% | 77% |
| Number of Existing Customers with Purchases for the Period | 10,125 | 8,921 |
| Existing Customer Repurchase Rate | 6% | 5% |

Notes :
 1.Number of New Members with Purchases for the Period = Number of Members whose first purchase was made during the reporting period
 2.New Member Purchase Rate = Number of members whose first purchase was made during the reporting period ÷ Total number of members acquired during the reporting period
 3.Number of Existing Customers with Purchases for the Period = Number of Customers with prior purchase records who placed orders during the past year
 4.Existing Customer Repurchase Rate = Number of existing customers with purchases for the period ÷ Total cumulative number of members as of the end of the previous year.

Grape King Bio helps customers build a better future using our core mission of "Technology, Health, Hope" Our customer service management targets were divided into two main categories:

1.Establish a customer-oriented business philosophy : Centered on customer management, we are transitioning from a single-transaction focus to cultivating long-term relationships. Customer needs, purchasing behaviors, and potential consumption preferences are all important resources. Hence, we systematically collect and integrate relevant data across the various points of contact between consumers and the brand to build a comprehensive foundation for customer management. We also continually use customer satisfaction indicators to guide our operational reviews and optimization. Through quantitative analysis and qualitative interviews, we gather valuable customer feedback to drive strategic adjustments, thereby strengthening our overall service quality and the effectiveness of our customer relationship management.

2.Accelerate customer service innovations : We adopt a customer-centric service philosophy that not only focuses on customer satisfaction and loyalty enhancement but also delivers timely responses to market trends and diverse customer needs. Through multiple communication channels, such as the official LINE groups, Facebook fan page, and Instagram, we provide real-time online responses and continuously optimize the customer interaction experience. By integrating innovative service features, we create a more convenient service environment, further strengthening real-time interactions and cultivating long-term customer relationships.

Investment highlights for 2025:

As our member base continues to grow and consumption patterns evolve, we continue to enhance customer satisfaction across four aspects, including product training hosted by internal trainers and external professional training programs to elevate the professionalism and service quality of our customer service personnel. We also established standard operating procedures and a frequently asked question database in response to customer complaints, which enabled us to effectively categorize customer complaints and optimize response guidelines related to common issues, thereby reducing the number of complaints that escalated to serious problems and enhancing the professionalism of frontline customer service personnel. In 2025, customer satisfaction surveys were conducted online via SMS. A total of 13,762 surveys were successfully distributed, with 1,465 valid responses collected, representing a response rate of 10.6%. The results showed that 99% of respondents were either very satisfied or satisfied with the overall service. For dissatisfied customers, proactive follow-up calls were conducted to better understand areas for improvement. The number of customer complaints continued to decline in 2025, decreasing by 19.8% compared to 2024. Over the past four years, we have achieved an overall reduction of approximately 60%. This steady downward trend indicates that our improvement measures and complaint-handling mechanisms have proven effective and stable. We will continue to evaluate the effectiveness of our strategies and identify potential bottlenecks to further strengthen long-term service quality and customer satisfaction. Furthermore, we leverage our Customer Data Platform (CDP), integrating 360-degree customer data and relevant interest information to enhance understanding of customers and provide more comprehensive customer service.

Results of Customer Satisfaction Surveys

| Category | 2023 | 2024 | 2025 |
|-------------------------|-------|------|-------|
| Total Positive Feedback | 99.0% | 100% | 99.9% |
| Very Satisfied | 72% | 93% | 73.1% |
| Satisfied | 27% | 7% | 25.9% |
| Acceptable | 1% | 0% | 0.9% |
| Not Satisfied | 0% | 0% | 0.1% |
| Very Dissatisfied | 0% | 0% | 0% |

Note 1: In 2025, customer service satisfaction surveys were conducted online. A total of 13,762 customers were invited to participate, and 1,465 valid responses were received, resulting in a response rate of approximately 10.6%.

We conducted a comprehensive review of our 2025 service optimization effectiveness through an in-depth feedback mechanism. Survey results showed that 98.3% of respondents recognized improvements in the purchasing process or service experience, with 79.9% reporting these improvements as "significant." This data indicates that our investments in optimizing the consumer journey and digital processes have resonated positively with actual customer experiences. In addition, high-quality service experiences were successfully translated into long-term brand value, with 98.0% of consumers expressing willingness to repurchase or recommend our brand to friends and family. Among them, 75.4% indicated they were "very willing" to do so. This indicator not only demonstrates market trust in our brand value, but also serves as tangible evidence of the effectiveness of our customer relationship management efforts.

3.3.2 Customer Service Processes

Customer service handling processes at Grape King Bio is categorized as either general queries or customer complaints. We have established dedicated units to support the handling of customer service processes, ensuring that customer feedback can be delivered and resolved in a timely and comprehensive manner.

1. **General queries** : We provide product consultation services to offer immediate response to consumer queries.

2. **Customer complaints** : Customer complaints tend to be complex and require professional handling expertise as well as communication and verification of information between departments. In 2022, Grape King Bio adopted a policy to provide progress reports within 4 hours and resolve complaint cases within 24 hours. For complaints involving tests or other complex services, responses are provided at an agreed-upon time. This process ensures that customer complaints can be handled in a timely manner.

Our digital channels include email, Facebook messages, and LINE@ messages. Other responses were provided through general calls

| Responsible Unit | Consumer calls | Consumer service center | Sales & Marketing Division | Quality assurance/R&D | Responsible unit | Sales/finances | Distribution center |
|-----------------------|---|---|---|--|---|---|---|
| Responsible personnel | | Customer service hotline personnel Professional nutritionists | Product managers Channel managers Channel personnel | Quality assurance contact Quality assurance inspector Quality assurance section chief | Reviewer Unit manager | Unit personnel | Unit personnel |
| Handling unit | Product queries Activity queries Product orders | Accept customer calls Record basic consumer information | Product ordering procedures | | | Invoice creation | Shipping |
| Items | Complaints and grievances | Accept preliminary customer calls Record basic consumer information Register complaints Provide immediate resolutions to customer complaints | | | | | |
| | | Composition problems Appeals are filed when issues cannot be resolved | Accept notifications Customer complaint system processes | Receipt Quality inspections for customer complaints Confirm inspection details and resolutions | Tracking of sample quality Tracking of complaints | Returns and refunds Discounts | Tallying/receipts and returns |
| Conclude cases | | Respond to consumers Close cases | Respond to customer service personnel | Investigation of administrative documents Verification form for quality abnormalities Investigation reports Respond to manager of business department | Review incident context Formulate countermeasures Track improvements Confirm countermeasures Implementation results | Notify unit personnel Notify sales units to rescind invoices | Notify unit personnel at the first instance after receiving returned products |

In 2025, the number of customer complaints continued to decrease. The primary complaints included issues related to logistics and delivery, as well as the gifts, and the remaining customer calls and online inquiries mostly related to queries regarding product use. This year, we continued to uphold our customer-first principles and maintain smooth communications using a professional and positive attitude to handle customer feedback to ensure that customer complaints can be effectively resolved. We also conduct comprehensive reviews of manufacturing and quality control processes based on customer-reported issues to reduce the recurrence of similar issues.

| Year | 2023 | 2024 | 2025 |
|-------------------------------|----------------|----------------|----------------|
| Number of Customer Complaints | 104 | 86 | 69 |
| Decrease from Previous Year | 69 | 18 | 17 |
| Annual Decrease Rate | Decrease 39.9% | Decrease 17.3% | Decrease 19.8% |

Note: The annual reduction percentage is calculated based on the number of customer complaints in the previous year.

In terms of personal data protection, we consistently upgrade our security measures. This year, no customer complaints arose from the use of personal data. When customers requested that their personal data no longer be used, frontline customer service personnel followed the established standard operating procedures to update the relevant records in real time and integrate them into the Customer Data Platform (CDP), thereby promptly discontinuing the use of such personal data and effectively reducing the risk of related complaints. No incidents related to violations of consumer rights occurred in 2025. We remain committed to safeguarding consumer rights and fulfilling our ESG social responsibilities through incident reporting, investigation, continuous improvement, internal monitoring, and transparent communication.

3.3.3 Listening to Customer Opinions

Grape King Bio's short-to-medium term service policies are as follows:

1. Strengthen customer service professionalism: Enhance skill-based training for customer service personnel and promote professional certification programs to ensure continuous improvement and consistency in service quality.
2. Optimize customer interaction processes: Review all points of contact, including by establishing standard procedures for categorizing customer complaints and a database of common customer complaints. We have implemented satisfaction surveys and an AI-driven CDP system to integrate customer data across channels for the analysis, tracking, and management of interaction records. This data integration and marketing automation not only improves our marketing efficiency but also enables personalized communication. Consequently, we can accurately identify consumer needs, deliver timely solutions, and capitalize on engagement opportunities to optimize the overall customer experience.
3. Establish a professional customer management system: We aim to build a customer management framework centered on "customer value" through data analytics and a professional nutrition team. Given that our customers may utilize multiple online and offline channels, understanding channel characteristics and common problems can further enhance service quality.
4. Enhance social engagement and the shopping experience: Social media remains a vital channel in consumers' daily lives. We actively boost the interactivity and appeal of emerging social media platforms to increase consumer participation and shopping flexibility, thereby further improving customer satisfaction.



Service Highlights: UVACO Leads the Direct Selling Industry with Highly Professional, Efficient, and High Satisfaction Products and Services

UVACO leads the direct selling industry by delivering high professionalism, high efficiency, and high customer satisfaction through its products and services.

Upholding the business philosophy of "providing the best products" and "making them accessible to more people," UVACO is committed not only to offering high-quality health supplements—from basic wellness to diversified health needs, including 41 health food products and 11 external-use products—but also to continuously enhancing customer care and service quality as a core pillar of corporate sustainability.

From product research and development to customer service, UVACO listens attentively to every need, ensuring that each customer receives the most attentive and appropriate care. Promoting health and wellness has become a key part of UVACO's sustainability mission. Each year, UVACO organizes nationwide educational seminars led by instructors from Grape King Bio, sharing the latest product advantages and research findings with UVACO distributors and consumers alike. In 2025, a total of 98 seminars were successfully held, attracting nearly 30,000 participants, helping more people understand UVACO's product philosophy and health concepts, and integrating wellness into everyday life.

Guided by a customer-centric approach, UVACO continuously optimizes the customer experience to ensure timely, warm, and attentive service. By simplifying IVR processes, offering diversified consultation channels, and providing one-on-one personalized consultations, UVACO enables both distributors and consumers to access information more quickly and efficiently. These efforts ensure that every customer receives professional policy explanations as well as comprehensive health information and product recommendations.

The customer service center has established standardized service performance indicators and exceeded expectations in 2025:

- ✓ 98.8% call answer rate, ensuring every call is handled with care
- ✓ 95.9% calls answered within 30 seconds, significantly reducing customer wait times
- ✓ 97.6% first-call resolution rate, providing fast and comprehensive solutions
- ✓ 100% case closure rate within 24 hours for email inquiries, ensuring prompt and professional handling of every issue

In 2025, a total of 57 customer complaint cases were handled, accounting for 0.13% of total cases. Each case was resolved through a meticulous and responsible process, with close attention to customer needs and the delivery of appropriate solutions, thereby enhancing customer loyalty.

UVACO's customer service team is known for its warm and dedicated service. These consistent efforts earned UVACO the Gold Award at the Taiwan Customer Service Center Evaluation for two consecutive years (2023–2024), demonstrating the company's strong commitment to customer service excellence. UVACO will continue to improve service quality and further enhance customer satisfaction by delivering even more comprehensive and high-quality service experiences.



3.3.4 Information Security and Customer Privacy Protection

Division director of Management Division
Du-Sheng Wang



"We will incorporate information security management mechanisms into the operating procedures of all departments and appropriately manage intellectual products generated by employees as well as confidential corporate information to establish a solid foundation for growth at Grape King Bio."

| | | |
|---------------------|---|--|
| Management Approach | Key issue-Customer service | |
| Policies | <ol style="list-style-type: none"> Maintain the validity of the ISO 27001 Information Security Management System certification. Continuously strengthen employees' information security awareness. Comply with relevant information security laws and regulations (such as the Guidelines for Cyber Security Control of TWSE/TPEX Listed Companies). | |
| Commitments | By continuously maintaining and advancing our ISO 27001 Information Security Management System (ISMS) and leveraging standardized control processes, we comprehensively bolster our organizational defense-in-depth and information governance capacity, thereby safeguarding the security of critical information assets. | |
| Targets | Short-term | <ol style="list-style-type: none"> Continue to implement and maintain the ISO 27001 Information Security Management System. Conduct information security training and awareness programs to strengthen employees' information security awareness. Implement a business continuity plan. Improve system log visibility to accelerate incident response. |
| | Mid-term | <ol style="list-style-type: none"> Integrate information security resources to protect the corporate trade secrets and assets. Plan a "Zero Trust" security architecture in response to evolving cybersecurity trends. |
| | Long-term | Establish a predictive defense system that incorporates visualization technologies to provide early warning of potential threats. |

| | |
|----------------------|--|
| Responsibilities | The Information Security and Personal Data Protection Committee is responsible for: Formulating information security management policies, promoting information security initiatives, conducting information security education and training, establishing a risk management framework, implementing risk management practices, developing emergency response and recovery measures for security incidents, tracking improvement items and corrective and preventive actions identified through internal and external information security audits, analyzing the frequency of information security incidents based on incident records and proposing improvement measures, and consolidating applicable information security laws and regulations. |
| Resources | The Information Security Management Working Group comprises 2 dedicated members. Total spending on information security-related certifications, authorizations, and equipment investment in 2025 amounted to NT\$12.8 million. |
| Specific performance | <ol style="list-style-type: none"> Successfully passed the ISO 27001 transition audit. We will continue to maintain and execute the ISMS requirements to secure external validation in 2026. Regularly conducted information security awareness campaigns, phishing email simulation drills, and internal training programs to strengthen employees' relevant awareness and knowledge. Executed recovery drills at multiple levels, including the system, data, and physical layers, and conducted a business continuity exercise for our official website by activating services on a backup server and simulating the relevant recovery procedures in 2025. These diverse scenario drills effectively ensured the protection of our trade secrets and assets. Deployed the Splunk analytics platform to aggregate relevant logs across various systems, enabling real-time, visualized detection and response to information security anomalies. |

Grape King Bio protects customers' personal data and safeguards their rights with the highest standards. In 2025, our ISO/IEC 27001 Information Security Management System certification remained valid, and we successfully completed the transition to the ISO/IEC 27001:2022 standard. We have established an Information Security and Personal Information Management Committee. Our Chairman serves as the highest authority for the Committee, and senior executives from each department serve as committee members.

We have also established the following information security policies:

| | |
|---|--|
| 1 | Information security is a key factor for achieving our operational targets. We need to maintain high levels of information security to ensure the confidentiality, integrity, and accessibility. |
| 2 | We strive to maintain consistency of information security measures in our operating environments while also balancing account security and information sharing. |
| 3 | Our information security management regulations are required to comply with governmental information security laws, regulations, and policy requirements. |
| 4 | All information procedures must ensure the security of corporate information to prevent leakage or loss of sensitive and confidential information. |
| 5 | We protect our information assets (including software, hardware, network communication facilities, and databases) and adopt appropriate backup and recovery facilities and procedures to prevent damage to information assets that could be caused by unauthorized actions or negligence. We also conduct periodic backup and recovery drills. |
| 6 | We have adopted appropriate information security management measures for all of our projects to ensure that related information is well-protected. |
| 7 | We conduct regular information security training to strengthen promotion of related policies. |

Information Security Incident Classification

| Incident Level | Degree of Impact | Incident Classification Definition | Reporting Period | Reporting Levels |
|----------------|------------------|--|------------------|---|
| Level 3 | Major | One of the following conditions applies: <ul style="list-style-type: none"> ● A major/emergency incident involving significant impact on privacy rights, or the breach of confidential or sensitive information of official affairs. ● A major/emergency incident involving serious alteration of core business system or data. ● A general security incident involving impact on core business operation or interruption of system, which cannot be recovered within the target recovery time. | 24/7 | Chairman, supervisors of executive units of the Information Security and Personal Data Management Committee, supervisors of dedicated units |
| Level 2 | Notable | One of the following conditions applies: <ul style="list-style-type: none"> ● A major/emergency incident not involving significant impact on privacy rights, or the breach of confidential or sensitive information of core business. ● A major/emergency incident involving minor alteration of core business system or data. ● A general security incident involving impact on core business operation or interruption of system, which can be recovered within the target recovery time. | 24/7 | Supervisors of executive units of the Information Security and Personal Data Management Committee, supervisors of dedicated units |
| Level 1 | Minor | One of the following conditions applies: <ul style="list-style-type: none"> ● A major/emergency incident involving only breach of non-core business information. ● A major/emergency incident involving only alteration of non-core business system or data. ● A general security incident involving only impact on or temporary interruption of non-core business operation. | 24/7 | Supervisors of dedicated units |

No complaints concerning breaches of customer privacy and losses of customer data occurred in 2025. Other protection measures include the following:

1. Permission for use of personal information for our Grape King online store was upgraded so that all customers have to agree to relevant permissions before we can use their personal information. We use the most rigorous means to ensure that our customers can agree to and understand the regulations for subsequent use of personal information.
2. We prohibit our internal personnel from attaching files containing personal information to emails and instead apply restrictions on file access so that only authorized personnel can access folders containing personal information so as to strictly control the flow of personal information within our company.
3. We periodically change account information and passwords to improve login and access security.
4. Regularly send "IT Insights" emails to all employees to continuously promote information security concepts and strengthen advocacy to enhance employees' information security awareness.
5. All new system implementations require comprehensive vendor audits related to information security compliance and vulnerability/penetration testing to ensure that vulnerabilities with medium to high risk are remediated and approved, thereby enforcing a rigorous system launch review process.
6. We actively participate in cybersecurity intelligence networks to obtain timely information on major vulnerabilities and respond rapidly through protective mechanisms, thus establishing a comprehensive threat intelligence monitoring framework.
7. At least one comprehensive vulnerability scan is conducted annually, followed by re-scanning and verification after remediation is completed.
8. Official website patches are regularly updated and included in the business continuity plan for verification to ensure data confidentiality, integrity, and availability.
9. Regular ISMS international standard training is provided, and employees who click on phishing emails during social engineering exercises receive targeted monthly training to enhance overall information security awareness. In 2025, total information security training hours reached 102 person-hours.