



# About the Report

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This ESG Report (hereinafter referred to as the “Report”) was issued in 2025 by Grape King Bio Inc. (hereinafter referred to as Grape King Bio, the Company, we, us, or our). The Report discloses our achievements relating to key sustainability issues for different stakeholders in an open and transparent manner. The Report expresses our commitment to the vision we strive for and enables stakeholders to understand our efforts and commitment to sustainable development.



## Report Boundaries and Scope

The information and figures disclosed in the Report are taken from Grape King Bio, Pro-Partner, Rivershine Ltd. in the Taiwan region, and Shanghai Grape King Enterprise Co., Ltd.. For a detailed list of operational locations, please refer to the following table. In future, we will gradually expand the scope of the Report to include Grape King International Investment Inc., Shanghai Rivershine Ltd., Shanghai Pujun Trading Co., Ltd., Shanghai Puxun Supply Chain Management Co., Ltd., Pubai Limited, Shanghai Puyou Trading Co., Ltd., Elite Propartner Holdings Sdn. Bhd, and Uvaco My Sdn. Bhd. to provide more comprehensive and accurate information. If the scope of information has any other significance, it will be footnoted for clarity.



## Company Information within the Reporting Scope

	Scope	Address	Phone
Grape King Bio	Headquarters (Pingzhen Factory)	No. 402, Sec. 2, Jinling Rd., Pingzhen Dist., Taoyuan City	+886-3-457-2121
	Zhongli Factory	No. 60, Sec. 3, Longgang Rd., Zhongli Dist., Taoyuan City	+886-3-457-2125
	Distribution Center	No. 466, Sec. 2, Xinsheng Rd., Zhongli Dist., Taoyuan City	+886-3-453-2121
	Taipei Sales Office	11F, No. 18, Jinzhuang Rd., Neihu Dist., Taipei City	+886-2-2790-3011
	Telesales Center	3F, No. 10, Ln. 27, Linyi St., Zhongzheng Dist., Taipei City	+886-2-8178-3167
	Grape King Health and Vitality Power Center	No. 402, Sec. 2, Jinling Rd., Pingzhen Dist., Taoyuan City	+886-3-271-2121
	Grape King Biotech Research Institute (Longtan Branch)	No. 68, Longyuan 1st Rd., Longtan Dist., Taoyuan City	+886-3-499-3090
	Grape King Bio Park	No. 8, Gongye 1st Rd., Pingzhen Dist., Taoyuan City	Currently no phone number
	Grape King Health And Vitality Power Center Taichung Store	C3 Booth, No.1, Sec. 1, Taiwan Blvd., Central Dist., Taichung City	+886-4-2222-3189
Pro-Partner Co., Ltd.	Corporate Headquarters and Taipei Operations Center	No. 18, Jinzhuang Rd., Neihu Dist., Taipei City	+886-2-27922103
	Taoyuan Operations Center	8F, No. 186, Fuxing Road, Taoyuan District, Taoyuan City	+886-3-3328358
	Hsinchu Operations Center	8F, No. 192, Dongguang Rd., East Dist., Hsinchu City	+886-3-5721788
	Taichung New Operations Center (Officially commenced operations on 2022/10/11)	3F, No. 130, Gongyuan E. Rd., East Dist., Taichung City	+886-4-22655337
	Tainan Operations Center	3F, No. 189, Section 1, Yongfu Rd., West Central Dist., Tainan City	+886-6-2132208
	Kaohsiung Operations Center	7F, No. 687, Mingcheng 3rd Rd., Gushan Dist., Kaohsiung City	+886-7-5866738
	Hualien Operations Center	2F, No. 150, Ziyou St., Hualien City, Hualien County	+886-3-8310891
	Pingzhen Logistics Management Center	No. 3, Lane 679, Pingdong Rd., Pingzhen Dist., Taoyuan City	+886-3-4600029
	Rivershine Ltd.	5F, No. 402, Sec. 2, Jinling Rd., Pingzhen Dist., Taoyuan City	+886-3-271-2121
	Shanghai Grape King Enterprise Co., Ltd.	No. 518, Chexin Highway, Songjiang District, Shanghai, China	+86-21-57609598



## Independent Assurance and Verification

The assurance engagement for the Report was planned and performed by Deloitte audit firm, in accordance with Statements of Assurance Engagements Standards No. 3000 ( “Assurance Engagements Other than Audits or Reviews of Historical Financial Information” ). Deloitte provides limited assurance on this 2024 ESG Report, which was compiled in accordance with GRI Standards. The results of limited assurance have been effectively communicated with governance units. For details on assurance scope and conclusions, please refer to the Independent Assurance Statement in the Appendix. The Report was verified by third-party management system accreditation authorities. For details on verification, please refer to the Appendix.



## Feedback and Contact Information

Questions or feedback regarding the 2024 Grape King Bio ESG Report, please feel free to contact us using the information listed below. Your input is valuable to our ongoing improvement efforts.

**Sustainability and ESG Committee, Grape King Bio Inc.**

Address : No.402, Sec. 2, Jinling Rd., Pingzhen Dist., Taoyuan City

ESG Sustainability Development Contact: Duncan Aitken, Chief Sustainability Officer; Chen Yu-sheng, ESG Specialist

Tel : (03)457-2121 ext 1896

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Corporate website : <https://www.grapeking.com.tw>



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<https://www.grapeking.com.tw>



## Disclosure and Publication

Grape King Bio has voluntarily issued the “Grape King Bio ESG Report” annually since 2014. The Report has been published for 11 consecutive years. The disclosure period for the Report spans from January 1, 2024 to December 31, 2024. Previous records and future plans may be included in order to fully disclose related ESG information.

Current issue released May 2025.

**The Report is published solely in digital form to protect the environment.**

(Previous issue released May 2024)



## Reporting Principles

The Report is based on the 2021 version of the GRI Standards released by the Global Reporting Initiative (GRI), the AA1000 (2008) Standard, and the Sustainability Accounting Standards Board standards for the “Household & Personal Products” and “Processed Foods” industries, as well as the Taiwan Stock Exchange “Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies,” ISO 26000 Guidance on social responsibility, and the United Nations Global Compact. Finally, the disclosed financial data was derived from our consolidated financial report for 2024, which was certified by independent certified public accountants.



## Chairman's Message

Since our founding in 1969, Grape King Bio has been committed to becoming a leading health food manufacturer in the Biotechnology Industry. We are proud of our strong reputation in Taiwan, which is built on leading-edge raw material and product innovations. “Technology, Health, and Hope” are the core values of Grape King Bio. These values guide us in pursuing our vision and mission as a leader in the health food industry to become the “health expert taking care of the whole family”. I am very proud of our employees for continuously working together during a challenging 2024 to ensure that the Company’s operations ran smoothly.

Since 2019, Grape King Bio has been continuously transforming our CSR efforts into “Environmental Sustainability”, “Social Participation”, and “Corporate Governance”, with the Sustainable Development and ESG Committee serving as the foundation of our operating framework. Based on our company's core values of “Technology, Health, and Hope”, we take “contribution to a better society” as our starting point and further promote multi-faceted sustainable performance in the areas “Ethical Governance”, “Product Liability”, “Innovation and R&D”, “Happy workplace”, “Social prosperity” and “Green environment”.

In 2024, Grape King Bio strengthened our industry leadership by becoming the first Biotech Company in Taiwan to officially obtain the net-zero target verification from the SBTi (Science Based Targets initiative). We also obtained ISO37001 Anti-Bribery Management Systems Certification for all our sites for the second consecutive year, being the only Biotech Company to do so. Additionally, Grape King Bio was also ranked in the top 5% of listed companies in the TWSE Corporate Governance Evaluation for the fourth consecutive year. We are committed to continuous improvement, heading towards the goal of sustainable operation ([see CH1 Ethical Governance for details](#)).

Grape King Bio continued to promote food safety with our many international certifications such as PIC/S GMP, ISO22000, HACCP, NSF GMP, TQF, HALAL, ISO/IEC 17025 TAF certified laboratory and FSSC22000. Additionally, we conduct audits and evaluations of our internal and external raw material suppliers. In 2024, 218 of our external suppliers were audited by our QA and QC teams with the most stringent and high-standard controls to ensure that consumers can use our products with peace of mind ([see CH2 Product Liability for details](#)).

Our Independent Directors, internal audit supervisors and external accountants hold regular face-to-face meetings to fully exercise their responsibilities and powers. Grape King Bio purchased ‘Directors and Key Employees Liability Insurance’ to mitigate the risk of potential harm to the company and shareholders caused by directors’ errors or negligence. In order to maintain transparency and consistency of information for all stakeholders, we regularly disclose corporate governance and financial material via our Company website and MOPS.

For many years, Grape King Biotech Research Institute has used industry-leading fermentation expertise to develop raw materials and products that are beneficial to society. In 2024 Grape King Bio’s R&D achievements were recognized with 34 Gold, 3 Silver, 1 Bronze and 19 Special Awards from multiple International Invention events. Furthermore, our fungal protein and probiotic technology won three major awards from the authoritative IUFOST, aligning with the theme of sustainability. In addition, Grape King Bio received numerous awards for various aspects of our business, including Marketing and Products. As Chairman, I (Dr. Andrew Tseng), along with my colleagues also actively participated in various academic and talent

programs where we mentor and cultivate future talents. Students are welcomed into our business and are encouraged to learn and gain practical work experience for their future careers. This also gives us an opportunity to seek out and recruit talented individuals to join Grape King Bio (see [CH3 Innovation and R&D for details](#)).

We continue to maintain an internal Occupational Safety and Health Committee which includes full-time nurses as part of the team. I encourage the committee to hold regular health lectures to help employees learn more about their own well-being. In 2023, we obtained ISO/CNS 45001 certification and have continued to promote various sporting events and competitions for employees. Furthermore, Grape King Bio was awarded Occupational Health and Safety certification as well as Employee Wellbeing with the Happy Enterprise Gold Award from 1111 Job Bank for the fifth year in a row. (see [CH4 Happy Workplace for details](#)).

Understanding the importance of social responsibility and prosperity, Grape King Bio has worked closely with local and national organizations, charities, communities, schools and other academia institutions to support different needs. Our Sustainability and ESG Committee has split these needs into the fields of "Environmental sustainability", "Social participation", and "Corporate governance", to ensure fair contribution across all sectors. In 2024, Grape King Bio donated NT\$20.521 million and the number of volunteers reached 1,240. (see [CH5 Social Prosperity for details](#)).

In order to provide a sustainable environment for future generations, Grape King Bio deeply understands the urgency of setting proactive goals for climate change. Our Pingzhen Headquarters / Factory are both ISO 14001 and ISO 50001 certified

and adopt the PDCA cycle for environmental management. In 2024, we officially passed the Science Based Targets initiative (SBTi), becoming the only Taiwan Biotech company in the industry to achieve net-zero target verification. Grape King Bio will therefore continue to plan and implement strategies to achieve our RE100 commitment of using 100% renewable energy by 2035.

We welcome your feedback on our 2024 ESG report to help us better communicate the sustainability matters with our stakeholders. Grape King Bio remains focused on utilizing our strengths in research and development to offer products that improve the health and well-being of consumers and society. "Live Healthy, Think Grape King."





**GRAPE KING BIO**

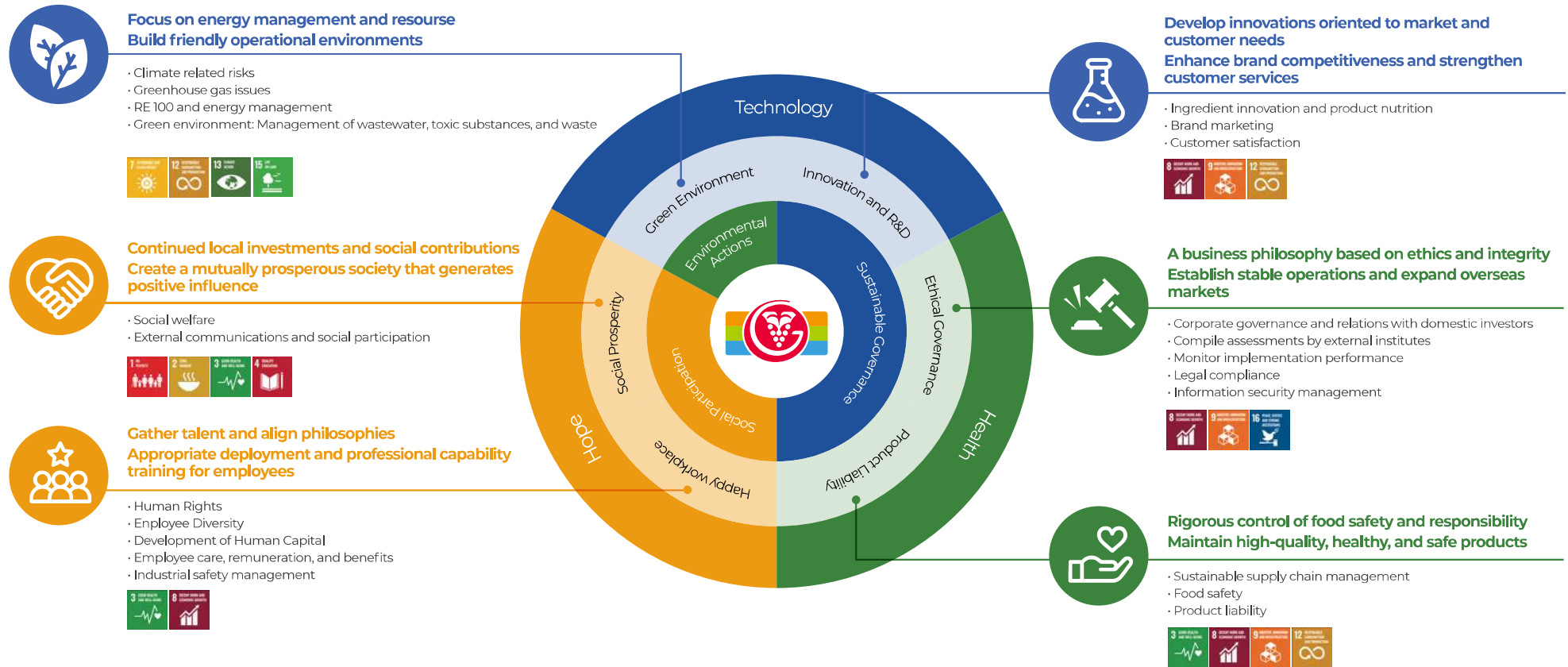


# **Sustainability Strategy: Goals and Commitments**

## Corporate Sustainability Strategy and Promotion

Since our establishment, we have not only focused on corporate governance and operational performance but also work constantly to make strides toward sustainable environments and social welfare. We emphasize our commitments to stakeholders and seek to gradually fulfill our corporate social responsibilities through systematic management. “Contributing to a better society” is our core sustainability mission. We shoulder our responsibilities as a leader in the health foods industry in accordance with this philosophy and hope to build a better society through sustained contributions.

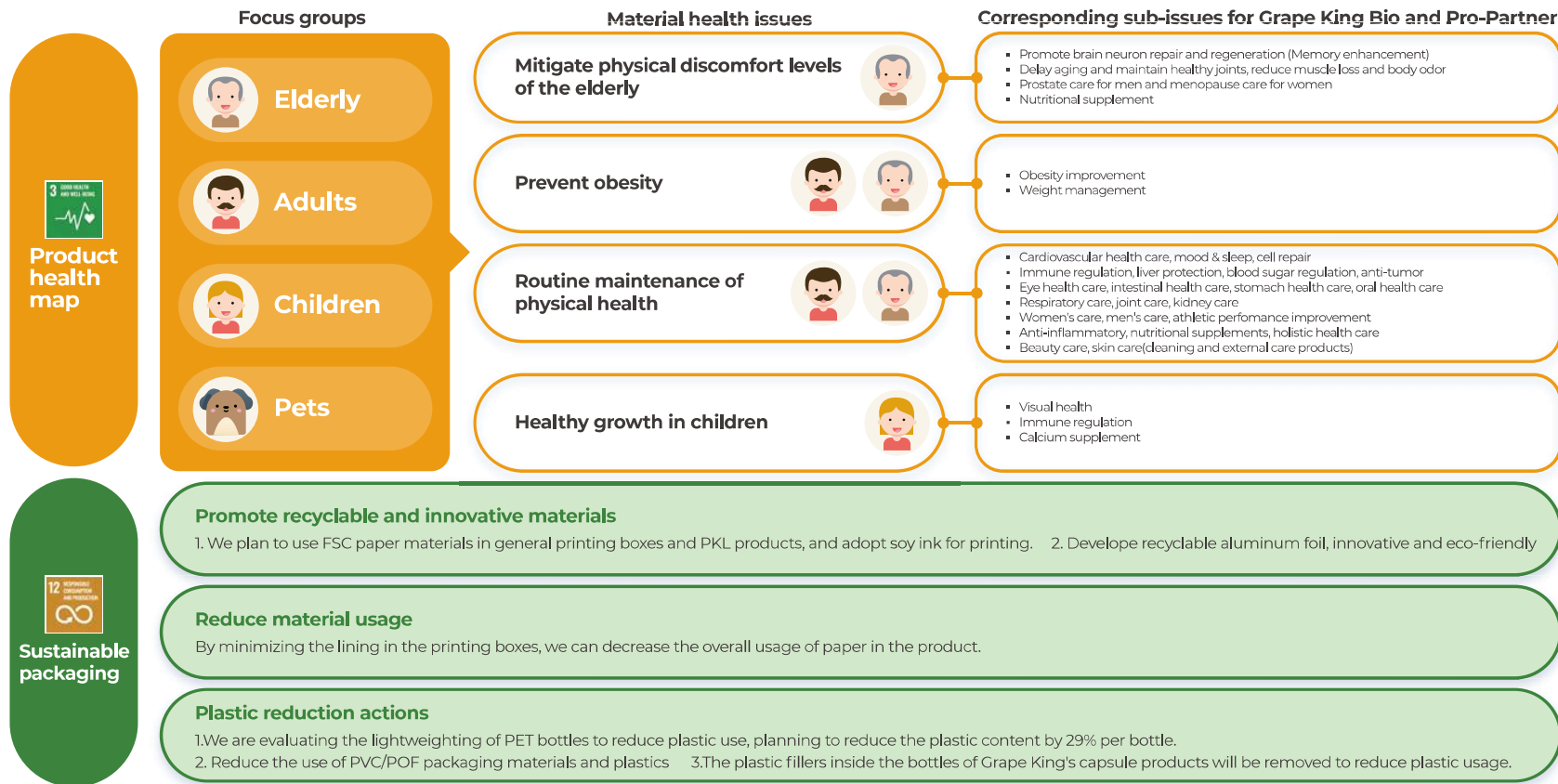
Grape King Bio believes in a people-oriented corporate culture and has established a sustainable strategy and blueprint under the framework of “Technology, Health, and Hope.” Grape King Bio has formulated six main categories for sustainable development: “Production Development and Innovation,” “Ethical Governance,” “Product Liability,” “Happy Workplace,” “Social Prosperity,” and “Green Environment.” We will continue to develop corporate strategies for sustainability and invest in sustainable management at Grape King Bio based on the six categories in the blueprint, as well as implement performance management aligned with environmental, social, and corporate governance aspects.



## Grape King Bio Sustainable Products Blueprint

Grape King Bio has been deeply rooted in Taiwan for the past 50 years. Our core purpose and mission is to support the health and well-being of people across all age groups. We comprehensively conducted a comprehensive review of the primary markets for Grape King Bio and Pro-Partner, as well as key social health issues, to understand how our products can help people address various health challenges and diseases. As we move into an aging society with low birth rates, we have begun to prioritize seniors and children, focusing on “mitigating physical discomfort for aged groups” and “healthy growth for children.” For other adults, we also focus on high obesity rates, cardiovascular diseases, endocrine disorders, enhanced immunity, and other important health issues related to “obesity prevention” and “routine physical maintenance.” Under this framework, we reassessed corresponding products from Grape King Bio and Pro-Partner for continued promotion to groups in need. In future, we plan to develop various products for common diseases of the elderly as we move toward a super-aged society.

In terms of sustainable packaging, we re-examined each stage of our value chain to plan and promote “innovative recyclable materials”, “reduce usage of raw material” and “plastic reduction actions” as part of our efforts to achieve our goal of zero waste.





**GRAPE KING BIO**



# **Introduction to Grape King Bio**

## About Grape King Bio

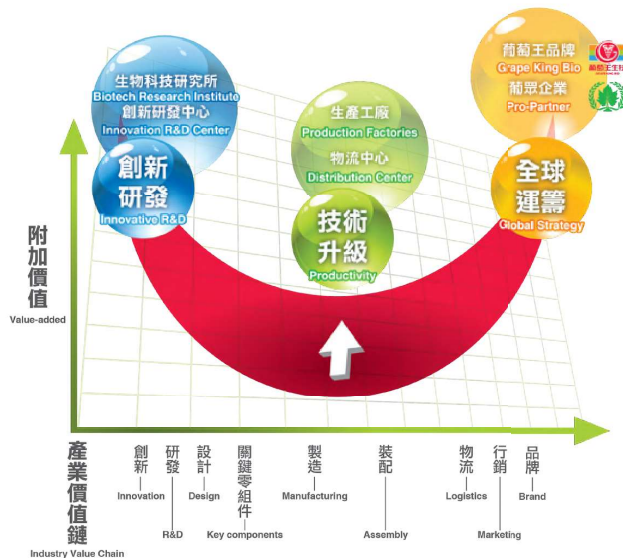
### Background

The late 1960s were a golden age for infrastructure construction in Taiwan. In line with this trend, Grape King Bio founder and president Shui-Zhao Tseng established China Fuso Seiko Pharmaceutical Industries Ltd. (officially renamed Grape King Bio in 1971) and produced Grape King Bio's first product, ComeBest energy drink. As time went on, our founder became conscious of the importance of business transformation, and therefore established the Bioengineering Center (now named the Grape King Bio Biotech Research Institute), officially entering the biotechnology industry and focusing on development of health foods. Our subsidiary Pro-Partner was established in 1993 and officially entered the health food market using a multi-level marketing model in 1998. In terms of overseas markets, we entered the Chinese market in 1994 and established Shanghai Grape King Bio Enterprise Corporation, which officially commenced operations in 1997. We actively expand our international markets and sell various health foods and beauty products. We have gradually established a proprietary smile curve that encompasses our upstream product development and innovation, mid-stream production and manufacturing, and downstream brands and channels. For more information about our history, please refer to our official website.

## Products, Services, and Operating Locations

### Products and Services

We have our own health foods and functional drinks brands, and also provide ODM/OEM services for health foods and pharmaceuticals. We have established the smile curve shown in the following figure and advantages in biotechnology operations through innovation and development, technical enhancements, and global operations:



For more information on our smile curve, please refer to the Vision and Mission Statement section on our corporate website: <https://www.grapeking.com.tw/tw/about/vision>

For more information on our smile curve, please refer to the Vision and Mission Statement section on our corporate website: <https://www.grapeking.com.tw/tw/about/vision>

Our private brands have achieved impressive results. In 1993, we established our subsidiary Pro-Partner, which uses a multi-level marketing model as its main sales channel. Pro-Partner was ranked at number 38 on the DSN Global 100 List of global direct marketing companies in 2024, and has been the top local industry leader for 14 consecutive years. All Grape King Bio locations are currently located in the north, and our main production, research, and logistic operations centers are concentrated in Taoyuan. Our headquarters are located within our Pingzhen Factory, and we also established our Tourist Factory (Grape King Bio Health and Vitality Power Center) at this location so our consumers can experience our brand story and ideals at any time. Our Zhongli Factory focuses on R&D and production. Our Taipei operational headquarters are located within the Pro-Partner Neihu building and also serve as the core sales base for Grape King Bio's private label products. Our logistics center was moved to Xinsheng Road in Zhongli District in 2018. Our research is concentrated at our "Grape King Bio Biotech Research Institute," which is located at the Hsinchu Science Park Longtan campus. The Biotech Research Institute was built using an investment of NT\$1,600 million, and combines R&D and production functions to develop and apply raw materials (key components). In 2024, a new fermentation production line has been added to the Grape King Health Outlook Park. There are more than 80 fermentation tanks in total so far, and the total fermentation capacity can reach 506 tons, which is the toppest among all health foods brands in Taiwan.

#### Taipei Sales & Marketing Division

#### Zhongli Longgang Plant

Equal attentions are paid to R&D and Production

#### Headquarters in Pingzhen

Established in September, 2016  
(Including our new office building and factories)

#### Grape King Bio Park

#### Grape King Biotech Research Institute

Located in Hsinchu Longtan Science Park and was established at the end of 2018

We have a total of 15,000 sales locations across Taiwan, including both physical and virtual sales channels. Physical channels: Hypermarkets, chain supermarkets, modern drugstores, traditional pharmacies, convenience stores, distribution channels. Virtual channels: Self-owned online malls, external online malls, direct sales members, TV shopping channels.

## Awards



### Corporation

- 【Grape King Bio】 Ranked in the top 5% of companies by the Corporate Governance Evaluations for four consecutive years
- 【Grape King Biotech】 First in Taiwan's biotech sector to earn “Green Factory Label” and two certifications!
- 【Grape King Bio】 Received “TSAA Taiwan Sustainability Action Awards” SDG 12 Responsible Consumption and Production - Silver Award in 2024
- 【Grape King Bio】 Received 2024 Outstanding Occupational Safety and Health Promotion Award from the Taichung City Government
- 【Grape King Bio】 Received 2024 “Net Zero Industry Competitiveness Award” !
- 【Grape King Bio】 Received SGS 2024 ISO PLUS Awards Occupational Safety and Health Management Exemplary Award
- 【Grape King Bio】 Won Happy Enterprise Gold Award for the fifth time!
- 【Grape King Bio】 Ranked among Business Weekly's “Top 100 Carbon Competitiveness Enterprises” in 2024!
- 【Grape King Bio】 Recognized as “Outstanding Enterprise in Proactive Evaluation” for Disclosing Occupational Health and Safety Performance in the Corporate Sustainability Report in 2024
- 【Grape King Bio】 Won two awards at the “TCSA Taiwan Corporate Sustainability Award” for three consecutive years
- 【Grape King Bio】 Received Accredited Healthy Workplace Health Promoting Aged Employees Award from the Ministry of Health and Welfare Health Promotion Administration in 2024
- 【Grape King Bio】 Received 2024 Taoyuan City's Highest Distinction Taoyuan Golden Award - ESG Environmental Sustainability!
- 【Grape King Bio】 GKM3® Won 21st National Innovation Award!
- 【Grape King Bio】 Received Pandemic Prevention Gold Award from the 9th Taiwan Immunization Vision and Strategy (TIVS) in 2024



### Technologies & Patents

- “Use of Bifidobacterium lactis GKK2 for improving allergic asthma” was awarded a Gold medal at the 2024 Malaysia Technology Expo.
- “Cultivating mycoprotein using seawater to reduce carbon emissions” was awarded a Silver medal at the 2024 Malaysia Technology Expo.
- Use of Phellinus linteus mycelia for improving obesity and related syndromes” was awarded 1 Gold medal at the 2024 Russian Archimedes International Invention Exhibition.
- “Cultivating mycoprotein using seawater to reduce carbon emissions” was awarded 1 Gold and 1 Special medal at the 2024 Russian Archimedes International Invention Exhibition.
- Use of Phellinus linteus mycelia for improving sarcopenia” was awarded 1 Silver and 1 Special medal at the 2024 (49th) Geneva International Exhibition of Inventions.
- “Use of lactic acid bacteria GKM3® fermented filtrate for enhancing wound healing” was awarded 1 Gold and 1 Special medal at the 2024 (49th) Geneva International Exhibition of Inventions.
- “Use of oral compositions for improving sarcopenia” was awarded 1 Gold and 1 Special medal at the 2024 World Genius Convention and Education Expo in Tokyo.
- “Skin repair composition containing lactic acid bacteria fermentation product (GKM3®) and use thereof” was awarded a Gold medal at the 2024 World Genius Convention and Education Expo in Tokyo.
- “Lactobacillus fermentum GKF3, composition containing the same and its use for improving psychotaxia” was awarded 1 Gold and 1 Special medal at the 2024 International Invention, Innovation & Technology Exhibition (ITEX) in Malaysia.
- “Use of mycelium of Phellinus linteus GKPI for preparing composition of improving obesity and obesity-related metabolic disorders” was awarded a Gold medal at the 2024 International Invention, Innovation & Technology Exhibition (ITEX) in Malaysia.
- “Use of lactic acid bacteria GKM3® fermented filtrate for enhancing wound healing” was awarded 1 Gold and 1 Special medal at the 2024 European Exhibition of Creativity and Innovation.
- “Lactobacillus fermentum GKF3 for effectively improving psychotaxia” was awarded 1 Gold and 1 Special medal at the 2024 European Exhibition of Creativity and Innovation.
- “An active substance of Bifidobacterium lactis GKK2, a composition comprising thereof and its use for promoting longevity” was awarded a Gold medal at the 2024 International Invention & Innovation Expo in Shanghai.
- “Use of manufacturing a composition for improving the immunity” was awarded 1 Gold and 1 Special medal at the 2024 International Invention & Innovation Expo in Shanghai.
- “A Lactobacillus rhamnosus GKLCI, a composition comprising thereof and its use for improving alcoholic injury in liver, stomach and/or intestine” was awarded a Gold medal at the 2024 International Invention & Innovation Expo in Shanghai.
- “Hericium erinaceus mycelia ferments - fungal materials for improving myelination of central nervous system” was awarded a Gold medal at the 2024 World Invention and Innovation Contest in Korea (WIC).
- “Lactobacillus paracasei GKS6® for promoting longevity” was awarded a Gold medal at the 2024 World Invention and Innovation Contest in Korea (WIC).
- “Use of lactic acid bacteria GKM3® fermented filtrate for enhancing wound healing” was awarded 1 Gold and 1 Special medal at the 2024 International Invention Innovation Competition in Canada (iCAN).
- “Use of Cordyceps cicadae mycelia for improving steroid-induced ocular complications” was awarded 1 Gold and 1 Special medal at the 2024 International Invention Innovation Competition in Canada (iCAN).
- “Bifidobacterium lactis GKK2 for effectively improving airway hypersensitivity” was awarded 1 Gold and 1 Special medal at the 2024 INNOVERSE Invention & Innovation Expo in the USA.
- “Use of lactic acid bacteria GKM3® fermented filtrate for enhancing wound healing” was awarded 1 Gold and 1 Special medal at the 2024 INNOVERSE Invention & Innovation Expo in the USA.
- “Novel Bifidobacterium lactis GKK2 for promoting longevity” was awarded 1 Gold and 1 Special medal at the 2024 All American DAVINCI International Innovation and Invention Expo.
- “Hericium erinaceus mycelia ferments for improving dementia” was awarded a Gold medal at the 2024 All American DAVINCI International Innovation and Invention Expo.
- “Use of GKD7 for preparing compositions of improving osteoarthritis” was awarded 1 Gold and 1 Special medal at the 2024 International Invention and Trade Expo in London.
- “Use of lactic acid bacteria GKM3® fermented filtrate for enhancing wound healing” was awarded 1 Gold and 1 Special medal at the 2024 International Invention and Trade Expo in London.

## Awards



### Technologies & Patents

"Use of <i>Phellinus linteus</i> mycelia for improving sarcopenia" was awarded 1 Gold and 1 Special medal at the 2024 International Invention Show (INOVA in Croatia).
"Novel <i>Bifidobacterium lactis</i> GKK2 for promoting longevity" was awarded 1 Gold and 1 Special medal at the 2024 International Invention Show (INOVA in Croatia).
"Use of <i>Phellinus linteus</i> for preparing compositions for improving sarcopenia" was awarded a Gold medal at the 2024 International Innovation and Invention Competition (IIIC).
"Mycelium of filamentous fungus and its manufacturing method" was awarded a Gold medal at the 2024 International Innovation and Invention Competition (IIIC).
"Use of <i>Cordyceps cicadae</i> active substance for improving visual acuity" was awarded a Gold medal at the 2024 International Innovation and Invention Competition (IIIC).
"Use of novel probiotic strains <i>Pediococcus pentosaceus</i> GKP4 for improving sarcopenia" was awarded 1 Gold and 1 Special medal at the 2024 International Invention and Innovation Show INTARG.
"Use of GKD7 for alleviating cartilage wear and osteoarthritis" was awarded a Gold medal at the 2024 International Invention and Innovation Show INTARG.
"Use of lactic acid bacteria GKM3® fermented filtrate for enhancing wound healing" was awarded a Gold medal at the 2024 International Salon of Inventions and New Technologies.
"Use of <i>Bifidobacterium lactis</i> GKK2 for improving allergic asthma" was awarded a Gold medal at the 2024 International Salon of Inventions and New Technologies.
"Wound external composition containing lactic acid bacteria fermentation product" was awarded a Bronze medal at the 2024 Seoul International Invention Fair (SIIF).
"Use of <i>Phellinus linteus</i> for preparing compositions for improving sarcopenia" was awarded a Silver medal at the 2024 Seoul International Invention Fair (SIIF).
"Solid-state cosmetic composition and its manufacturing method" was awarded a Special medal at the 2024 Seoul International Invention Fair (SIIF).
"Use of lactic acid bacteria GKM3® fermented filtrate for enhancing wound healing" was awarded a Gold medal at the 2024 Hong Kong International Invention and Design Competition.
Use of <i>Phellinus linteus</i> mycelia for improving sarcopenia" was awarded a Gold medal at the 2024 Hong Kong International Invention and Design Competition.



### Individual



### Products

Dr. Andrew Tseng, Chairman of Grape King Bio, has been awarded both the "100 MVP Manager in the Sustainability Category" and the "Top 1 MVP Manager for Online Fan Favorite" !

Grape King Bio's "GK Heripene" wins the Ingredient of the Year: Cognitive Function award at NUTRA Ingredients Asia 2024!

Grape King Bio's "Fungimeet Pineapple and York Pastry" wins the Industrialization of Traditional Foods Award at 2024 IUFOST Global Food Industry!

Grape King Bio's "FunGimeet" wins the Food Sustainability Award at 2024 IUFOST Global Food Industry!



## 【Highlight】

### Pro-Partner stays ahead of major direct marketing companies by delivering highly professional, efficient, and customer-satisfaction-driven products and services

Pro-Partner adheres to the business philosophy of providing “the best products” to “the most people.” The company is dedicated to offering high-quality health products, ranging from essential daily care to a diverse portfolio of 40 health supplements and 7 personal care items, while also considering the enhancement of customer care and service quality as a key component of corporate sustainability.

From product development to customer service, Pro-Partner listens attentively to every need, ensuring that each customer receives the highest level of care. Pro-Partner's enduring mission is to promote the philosophy of health and wellness. The company hosts annual lecture tours led by biotechnology experts from Grape King Bio to share the latest product benefits and research findings with its direct distributors and consumers. In 2024, Pro-Partner successfully organized 36 seminars, attracting nearly 30,000 participants in total. These events helped more people understand Pro-Partner's product philosophy and health concepts, integrating health awareness into their daily lives.

With a customer-centric approach aimed at providing immediate and warm service, Pro-Partner continuously enhances the customer experience, enabling direct distributors and consumers to access information swiftly. By streamlining IVR processes, offering diverse consultation channels, and providing one-on-one dedicated guidance, Pro-Partner ensures that every customer receives professional system explanations, comprehensive health insights, and personalized product recommendations.

Our customer service center has established standardized service indicators, achieving outstanding results in 2024:

- ✓ 98% call response rate, ensuring every call is answered with care
- ✓ 95% of calls answered within 30 seconds, minimizing customer wait time
- ✓ 98% first-call resolution rate, delivering swift and complete solutions
- ✓ 100% of email inquiries resolved within 24 hours, ensuring prompt and professional support for every inquiry

In 2024, a total of 132 customer complaints were handled, accounting for 0.27% of all cases. Each complaint was addressed with precision and accountability through a well-structured process, ensuring customer needs were prioritized and effective solutions were provided to enhance customer loyalty.

Pro-Partner's customer service team delivers warm and dedicated support, and these efforts have earned us the Gold Medal in the Taiwan Best Customer Center Award for two consecutive years. This recognition reflects our commitment and passion for customer service. We will continue to offer high-quality and comprehensive service to further elevate customer satisfaction.



## ESG Management Structure: Sustainability and ESG Committee

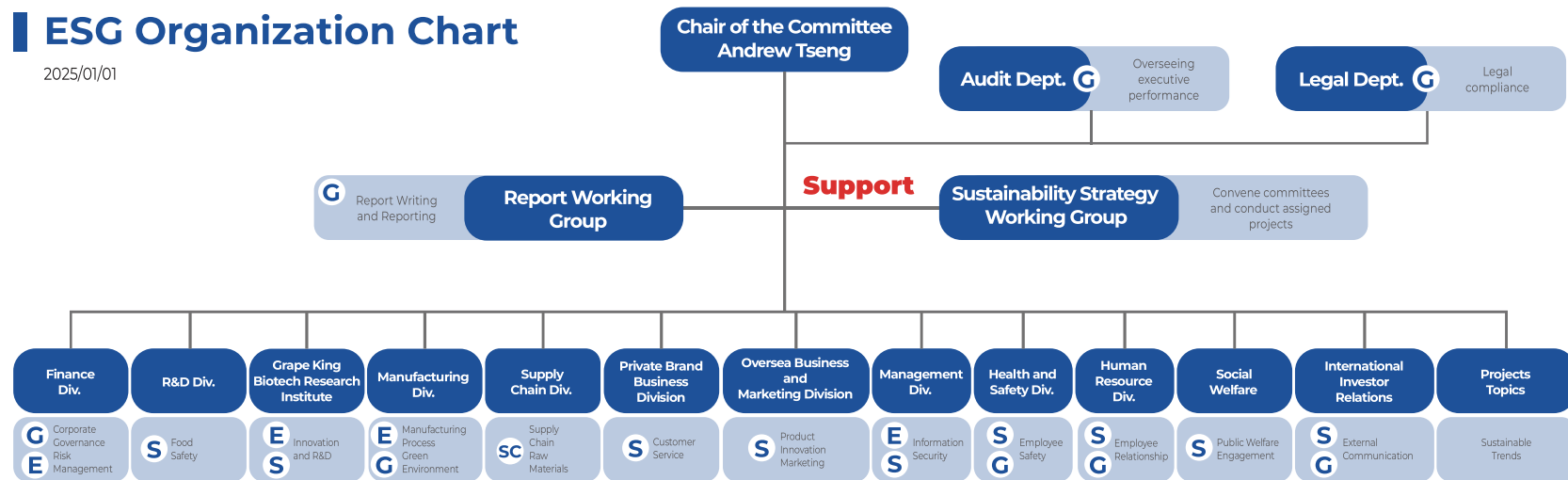
Chief Sustainability Officer,  
General Manager's Office  
Duncan Aitken



*Grape King Bio strives to become a sustainable leader in Taiwan's biotechnology industry. We not only maintain our mission to be 'A health expert for the entire family' and ensure public health, but also hope to exert a positive influence on the economy, environment, and society by incorporating sustainability in our routine business decisions.*

### ESG Organization Chart

2025/01/01



As we continue to grow, we not only emphasize corporate governance and operational performance, but also consider environmental, social, and corporate governance (ESG) performance to be our best response to stakeholder expectations and the best way to communicate our corporate ideals. In order to incorporate core ESG concepts into our business philosophies and culture, we reconfigured our cross-departmental "Sustainability and ESG Committee" in 2021 in accordance with emerging sustainability issues to promote specific ESG actions through interdepartmental collaborations and internal management mechanisms.

The Sustainability and ESG Committee was established under the general manager's office. Our Chairman and General Manager serves as the highest authority of the Committee and senior executives serve as committee members. Representatives from other units (Finance Division, R&D Division, Manufacturing Division, Supply Chain Division, Sales and Marketing Division, Administration Division, Industrial Safety Department, Human Resource Department, and Foreign Investor Relations) also serve as committee members. The Sustainability and ESG Committee convenes periodically to organize and implement annual ESG plans. Apart from convening quarterly meetings with all units and related work teams, committee members also convene mid-year and year-end ESG target discussion meetings and report on ESG implementation results and plans. Implementation results and areas for improvement are periodically submitted to our Chairman and Board for review.

## Sustainability Performance for 2024

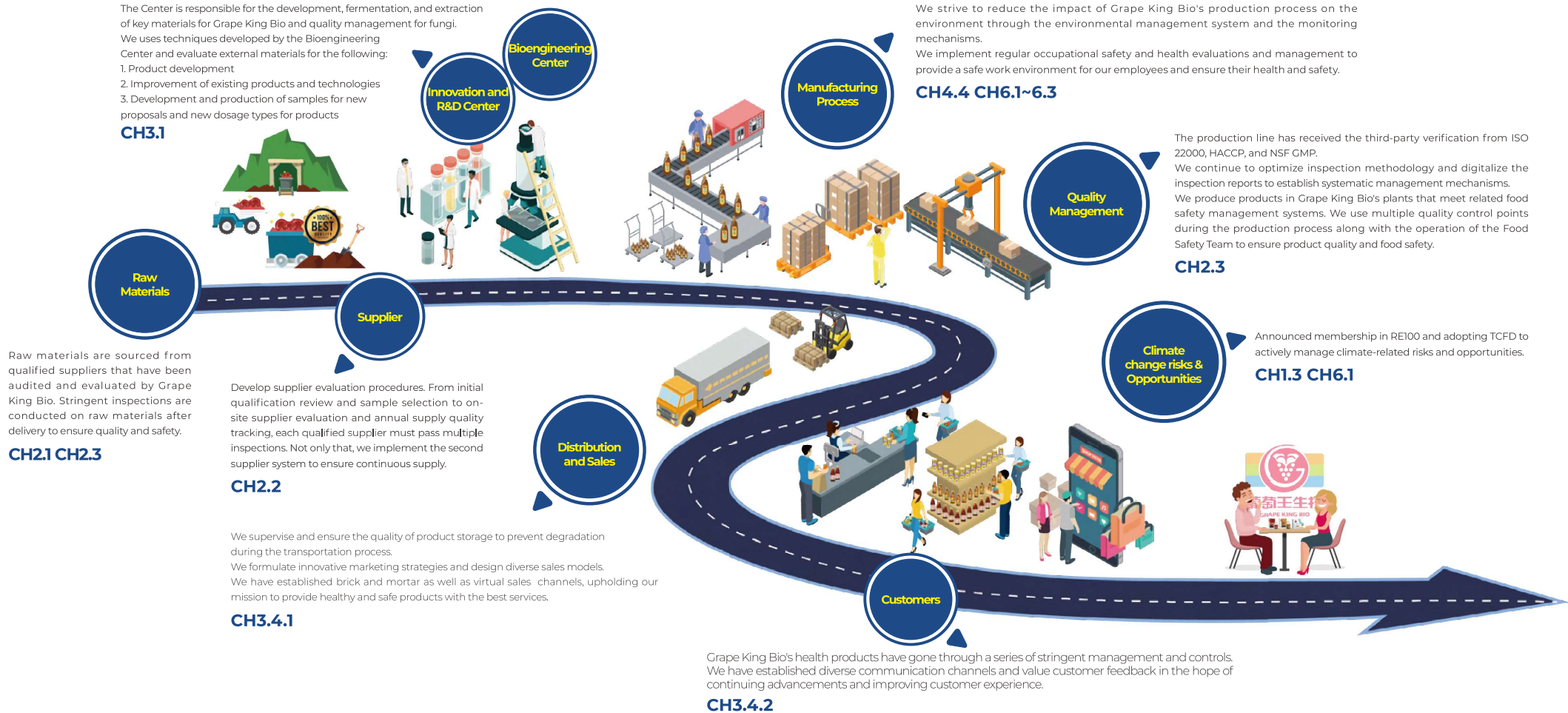
The United Nations Sustainable Development Goals (SDGs)	Corresponding to Specific Goals of the United Nations SDGs	Summary of Grape King Bio's Contributions	2024 Sustainability Performance
SDG 3 Good Health and Well-being	3.d Strengthening the capacity of all countries, particularly developing countries, for early warning, risk reduction, and management of national and global health risks.	Active development of functional materials to meet societal needs, along with the provision of comprehensive health examinations, maternal health protection measures, and safe work environments for labor health	Researched on functional materials in response to the aging population, declining birth rates, and the continuous growth of the population engaging in sports.
			Arranged free annual health examinations for all employees, planned comprehensive labor health programs and built friendly workplace environments and sports facilities to create a sustainable and healthy corporate culture.
			“Procedures for Protection of Maternal Health” and “Special Health Hazard Operations” have been established to implement workplace environment monitoring for our operational staff and to carry out special health check-ups.
			Grape King Bio focused on groups that require special attention, such as infants, pregnant women, and breastfeeding mothers. Our product development team first confirmed requirements related to raw materials, dosage forms, and functions, then included relevant warnings on product labels.
			Grape King Bio and Taoyuan City Government brought together 20 business partners to establish the “Grape King Bio Health and Safety Family,” collaborating to strengthen workplace safety measures, improve relevant capabilities, and commit to charitable activities related to occupational safety.
SDG 5 Gender Equality	4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational, and tertiary education, including university.	Elimination of discrimination and provision of equal employment opportunities	The percentage of female directors reached 36%.
			The proportion of male to female employees was 1:1.
			Carried out various procedures related to hazard identification and evaluation, suitable work arrangements, management by risk levels, and continued follow-up to ensure the physical and mental health as well as employment equality of our female employees, based on the protection of female workers.
SDG 6 Clean Water and Sanitation	6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity.	Active water conservation to enhance resource use efficiency	A total of 13,027 tons of process water were saved in 2024, with a cumulative saving of 66,087 tons since 2021.
SDG 7 Affordable and Clean Energy	7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.	Investment in renewable energy equipment	Generated 178,611 kWh of total electricity and reduced 88,234 kgCO <sub>2</sub> e of carbon emissions by solar photovoltaic system at Longtan Factory in 2024.

The United Nations Sustainable Development Goals (SDGs)	Corresponding to Specific Goals of the United Nations SDGs	Summary of Grape King Bio's Contributions	2024 Sustainability Performance
SDG 8 Decent Work and Economic Growth	8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.	Diverse talent training and recruitment channels provided	<p>As of 2024, a total of 144 interns have participated in our Seed Talent Program (STP) and worked on 25 projects.</p> <p>Over the past three years, we have cooperated with colleges and universities, and our factories have hosted 78 visits for 2,986 people.</p> <p>Built our "Talent Pool" to systematically assemble the internal talent fleet, achieving a promotion rate of 23.7% in 2024.</p> <p>A total of 605 employees participated in Grape King Bio's occupational safety education and training in 2024, totaling 1,744 hours.</p> <p>Participated in the Talent Quality-management System (TTQS) verification plan implemented by the Ministry of Labor Workforce Development Agency and received a bronze TTQS award.</p> <p>Provided job opportunities for individuals with Down Syndrome from the Chensenmei Social Welfare Foundation, which is located near our company and also adjusted work tasks for disabled colleagues placed in unsuitable positions.</p> <p>Commenced long-term collaborations with the Taoyuan City Government Employment Service Center, updating and publishing corporate vacancies on a monthly basis to enable the public to quickly learn about our vacancies through diverse recruitment channels.</p> <p>Collaborated with the Vocational Training Center of the Veterans Affairs Council to assist veterans in transferring to private organizations and raise local employment rates.</p>
	8.8 Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.	Provision of safe work environments	No major occupational accidents from 2014 to 2024. Our prevention measures for occupational accidents surpass those of our peers.
SDG 9 Industry, Innovation, and Infrastructure	9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, particularly developing countries, including by 2030, encouraging innovation and substantially increasing the number of research and development workers per million people and public and private research and development spending.	Investment in innovation and R&D	Published 29 journal papers, 32 conference papers, and 23 oral presentations at conferences in 2024.
			Developed 277 products in 2024.
			Our Biotech Research Institute applied for 44 patents in 2024 and received approval for 24.
			There are around 17 industry-academia collaboration projects between our Biotech Research Institute and the Ministry of Science and Technology, the Council of Agriculture, the Ministry of Education, and various colleges and universities.

The United Nations Sustainable Development Goals (SDGs)	Corresponding to Specific Goals of the United Nations SDGs	Summary of Grape King Bio's Contributions	2024 Sustainability Performance
SDG 11 Sustainable Cities and Communities	11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.	Investment in resources for improving air quality and noise control	A total of NT\$2,632,384 was invested in expenses for sponsorships and environmental improvement activities in 2024, demonstrating our ongoing commitment to minimizing the impact on neighboring communities around factories.
	11.a Support positive economic, social, and environmental links between urban, peri-urban, and rural areas by strengthening national and regional development planning.	Participation in support of social welfare activities	Grape King Bio invested a total of 1,240 volunteers and 687 service hours in social participation in 2024.
SDG 12 Responsible Consumption and Production	12.2 By 2030, achieve the sustainable management and efficient use of natural resources.	Sustainable product packaging planning	Grape King Bio has long been committed to using lightweight packaging made from environmentally friendly materials that help to reduce environmental damage, resulting in a 29% reduction in plastic usage for PET bottles.
SDG 13 Climate Action	13.3 Improve education, awareness-raising, and human and institutional capacity on climate change mitigation, adaptation, impact reduction, and early warning.	Science Based Targets initiative (SBTi) target setting and climate-related risks and opportunities identification according to the TCFD framework	Successfully got approval from Science Based Targets initiative (SBTi).
SDG 15 Life on Land	15.a Mobilize and significantly increase financial resources from all sources to conserve and sustainably use biodiversity and ecosystems.	Soil and water conservation promotion and biodiversity preservation	Grape King Bio collaborated with the Northern Region Water Resources Branch of the Water Resources Agency under the Ministry of Economic Affairs and farmers to subscribe to farmland utilizing rationalized fertilization. This initiative not only reduces soil degradation and preserves biodiversity but also conserves water resources.
SDG 16 Peace, Justice, and Strong Institutions	16.5 Substantially reduce corruption and bribery in all their forms.	Implementation of ethical management policies and active prevention of unethical conduct	No incidents involving corruption, bribery, conflicts of interest, money laundering, or insider trading occurred in 2024.
	16.7 Ensure responsive, inclusive, participatory, and representative decision-making at all levels.	Hosting labor-management meetings to incorporate employee representative opinions	Labor-management representatives were invited to hold four labor-management meetings, encompassing 100% of all employees in 2024. A total of 24 proposals relating to our company's operations and human resources matters were discussed.

## Value Chain

We examined our sustainable management developments from a value chain perspective, reviewing the influence and impacts of our value chain, and identifying stages that need to be strengthened. In future, we hope to expand the scope of our value chain analysis, work to create value, and reduce negative impacts. Our value chain is shown in the following figure:





GRAPE KING BIO

# Stakeholder Communication and Analysis of Material Topics



## Stakeholder Communication and Analysis of Material Topics

We consider pursuit of sustainable development to be an important goal. Grape King Bio collects feedback from stakeholders to better understand their needs and expectations, and to establish effective communication channels. Feedback from stakeholders contributes to the formulation of our ESG policies and business development. As part of our routine operations, our departments communicate with and solicit feedback from key stakeholders throughout the year. Our scope of communication did not extend to other subsidiaries.

Each unit integrates these material topics into annual plans and routine business management along with the previously identified issues of concern, and periodically evaluates implementation performance to facilitate continuous improvement.

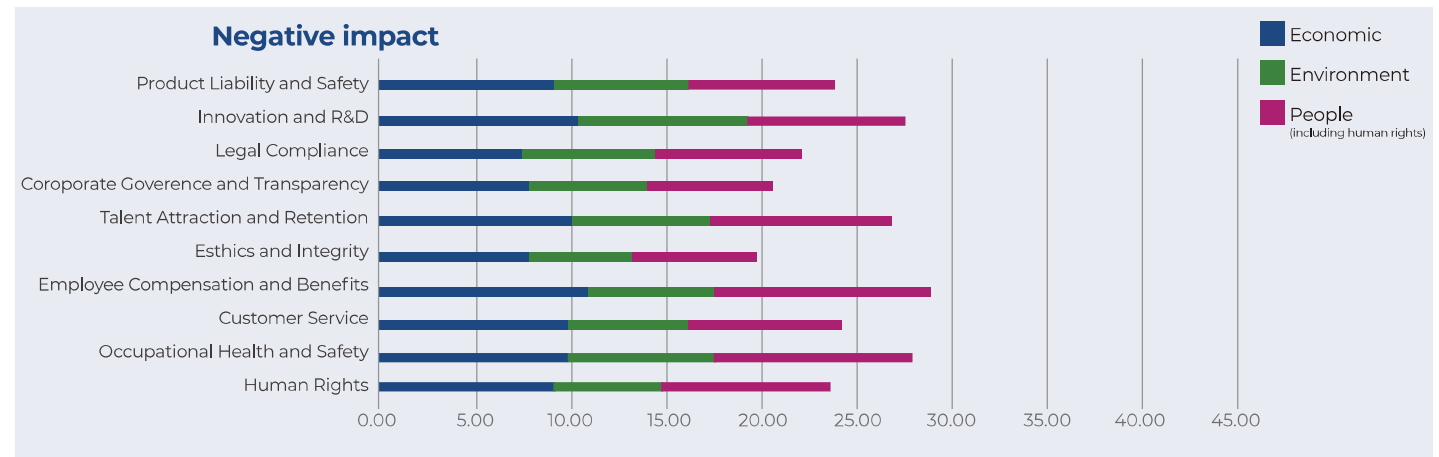
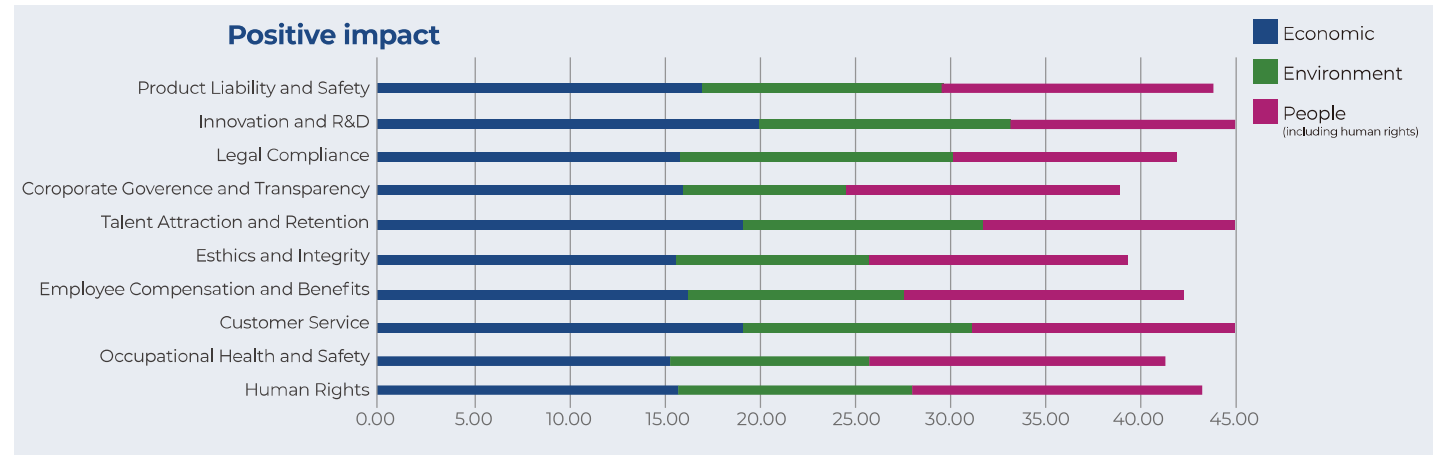


## Impact Assessments of Material Topics

In 2023, the Sustainability Strategy Working Group distributed surveys on 20 sustainable issues of concern to 299 stakeholders, including 21 managers, to assess 10 material topics based on the levels of concern for various sustainability issues.

This year, the result of the impact assessments has been carried forward. We further assessed the level of positive and negative impacts of these 10 material topics on the economy, environment, and humans by 22 managers. This assessment aimed to determine the actual and potential positive and negative impacts of each topic. The table below lists the ten identified material topics.

Rank	ESG Metrics	Material Topic
1	Governance (G)	Product Liability and Safety
2	Governance (G)	Ethics and Integrity
3	Governance (G)	Legal Compliance
4	Social (S)	Employee Compensation and Benefits
5	Social (S)	Talent Attraction and Retention
6	Governance (G)	Corporate Governance and Transparency
7	Social (S)	Occupational Health and Safety
8	Governance (G)	Customer Service
9	Social (S)	Human Rights
10	Governance (G)	Innovation and R&D



## Impacts of Material Topics and Corporate Responses

Material Topics	Topic Boundaries			Description of Impacts	Grape King Bio Policies and Commitments	Specific Actions	Effective Indicators	Corresponding Sections
	Up-stream	Grape King Bio	Down-stream					
Product Liability and Safety	✓	✓	✓	Grape King Bio adopts the most stringent quality and sanitation standards for management of product liability and safety to provide customer reassurance as we continue to develop more high-quality products.	<ul style="list-style-type: none"> <li>Food safety policies</li> </ul>	<ul style="list-style-type: none"> <li>Continue to optimize testing methods</li> <li>Maintain laboratory accreditation systems</li> <li>Continue to maintain quality system certifications</li> <li>Continue to promote activities associated with food safety culture</li> </ul>	<ul style="list-style-type: none"> <li>Quality targets for all product lines</li> <li>Number of product recalls caused by concerns over food sanitation and safety</li> <li>Proportion of food safety management costs to net revenues</li> </ul>	<ul style="list-style-type: none"> <li>2.2 Food Safety and Responsibility</li> </ul>
Ethics and Integrity	✓	✓	✓	Grape King Bio's business philosophies are based on integrity, transparency, and responsibility. We have formulated policies based on ethical principles which were approved by our Board, and we have established sound corporate governance and risk control mechanisms to create a sustainable business environment. We incurred zero complaints and reports (including anonymous reports) related to ethical management in 2024.	<ul style="list-style-type: none"> <li><a href="#">Code of Ethical Conduct</a></li> <li><a href="#">Ethical Corporate Management Best Practice Principles</a></li> <li><a href="#">Procedures for Ethical Management and Guidelines for Conduct</a></li> <li><a href="#">The programs to forestall unethical conduct</a></li> <li>Procedures of Whistle-blowing and Complaints</li> </ul>	<ul style="list-style-type: none"> <li>Established internal/external reporting and grievance hotline</li> </ul>	<ul style="list-style-type: none"> <li>Number of handled reports</li> </ul>	<ul style="list-style-type: none"> <li>1.2 Corporate Integrity and Business Ethics</li> </ul>
Legal Compliance		✓	✓	Grape King Bio reviews all company operating procedures based on the highest standards available. We constantly pay attention to the latest legal trends and adjust our actions accordingly.	<ul style="list-style-type: none"> <li>Code of Ethical Conduct</li> <li>Copy review process</li> <li>Standard operating procedures for waste management</li> </ul>	<ul style="list-style-type: none"> <li>Established handling process for legal cases</li> <li>Established copy review procedures</li> <li>Updated violations information list for advertisement copy</li> <li>Hosted training sessions for advertisement copy</li> <li>Established standard operating procedures for waste management</li> </ul>	<ul style="list-style-type: none"> <li>Annual legal compliance status</li> </ul>	<ul style="list-style-type: none"> <li>1.5 Legal Compliance</li> </ul>
Employee Compensation and Benefits		✓		Grape King Bio endeavors to develop a competitive and advantageous salary policy by referencing the labor market's salary levels and structures. Upholding a spirit of employee care, we aim to promote and implement EAPs, ensuring the welfare of our team members while fostering a supportive workplace environment.	<ul style="list-style-type: none"> <li>Compensation and Benefits Policy</li> </ul>	<ul style="list-style-type: none"> <li>Provided a competitive and advantageous salary policy</li> <li>Promoted the implementation of a talent pool program</li> <li>Conducted innovative courses for EAPs</li> </ul>	<ul style="list-style-type: none"> <li>Average annual salary at market level</li> <li>EAPs satisfaction</li> <li>Number of workshops conducted for EAPs</li> <li>Satisfaction rates for remuneration relative to work</li> </ul>	<ul style="list-style-type: none"> <li>4.4 Employee Compensation, Benefits, and Health Care</li> </ul>
Talent Attraction and Retention		✓		Grape King Bio has designed a competitive remuneration system which exceeds industry standards and provides safe and hygienic workplace environments. Additionally, we have also established diverse development channels, implemented target and performance management systems, and formulated employee training goals and plans.	<ul style="list-style-type: none"> <li>Committed to implementation of appropriate talent placement in accordance with the "Human Capital Strategic Thinking 3.5" framework</li> <li><a href="#">Grape King Bio Human Rights Policy</a></li> </ul>	<ul style="list-style-type: none"> <li>Implemented GKB Learning College (GKBLC) framework</li> <li>Formed handling team for workplace violence to demonstrate our zero tolerance for violence in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>Success rates for potential talent cultivation</li> <li>Employee satisfaction surveys</li> <li>EAP satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>4.3 Talent Cultivation and Performance Appraisals</li> <li>4.4 Employee Compensation, Benefits, and Health</li> </ul>

## Impacts of Material Topics and Corporate Responses

Material Topics	Topic Boundaries			Description of Impacts	Grape King Bio Policies and Commitments	Specific Actions	Effective Indicators	Corresponding Sections
	Up-stream	Grape King Bio	Down-stream					
Corporate Governance and Transparency	✓	✓	✓	Corporate governance is the cornerstone of sustainable operations. Grape King Bio adheres to TWSE-listed company Sustainable Development Actions and ESG evaluations, committing to five principles to integrate corporate governance and transparency into sustainable corporate operations: Strengthen Board functions; Enhance information transparency; Strengthen stakeholder communications; Align with international standards; and Build a stronger sustainable corporate governance culture.	<ul style="list-style-type: none"> <li>• <a href="#">Code of Ethical Conduct</a></li> <li>• <a href="#">Ethical Corporate Management Best Practice Principles</a></li> <li>• <a href="#">Procedures for Ethical Management and Guidelines for Conduct</a></li> <li>• <a href="#">The programs to forestall unethical conduct</a></li> <li>• Procedures of Whistle-blowing and Complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Established the Corporate Governance Team to serve as our dedicated corporate governance and ethical management unit</li> <li>• Corporate Governance Evaluations</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate Governance Evaluations</li> <li>• Evaluations of Board performance</li> </ul>	<ul style="list-style-type: none"> <li>• 1.1 Corporate Governance and Transparency</li> </ul>
Occupational health and safety		✓		Grape King Bio follows the environment, safety and health (EHS) policies and fulfils its obligations. In addition, Grape King Bio is committed to reducing hazards, promoting a friendly workplace environment through full participation. Furthermore, Grape King Bio has extended these values to partners, contractors, and suppliers, working towards a shared community goal of a healthy, safe, and friendly workplace environment, with the mutual aim of sustainable business practices.	<ul style="list-style-type: none"> <li>• <a href="#">Grape King Bio Human Rights Policy</a></li> <li>• TOSHMS Occupational Health and Safety Management System</li> </ul>	<ul style="list-style-type: none"> <li>• Regularly hold occupational safety committee meetings every quarter</li> <li>• Conduct annual risk and opportunity assessments for environmental health and safety and develop countermeasures accordingly.</li> <li>• Provide occupational safety education and training</li> </ul>	<ul style="list-style-type: none"> <li>• Number of occupational accidents</li> <li>• Record of hazard-free work hours</li> </ul>	<ul style="list-style-type: none"> <li>• 4.5 Occupational safety</li> </ul>
Customer service		✓	✓	Grape King Bio upholds the core values of "technology, health, and hope" to create a better future for its customers. With an increasing number of customers, Grape King Bio utilizes data analysis, system assistance, and comprehensive staff training to meet customer expectations, establish customer loyalty through professional services, and enhance customer satisfaction.	By providing attentive service, professional expertise, and establishing a customer-oriented approach that prioritizes meeting customer needs and resolving their issues, Grape King Bio creates a satisfying and recommendable consumer experience. This is achieved through the implementation of a comprehensive system that values both customer satisfaction and problem solving.	<ul style="list-style-type: none"> <li>• Conduct customer interviews and telephone satisfaction surveys.</li> <li>• Provide ongoing training for staff.</li> <li>• Establish a comprehensive database of customer inquiries and questions.</li> <li>• Implement a hotline management system</li> </ul>	<ul style="list-style-type: none"> <li>• Customer satisfaction survey results</li> </ul>	<ul style="list-style-type: none"> <li>• 3.3 Customer service</li> </ul>
Human Rights		✓		Grape King Bio adheres to the international human rights treaties, upholding the rights of employees to freedom of association. Discrimination based on gender, age, pregnancy, race, political affiliation, or religious orientation is strictly prohibited.	<ul style="list-style-type: none"> <li>• <a href="#">Grape King Bio Human Rights Policy</a></li> <li>• Procedure for Dealing with Workplace Wrongs</li> </ul>	<ul style="list-style-type: none"> <li>• Establish workplace violence response team</li> <li>• Implement human rights due diligence process</li> <li>• Friendly workplace seminars</li> </ul>	<ul style="list-style-type: none"> <li>• Annual number of human rights incidents</li> <li>• Number of workplace harassment incidents</li> </ul>	<ul style="list-style-type: none"> <li>• 4.1 Human Rights</li> </ul>
Innovation and R&D		✓		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.	<ul style="list-style-type: none"> <li>• We strive to ensure product safety and legal compliance while developing products for appropriate target groups</li> </ul>	<ul style="list-style-type: none"> <li>• Published journal papers</li> </ul>	<ul style="list-style-type: none"> <li>• Number of patents applied</li> <li>• Research and production of novel function materials</li> </ul>	<ul style="list-style-type: none"> <li>• 3.1 Innovation Management and patents</li> </ul>

## Frequency and Channels for Stakeholder Communication

	Main Topics of Concern	Our Responses and Actions (Please refer to corresponding sections)	Communication Channels	Communication Frequency	Communication Performance for 2024
Shareholders/Investors	<ul style="list-style-type: none"> <li>Product Liability and Safety</li> <li>Legal Compliance</li> <li>Innovation and R&amp;D</li> <li>Marketing and Labeling</li> <li>Customer Service</li> </ul>	1.4 Financial Performance 2.2 Food Safety and Responsibility 3.1 Innovation Management and Patents	Convened shareholders general meeting	Once each year	<ul style="list-style-type: none"> <li>Convened 1 regular shareholders meeting</li> <li>Invited to participate in 5 investor conferences</li> <li>Published quarterly financial reports for 2024 and annual report for 2023</li> <li>Released 41 Chinese and English material information disclosures</li> <li>Released 12 sets of unaudited consolidated revenue data (one for each month)</li> </ul>
			Investor conferences	Irregular	
			Participated in conferences and face-to-face communication meetings hosted by investment institutes	Irregular	
			Responded to investor and analyst questions via phone, email, and our mailbox for external communication; we also periodically collected suggestions and feedback	Irregular	
			Annual release of financial statements, annual reports, and sustainability reports	Once each year	
			Released important information disclosures on MOPS and published all corporate news on official website	Irregular	
Clients	<ul style="list-style-type: none"> <li>Information Security</li> <li>Product Liability and Safety</li> <li>Legal Compliance</li> <li>Ethics and Integrity</li> <li>Waste Management</li> <li>Water Resource Management</li> <li>Packaging Lifecycle Management</li> <li>Biodiversity</li> <li>Marketing and Labeling</li> <li>Human Rights</li> <li>Nutritious and affordable products</li> <li>Occupational health and safety</li> </ul>	1.2 Corporate Integrity and Business Ethics 1.5 Legal Compliance 3.3 Customer Service 6.2 Management of Energy Resources and Greenhouse Gases	Service hotline for product queries	Daily	<ul style="list-style-type: none"> <li>Dedicated customer service hotline received 9,825 product and order queries</li> <li>Official website and mailbox for external communications responded to 3,930 customers</li> <li>Online messaging system responded to approximately 17,982 customers</li> <li>Conducted 2,374 telephone interviews</li> </ul>
			Service hotline for outsourcing queries	Daily	
			Official website and mailbox for external communications	Daily	
			Customer satisfaction surveys	Once each year	
			Official online shop	Daily	
			Telephone interviews	Daily	
			Dedicated service hotline and point of contact	Daily	
Suppliers	<ul style="list-style-type: none"> <li>Legal Compliance</li> <li>Product Liability and Safety</li> <li>Marketing and Labeling</li> <li>Ethics and Integrity</li> <li>Supply Chain Management</li> </ul>	1.2 Corporate Integrity and Business Ethics 2.1 Sustainable Supply Chain 2.2 Food Safety and Responsibility	Procurement unit hotline	Daily	Conducted on-site audits on 50 suppliers
			Official website and mailbox for external communications	1-2 times per month	
			Public bidding and opinion exchange and interview meetings	Daily	
			On-site supplier audits and guidance	2-3 times per month	
			Questionnaires, phone, fax, and email	Daily	

For more information, please also refer to the Stakeholder Relations section on the Grape King Bio website : <https://www.grapeking.com.tw/stakeholder/62591ad4df427>

## Frequency and Channels for Stakeholder Communication

	Main Topics of Concern	Our Responses and Actions (Please refer to corresponding sections)	Communication Channels	Communication Frequency	Communication Performance for 2024
Employees	<ul style="list-style-type: none"> <li>Employee Compensation and Benefits</li> <li>Occupational health and safety</li> <li>Legal Compliance</li> <li>Product Liability and Safety</li> <li>Human Rights</li> </ul>	1.2 Corporate Integrity and Business Ethics 4.2 Talent Recruitment and Structure 4.3 Talent Cultivation and Performance Appraisals 4.4 Employee Compensation, Benefits, and Health	Periodic labor-management meetings	Once per quarter	<ul style="list-style-type: none"> <li>Hosted a total of 6 labor-management meetings</li> <li>Our mailbox for grievances received 1 complaint</li> <li>Ratio of employees undergoing annual performance audits reached 100%</li> <li>Total number of training hours for the year was 10,068 hours</li> <li>Total number of personnel who underwent training during the year was 3,841 people</li> </ul>
			One on one meeting with Chairman	Irregular	
			Company announcements	Irregular	
			Internal website	Irregular	
			Human resource unit	Irregular	
			Employee suggestion box; reports and grievance mailbox	Irregular	
			Publication of relevant regulations on internal company website	Updated non-periodically	
			Periodic hosting of labor-management meetings	Once per quarter	
Government	<ul style="list-style-type: none"> <li>Customer Service</li> <li>Marketing and Labeling</li> <li>Product Liability and Safety</li> <li>Legal Compliance</li> <li>Nutritious and affordable products</li> </ul>	1.2 Corporate Integrity and Business Ethics 2.2 Food Safety and Responsibility 4.2 Talent Recruitment and Structure 4.3 Talent Cultivation and Performance Appraisals 4.4 Employee Compensation, Benefits, and Health 4.5 Occupational Safety	<ul style="list-style-type: none"> <li>Exchange of official correspondences</li> <li>Meetings (for example seminars or public hearings)</li> </ul>	Irregular	Received and sent 1,950 official correspondences
Neighboring communities	<ul style="list-style-type: none"> <li>Information Security</li> <li>Product Liability and Safety</li> <li>Legal Compliance</li> <li>Energy management and circular economy.</li> <li>Climate change adaptation.</li> <li>Waste Management</li> </ul>	2.2 Food Safety and Responsibility 2.3 Sustainable Products and Services 3.3 Customer Service 6.2 Management of Energy Resources and Greenhouse Gases 6.3 Management of Water Resources 6.4 Waste Management	<ul style="list-style-type: none"> <li>Community activities</li> <li>Point of contact with heads of boroughs and neighborhoods</li> </ul>	Irregular	Hosted 5 community exchange activities

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## Frequency and Channels for Stakeholder Communication

	Main Topics of Concern	Our Responses and Actions (Please refer to corresponding sections)	Communication Channels	Communication Frequency	Communication Performance for 2024
Media	<ul style="list-style-type: none"> <li>Information Security</li> <li>Legal Compliance</li> <li>Innovation and R&amp;D</li> <li>Ethics and Integrity</li> <li>Supply Chain Management</li> <li>Climate change adaptation.</li> <li>Customer Service</li> <li>Marketing and Labeling</li> <li>Nutritious and affordable products</li> </ul>	1.4 Financial Performance 2.2 Food Safety and Responsibility 3.1 Innovation Management and Patents	<ul style="list-style-type: none"> <li>Press conferences</li> <li>Themed interviews</li> <li>Press releases</li> <li>Public relations companies</li> </ul>	Irregular	<ul style="list-style-type: none"> <li>Three special interviews (China Times Financial Knowledge, The Storm Media, and CommonWealth Magazine)</li> <li>Published 22 press releases</li> <li>Held regular monthly meetings 12 times.</li> </ul>
Academia	<ul style="list-style-type: none"> <li>Legal Compliance</li> <li>Innovation and R&amp;D</li> <li>Ethics and Integrity</li> <li>Customer Service</li> <li>Nutritious and affordable products</li> </ul>	1.2 Corporate Integrity and Business Ethics 2.2 Food Safety and Responsibility	<ul style="list-style-type: none"> <li>Industry-academia cooperation activities and meetings</li> <li>Intern training and exchanges</li> <li>Keynote lectures and conferences</li> </ul>	Irregular	<ul style="list-style-type: none"> <li>Collaborated with 30 domestic colleges</li> <li>A total of 53 students participated in industry-academia cooperation projects</li> <li>The chairman delivered a total of 19 speeches, with 1,290 participants.</li> </ul>
				Summer and winter vacations and during semesters at irregular intervals	
Non-profit organizations	<ul style="list-style-type: none"> <li>Product Liability and Safety</li> <li>Legal Compliance</li> <li>Ethics and Integrity</li> <li>Water Resource Management</li> <li>Marketing and Labeling</li> </ul>	1.2 Corporate Integrity and Business Ethics 1.5 Legal Compliance CH5 Academic Participation (Entire Chapter)	<ul style="list-style-type: none"> <li>Volunteer activities</li> <li>Official website</li> <li>Official fan page</li> <li>Dedicated service unit</li> </ul>	Irregular	Involved 1,240 people in community investments

For more information, please also refer to the Stakeholder Relations section on the Grape King Bio website : <https://www.grapeking.com.tw/stakeholder/62591ad4df427>