

About this Report

This Sustainability Report was issued in 2024 by Grape King Bio Inc. (hereinafter referred to as Grape King Bio, the Company, we, us, or our). This Report discloses our achievements relating to key sustainability issues for different stakeholders in an open and transparent manner. This Report includes sections on our Operational Performance, Ethical Governance, Product Liability, Production Development and Innovation, Happy Workplace, Social Prosperity, and Green Environment. This 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 this Report are taken from Grape King Bio, Pro-Partner, and Rivershine Co. Ltd. in the Taiwan region. For a detailed list of operational locations, please refer to the following table. In future, we will gradually expand the scope of this Report to include Grape King Bio International Investment, Shanghai Grape King Bio Enterprise Corporation, Shanghai Rivershine Ltd., and Elite Propartner Holdings Sdn. Bhd. to provide more comprehensive and accurate information.



Independent Assurance

The assurance engagement for this Sustainability Report was planned and performed by Deloitte, an independent and credible 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 2023 Sustainability 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.



Reporting Principles

This 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 2023, which was certified by independent certified public accountants.



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
Pro-Partner Co. Ltd.	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
	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 Co. Ltd.	5F, No. 402, Sec. 2, Jinling Rd., Pingzhen Dist., Taoyuan City	+886-3-271-2121



Disclosure and Publication

Grape King Bio has voluntarily issued the “Grape King Bio Sustainability Report” annually since 2014. This Report has been published for 9 consecutive years. The disclosure period for this Report spans from January 1, 2023 to December 31, 2023. Previous records and future plans may be included in order to fully disclose related ESG information. Current issue released June 2024.

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

(Previous issue released May 2023)



Download PDF file from
<https://www.grapeking.com.tw>



Feedback and Contact Information

If you have any questions regarding the 2022 Grape King Bio Sustainability Report, you are welcome to contact us using the information listed below so we can continue to make improvements.

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

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E-mail : ESC@grapeking.com.tw

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





Chairman's Message

Since its establishment in 1969, Grape King Bio has been committed to becoming one of the top health food manufacturers in the Biotechnology Industry. We enjoy high reputation in Taiwan with leading-edge raw material and product innovations. “Technology, Health, and Hope” are the core values of Grape King Bio, which help to guide us in pursuing our vision and mission as a leader in the health food industry thus becoming the “health expert taking care of the whole family”. I am very proud of our employees for continuously working together in an exciting 2023 to ensure that the Company's operations run as smoothly as possible.

After the global pandemic restrictions were lifted in 2023, the public's demand for health food consumption did not diminish, with the global market continuing to expand. In response to the growing needs of both the Taiwan and international markets, the first phase of Grape King Bio's fourth factory was put into full production in August 2023. Also known as the “Grape King Bio Health Park”, this facility more than doubles the PKL packaging capacity and also offers room to expand other production lines according to production requirements. We also obtained two new ISO certifications, “ISO14064 Greenhouse Gas Inventory System” and “ISO37001 Anti-Bribery Management System”, demonstrating our company's continued drive to sustainable management, which helps create a better sustainable future for generations to come.

This year also marked the 10th year that Grape King Bio has been publishing our ESG report, aligned with the GRI Standards. Each year Grape King Bio works to improve transparency and add relevant disclosures for our stakeholders. In the 2023 report we have included disclosures in line with the TCFD framework and have also published disclosures according to SASB standards on our website. Under the expectation of sustainable operation, Grape King Bio continues to strengthen its corporate governance, focusing on 4 key aspects: protecting Shareholders' rights and interests, strengthening the functions

of the Board of Directors, reinforcing Corporate Social Responsibility, and enhancing information transparency. For the third year in a row Grape King Bio has been listed in the top 5% of listed companies for Corporate Governance Evaluation by the TWSE. Our Finance Department acts as the administrator for corporate governance and integrity management in order to bolster its structure and assist in formulating the code of conduct for promoting integrity management. Through internal education and evaluations, the values of integrity and ethics are actively implemented and regularly reported to the board of directors every year (see CH1 Ethical Governance for details).



With regard to food safety, Grape King Bio continues to promote product responsibility through our strict food safety record system. Furthermore, we hold multiple international certifications such as PIC/S GMP, ISO22000, HACCP, NSF GMP, TQF, HALAL and ISO/IEC 17025 TAF certified laboratories, FSSC22000, etc. In 2023, we completed 220 onsite and virtual audits on our vendors and suppliers to ensure raw material safety and ethical sourcing. We currently have strict standards to ensure that consumers can drink and eat our products with peace of mind (see CH2 Product Responsibility for details).

The Grape King Biotech Research Institute has, for many years, used industry-leading fermentation expertise to develop raw materials and products that are beneficial to the society. In 2023 Grape King Bio's R&D achievements were recognized with 30 Gold, 2 Silver, and 14 Special International Invention and Innovation awards as well as the 2023 Taiwan BIO Outstanding Biotechnology Industry Award. Furthermore, Grape King Bio was awarded the numerous other awards related to parts of the business, including Marketing and Products. Myself and my colleagues are also actively involved in various academic and talent programs where we mentor and develop the potential talent for the future. Students are welcomed into our business and are encouraged to learn and gain practical work experience for their future careers (see CH3 R&D Innovation for details).

Grape King Bio continues to have an Occupational Safety and Health Committee and is equipped with full-time nurses. I encourage them to hold regular health lectures where employees can learn more about their own well-being. In 2023 we obtained ISO/CNS 45001, and continued to encourage various sporting events and competitions for colleagues to take part in. Furthermore, Grape King Bio was awarded Occupational Health and Safety certification as well as Employee Wellbeing with the Happy Enterprise Gold Award from the 2022 1111 Job Bank for the fourth year in a row. (see CH4 Happy Workplace for details).

Knowing the importance of social responsibility and prosperity, Grape King Bio for many years has worked closely with both local and national organizations, charities, communities, schools and other academia to understand and assist with all aspects of life. Our Sustainability and ESG Committee have split these needs into the fields of "Environmental sustainability", "Social participation", and "Corporate governance", to ensure we are able to fairly contribute across all sectors. Grape King Bio in 2023 donated NT\$19.78 million, along with 655 volunteering man hours. (see CH5 Social Prosperity for details).

In order to provide a sustainable environment for the next generation, Grape King Bio deeply understands the urgency to set positive goals for climate change. Our Pingzhen Factory/Headquarters is both ISO 14001 and ISO 50001 certified, and adopts the PDCA model for environmental management. In 2023 we managed to start procuring renewable energy, with 2% now being used. Furthermore, we were awarded the ISO 14064 and signed our commitment to complete SBTi target setting by the end of 2024. Grape King Bio therefore continues to plan and implement changes in order to reach our RE100 commitment to use 100% renewable energy by 2024.

We welcome your feedback on our 2023 ESG report in order to better communicate what is important to all of our stakeholders. Grape King Bio remains focused on utilizing our strengths in research and development to offer products that improve the health and overall wellness of consumers and society. "Live Healthy, Think Grape King."

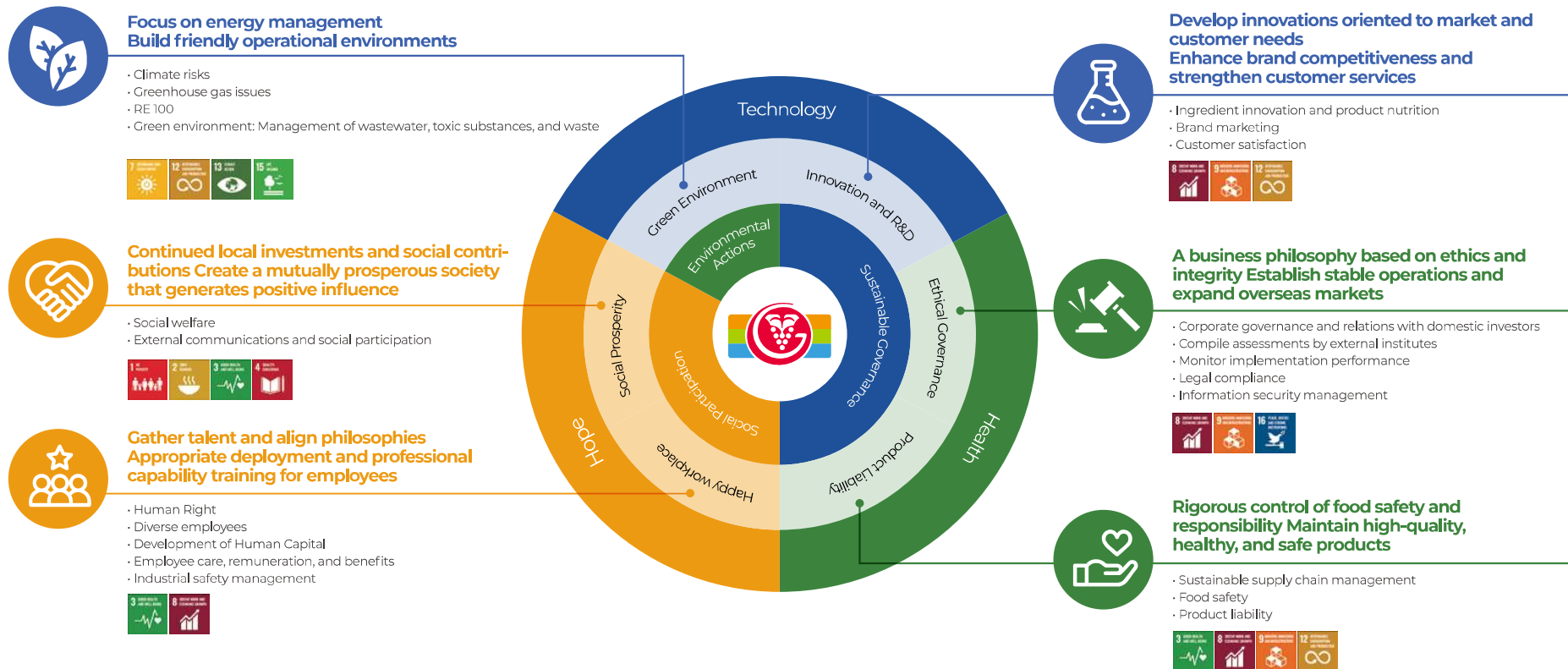


Sustainability Strategy : Goals and Commitments

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.

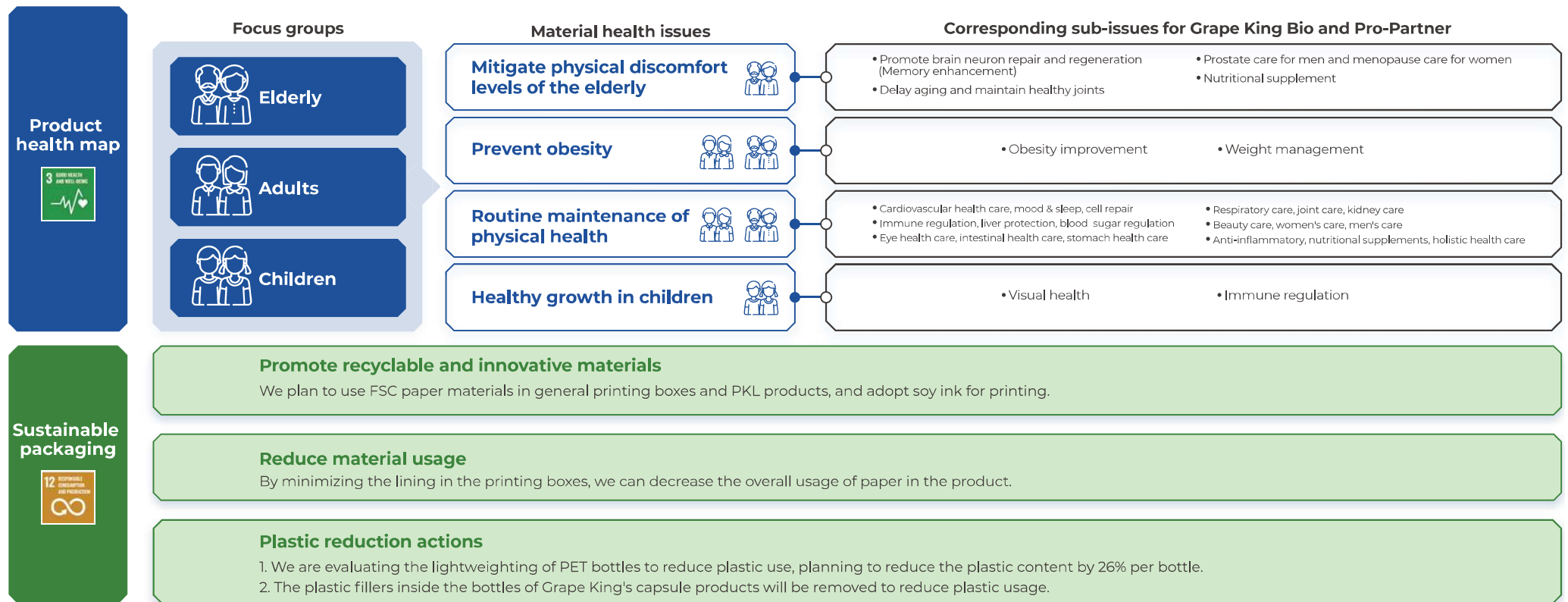
Grape King Bio believes in a people-oriented corporate culture and has established a blueprint for sustainable strategy under the framework of “Technology, Health, and Hope.” Grape King Bio has formulated six main categories for sustainable development: “Production Development and Innovation,” “Ethical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



Grape King Bio Sustainable Products

We have built up our operations in Taiwan for the past 50 years. Our core purpose and mission is to improve health in people of all ages. In 2022, we comprehensively reviewed the main markets for Grape King Bio and Pro-Partner, as well as social health issues in Taiwan, to understand how our products can help people respond to various issues 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” and “plastic reduction actions” as part of our efforts to achieve our goal of zero waste.



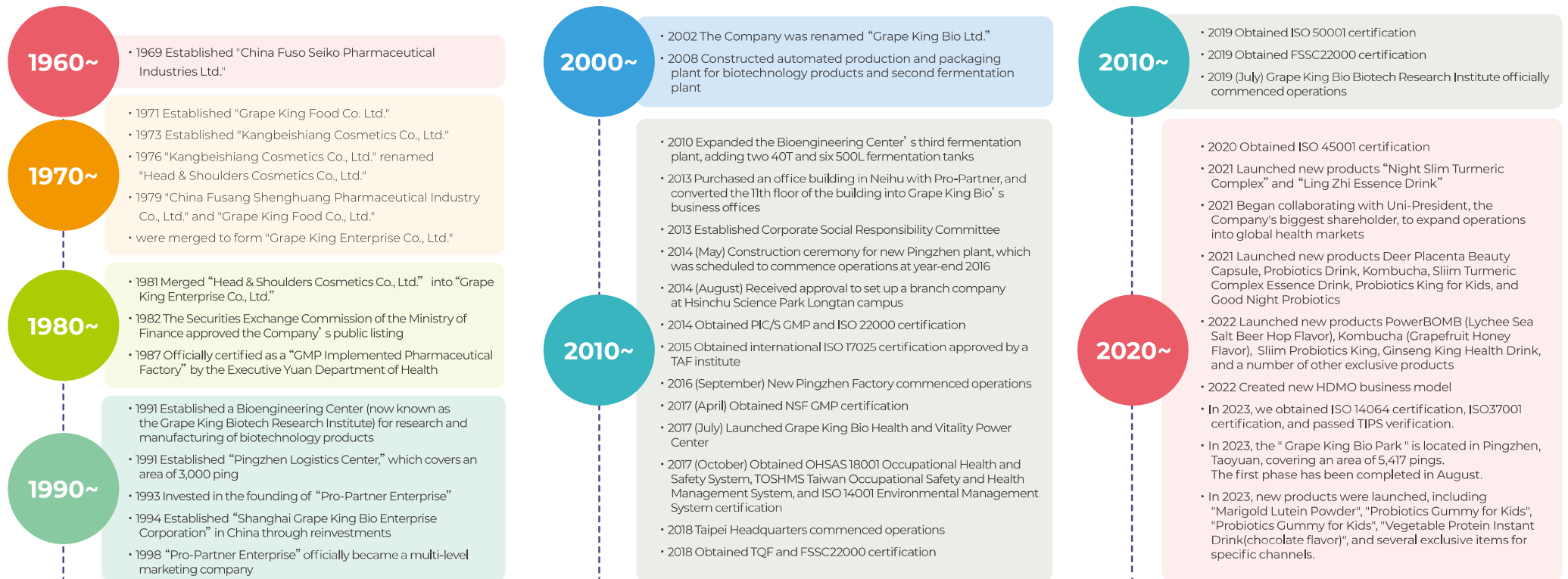
Introduction to Grape King Bio

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.

Grape King Bio Major Milestones and Operational Changes



Business Philosophy

Over the past 50 years, Grape King Bio has continually striven to be at the cutting edge of technology and innovative development, and worked to become a leader in the biotechnology field. We hope to build our foundation in Taiwan and expand our reach to the world so we can become an industry leader. We continue to strengthen safety management for our foods and pharmaceuticals. We have established a food safety record system and have obtained PIC/S GMP, ISO22000, NSF GMP, TQF, HALAL, ISO/IEC 17025 TAF, and other international lab certifications as our guarantee to our consumers, and going public was a realization of our commitment to the public.

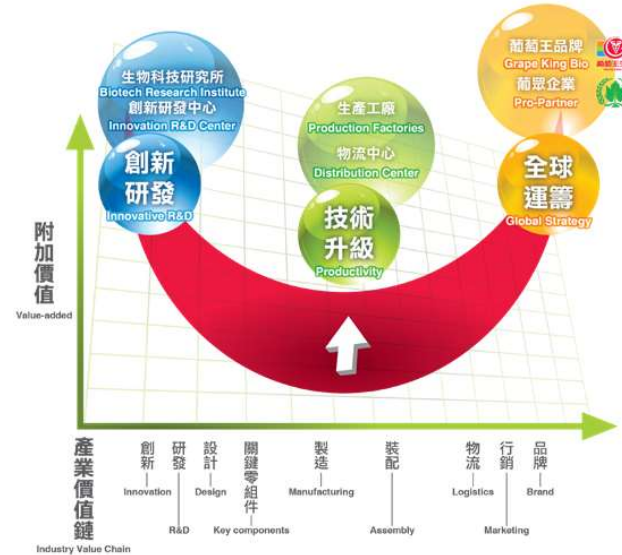
“Technology, Health, and Hope” has always been our guiding principle. We understand that biotechnology is one of the main industries of the 21st century, and this is an industry we are working to be a part of, both now and in the future. We hope to build on our current foundation and our mission is to be “A health expert for the entire family.” We work with all of our colleagues to ensure strong growth for Grape King Bio, create richer lives for the public, and build a more promising future.



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:



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 2023, 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).

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 Health and Vitality Power Center

Launched at the end of July, 2017

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 three consecutive years
- 【Grape King Bio】 Received “TSAA Taiwan Sustainability Action Awards” Social Inclusion - Silver Award in 2023
- 【Grape King Bio】 Grape King Bio “Functional Lactobacillus Plantarum GKM3®” won the 2023 Taiwan BIO Awards Outstanding Biotechnology Industry Innovation Award!
- 【Grape King Bio】 Received SGS 2023 ESG Awards Energy Management Award
- 【Grape King Bio】 Received SGS 2023 ISO PLUS Awards Occupational Safety and Health Management Exemplary Award
- 【Grape King Bio】 Received Silver Talent Quality Management System (TTQS) certification for our enhanced talent training and management!
- 【Grape King Bio】 Won Happy Enterprise Gold Award from the 2023 1111 Job Bank for the fourth time!
- 【Grape King Bio】 Won two awards at the “16th TCSA Taiwan Corporate Sustainability Award” (Corporate Sustainability Report Awards Traditional Manufacturing Category 1 Platinum Award and Corporate Sustainability Comprehensive Performance Category Top 100 Sustainability Model Enterprise Award)
- 【Grape King Bio】 Ranked in Top 1 of Quickseek ESGdata's biotechnology company ESG reputation survey
- 【Grape King Bio】 Received “2023 Accredited Healthy Workplace Health Care Award” from the Ministry of Health and Welfare Health Promotion Administration
- 【Grape King Bio】 Received Pandemic Prevention Gold Award from the 8th Taiwan Immunization Vision and Strategy (TIVS) in 2023
- 【Grape King Bio】 Won Outstanding Taiwanese Brand Silver Award at 19th Excellence Agency & Advertiser of the Year Awards in 2023

Technologies & Patent

- “An active substance of Lactobacillus plantarum GKM3®, promoting longevity genes and delaying aging,” was awarded a Silver medal at the 2023 Malaysia Technology Expo.
- “Use of lignosus rhinoceros mycelia for improving chronic obstructive pulmonary disease” was awarded a Silver medal at the 2023 Malaysia Technology Expo.
- “Use of Phellinus linteus mycelia for improving sarcopenia” was awarded 1 Gold and 1 Special medal at the 2023 Russian Archimedes International Invention Exhibition.

- “A composition of Probiotics for increasing resistance against H1N1 influenza virus” was awarded a Gold medal at the 2023 Russian Archimedes International Invention Exhibition.
- “Use of Bifidobacterium lactis GKK2 for improving allergic asthma” was awarded 1 Gold and 1 Special medal at the 2023 World Genius Convention and Education Expo in Tokyo.
- “Use of an active substance of Morchella for improving sarcopenia” was awarded 1 Gold medal at the 2023 World Genius Convention and Education Expo in Tokyo.
- “Hericium erinaceus mycelia ferments for improving dementia” was awarded 1 Gold and 1 Special medal at the 2023 International Invention, Innovation & Technology Exhibition (ITEX) in Malaysia.
- “Bifidobacterium lactis GKK2 for effectively improving airway hypersensitivity” was awarded 1 Gold medal at the 2023 International Invention, Innovation & Technology Exhibition (ITEX) in Malaysia.
- “Probiotics Complex for adjusting blood glucose” was awarded 1 Gold and 1 Special medal at the 2023 International Invention & Innovation Expo in Shanghai.
- “Probiotics Complex for effectively mediating blood lipid and reducing body fat” was awarded 1 Gold and 1 Special medal at the 2023 International Invention & Innovation Expo in Shanghai.
- “Probiotics for improving alcoholic injury in stomach and intestine” was awarded 1 Gold medal at the 2023 International Invention & Innovation Expo in Shanghai.
- “Lactobacillus fermentum GKF3 for effectively improving psychotaxia” was awarded 1 Gold and 1 Special medal at the 2023 International Invention Innovation Competition in Canada (iCAN)
- “Cordyceps cicadae mycelia for improving cataract” was awarded 1 Gold and 1 Special medal at the 2023 International Invention Innovation Competition in Canada (iCAN)
- “Phellinus linteus mycelia for improving sarcopenia” was awarded 1 Gold and 1 Special medal at the 2023 World Invention and Innovation Contest (WIC) in Korea.
- “Use of Probiotics active substances for increasing resistance against Enterovirus 71” was awarded 1 Gold medal at the 2023 World Invention and Innovation Contest (WIC) in Korea.
- “Use of Cordyceps cicadae mycelia for improving steroid-induced ocular complications” was awarded 1 Gold and 1 Special medal at the 2023 INNOVERSE Invention & Innovation Expo in the USA.
- “Lactobacillus fermentum GKJOY for effectively improving psychotaxia” was awarded 1 Gold medal at the 2023 INNOVERSE Invention & Innovation Expo in the USA.
- “Use of Bifidobacterium lactis GKK2 for improving allergic asthma” was awarded 1 Gold medal at the 2023 All American DAVINCI International Innovation and Invention Expo.
- “Use of novel probiotic strains GKM3® and GKS6® for keeping bones healthy” was awarded a Gold medal at the 2023 All American DAVINCI International Innovation and Invention Expo.
- “Patent for Hericium erinaceus materials for improving dementia” was awarded 1 Gold and 1 Special medal at the 2023 International Invention Show (INOVA in Croatia).
- “Patent for Probiotics GKK2 materials for improving allergic asthma” was awarded 1 Gold medal at the 2023 International Invention Show (INOVA in Croatia).
- Use of Phellinus linteus mycelia for improving sarcopenia” was awarded 1 Gold and 1 Special medal at the 2023 International Invention and Trade Expo in London.

- “A composition of Probiotics for increasing resistance against H1N1 influenza virus” was awarded a Gold medal at the 2023 International Invention and Trade Expo in London.
- “Use of Bifidobacterium lactis GKK2 for improving allergic asthma” was awarded 1 Gold medal at the 2023 International Innovation and Invention Competition (IIIC).
- “Use of novel Probiotics-GKM3® for weight control” was awarded 1 Gold medal at the 2023 International Innovation and Invention Competition (IIIC).
- “Lactobacillus fermentum GKF3 for effectively improving psychotaxia” was awarded 1 Gold medal at the 2023 International Innovation and Invention Competition (IIIC).
- “Use of Probiotics active substances for increasing resistance against Enterovirus 71” was awarded 1 Gold medal at the 2023 International Salon of Inventions and New Technologies.
- Phellinus linteus mycelia for improving sarcopenia” was awarded 1 Gold medal at the 2023 International Salon of Inventions and New Technologies.
- “An active substance of Bifidobacterium lactis GKK2, a composition comprising thereof and its use for promoting longevity” was awarded 1 Gold medal at the 2023 Hong Kong International Invention and Design Competition.
- “Hericium erinaceus mycelia ferments - Erinacine A for preventing hearing loss” was awarded 1 Gold and 1 Special medal at the 2023 Hong Kong International Invention and Design Competition.
- Phellinus linteus for improving sarcopenia” was awarded 1 Gold and 1 Special medal at the 2023 International Invention and Innovation Show INTARG.



ESG Management Structure: Sustainability and ESG Committee

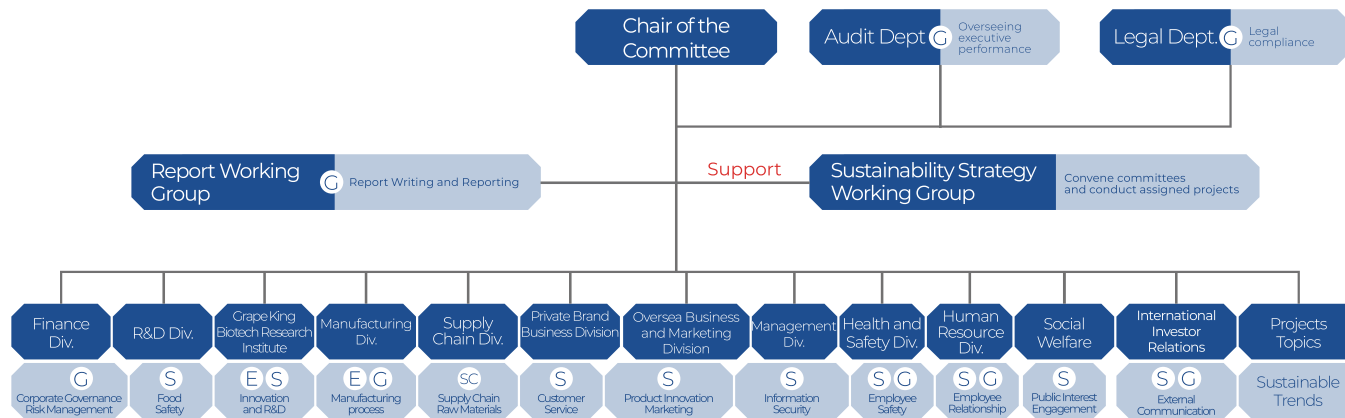
General Manager's Office
Chief Sustainability Officer
Duncan Aitken



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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

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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 2023

<div>Governance</div> <div>Corporate Governance</div> <div>Product Innovation</div> <div>Food Safety and Supply Chain Management</div>	Sustainability Performance 2023	Highlights for 2018-2022
	<ol style="list-style-type: none"> The “Sustainability and ESG Committee” continued to advance the sustainability goals of each ESG working group Obtained ISO 37001 certification for the anti-bribery management system upon review by an external certification body, the British Standards Institution (BSI) in 2023 The Board of Directors passed the “Anti-Corruption and Anti-Bribery Policy” in 2023, aiming to foster a corporate culture of ethical management through the implementation of this policy Zero reports and complaints related to ethical management in 2023 No incidents involving corruption, bribery, conflicts of interest, money laundering, or insider trading occurred in 2023 Continued to adopt SASB indicators (household personal products and processed foods) for ESG communications with investors 	<ol style="list-style-type: none"> Established performance evaluation procedures for the Board of Directors and the Remuneration Committee, and commenced yearly evaluations on the overall operational performance of the Board of Directors and the Remuneration Committee starting from 2019 In 2020, the Board of Directors approved the “Code of Ethical Conduct,” “Management Procedure for Insider Trading Prevention,” “The programs to forestall unethical conduct,” and “Procedures for Ethical Management and Guidelines for Conduct” as part of our proactive initiative to prevent unethical conduct The “Digital Transformation Committee” was established in 2021 to integrate digital technologies into operational strategies An Audit Committee was established in 2021 to take over supervisor responsibilities as well as monitor quality and integrity of corporate accounting processes, auditing processes, financial reporting processes, and financial controls Began conducting assessments of CPA appropriateness using the Audit Quality Indicators (AQIs) starting in 2022 Performance evaluation results for the Board, individual directors, and functional committees for 2022 were all “Excellent”
	<ol style="list-style-type: none"> Published 21 journal papers in 2023 Applied for 32 patents in 2023 Two of our products received SNQ (Symbol of National Quality) certification in 2023 Received Annual Industry Innovation Award at the Taiwan BIO Awards in 2023 Received NT\$3.63 million grant from the Hsinchu Science Park Bureau, National Science and Technology Council for the Precision Health Cross-domain Promotion Project in 2023 	<ol style="list-style-type: none"> Officially commenced operations at the Grape King Bio Biotech Research Institute in 2019 Participated in a total of 30 industry-academia cooperation and commissioned research projects in 2020, with total funds exceeding NT\$28 million Utilized fermentation technologies to develop a total of 219 products in 2020 Grape King Bio released 14 new products and Pro-Partner released 8 new products (including 2 functional beverages) in 2021 Three of our products (Children Lutein Drink, Qing Cai Xian Slimming Capsule, Meal Supplement for the elderly) received SNQ (Symbol of National Quality) certification in the health food group of the health food category Received NT\$11.2 million grant from the Ministry of Economic Affairs for “High-Fiber and High Protein Fungal Meat Substitute Research” project Received NT\$3 million grant from the Ministry of Economic Affairs Industrial Development Bureau iPAS corporate digital talent cultivation program
	<ol style="list-style-type: none"> Passed 15 microbiological and chemical capability tests in 2023 Achieved 100% recovery rate on sustainability self-assessment surveys from significant suppliers in 2023 Maintained regular annual evaluations for 100% of suppliers Increased SIMP supplier intelligent management platform utilization rate to 89.94% in 2023 All follow-up inspections of production lines were completed in 2023, achieving an inspection accomplishment rate of 100%. Furthermore, 100% of our products are produced by certified production lines 	<ol style="list-style-type: none"> Completed internal traceability system for 100% of products in 2018 Audit ratios for raw materials suppliers in 2019 was 100% Built a “Smart supplier multi-channel communication platform” in 2020 Implemented HACCP, ISO/FSSC 22000, NSF GMP certification systems on soft bag production line at Pingzhen Factory in 2021 Received certification for Good Manufacturing Practices for Health Supplements and Nutraceuticals system implemented at Pingzhen Factory Completed cGMP identification and improvement, established food safety plan for two factories, quality assurance personnel obtained PCQI qualification, and we deployed PCQI personnel to our two factories at Zhongli and Pingzhen Completed TGA GMP standard inventory procedures and identified discrepancies in 2022

Customer Satisfaction and Legal Compliance

Brand Value

Sustainability Performance 2023	Highlights for 2018-2022
<ol style="list-style-type: none"> 1. Launched the customer complaint management system related to quality management upon the implementation of the SAP system in 2023 2. Continuously updated with customer queries for timely understanding of customer needs and to ensure consistency and accuracy of responses 3. Continuously conducted production education and refresher courses for each month, inviting nutritionists to conduct refresher training on products and common customer queries, thereby improving product service quality in 2023 4. Obtained Taiwan Intellectual Property Management (TIPS) A-Class Certification in 2023 5. Organized the seminar on "Confidential Information Management System" and conducted training related to intellectual property rights. 	<ol style="list-style-type: none"> 1. Initiated comprehensive electronic order handling procedures for Grape King online store in 2019, reducing shipping and handling times to 3 workdays 2. Completed more than 40 consumer interviews in 2020 to identify opportunities for improvement and mid- to long-term plans for customer service strategies 3. Increased personnel product knowledge scores by 27% through training courses 4. Utilized Martech technology to establish comprehensive lifestyle and health needs for different customer profiles 5. Completed establishment of call management system and telephone customer service satisfaction surveys, enhancing handling efficiency and service quality of customer service calls in 2021 6. Conducted monthly reviews of satisfaction rates for customer service hotline and discussed solutions for optimizing cases with low satisfaction rates to enhance customer service quality in 2022 7. Updated database of frequently asked questions, which is continuously renewed with customer queries for timely understanding of customer needs and to ensure consistency and accuracy of responses 8. Established standard operating procedures for common customer complaints in 2022
<ol style="list-style-type: none"> 1. Awarded the TCSA Taiwan Corporate Sustainability Award Platinum Corporate Sustainability Report Award in 2023 2. Awarded the Top 100 Sustainability Model Enterprise Award in 2023 3. Ranked in the top 5% of companies by the Corporate Governance Evaluations for two consecutive years in 2023 4. Awarded "TSAA Taiwan Sustainability Action Awards" Social inclusion -Silver Award in 2023 5. "Functional Lactobacillus Plantarum GKM3®" won the 2023 Taiwan BIO Awards Outstanding Biotechnology Industry Innovation Award 6. Awarded Happy Enterprise Gold Award from the 2023 1111 Job Bank 7. Ranked in Top 1 of Quickseek ESGdata's biotechnology company ESG reputation survey in 2023 	<ol style="list-style-type: none"> 1. Received Outstanding Management Award at the 25 National Quality Awards in 2018 2. Received Gold award at the 2019 Taiwan Bio Industry Organization Awards 3. Received Influenza Prevention Alliance Gold Award in 2020 4. Received TCSA Gold Corporate ESG Report Award in 2020 5. Received Annual Industry Innovation Award at the Taiwan Bio Industry Organization Awards in 2021 6. Awarded Ingenuity Award by the Excellent Enterprise Awards in Taoyuan City in 2021 7. Received Happy Enterprise Gold Award and Special Award from the 1111 Job Bank in 2021 8. Received TCSA Gold Corporate ESG Report Award in 2021 9. Received TCSA Platinum Corporate Sustainability Report Award in 2022 10. Received Corporate Sustainability Comprehensive Performance Category Top 100 Sustainability Model Enterprise Award in 2022 11. Received TSAA Taiwan Sustainability Action Awards Silver Award in 2022 12. Ranked at 9th place in Medium-Sized Enterprises and received a Rookie Award from the 2022 "CommonWealth Magazine Sustainable Citizen Award" 13. Received Accredited Healthy Workplace Maternity Health Award from the Ministry of Health and Welfare Health Promotion Administration in 2022



Social

Talent Development and Employee Benefits

Sustainability Performance 2023

1. Received SGS ISO Plus Awards Occupational Safety and Health Management Exemplary Award in 2023
2. Received Pandemic Prevention Gold Award from the Taiwan Immunization Vision and Strategy (TIVS) Influenza Prevention Alliance in 2023
3. Received consecutive Silver Talent Quality Management System (TTQS) certification from the Ministry of Labor in 2023
4. Received Sports Enterprise Certification in 2023
5. Maintained nine consecutive years (2014-2023) without major disasters
6. Maintained a 50:50 gender ratio in 2023
7. Continuously held "Ethics Salon" courses in 2023
8. Continued to implement GKB Learning College (GKBLC) framework to organize, establish, and implement IRC and QA department talent cultivation training programs for all six departments in 2023

Highlights for 2018-2022

1. Listed in Cheers Magazine's "Top Companies for the Young Generation" in 2018
2. Received Silver TTQS (Talent Quality-Management System) certificate from the Ministry of Labor's Workforce Development Agency in 2019
3. Founded GKB Learning College (GKBLC) to facilitate departmental planning, structuring, and implementation of departmental training programs for enhancing employee capabilities in 2019
4. Our Pingzhen Factory nurse received first place in the Outstanding Personnel in Occupational Health Services Award hosted by the Ministry of Labor's Occupational Safety and Health Administration in 2020
5. Established the Management Academy in 2021 to better understand employee duties and tasks through job analyses
6. Pingzhen Factory, Zhongli Factory, and Longtan Branch received the AED workplace certification from the Taoyuan City Department of Health in 2022
7. Received Gold Pandemic Prevention Award from Taiwan Immunization Vision and Strategy in 2022
8. Cultivated 1 person with potentials in each division and achieved success rates exceeding 80% on this KPI indicator in 2022

Community Investments

1. Grape King Bio invested a total of 1,243 volunteers and 655 service hours in community investments in 2023
2. Resumed organizing community interaction activities, with a total of NT\$2,419,852 allocated to sponsorship and environmental improvement expenses in 2023
3. Invested the resources from 13 professional units, 1,397 person-hours and NT\$1,330,000 in funds into the local creations project in 2023

1. Upgraded multimedia interactive equipment at the Grape King Health and Vitality Power Center and continued to provide free tours in 2019
2. A total of 979 volunteers and 815 service hours were invested in community investment projects in 2020
3. Participated in the charity sweep event hosted by the communities of Jhensung Village, Lungshing Village, and Beishing Village
4. Invested 12 support units, 260 person-hours, and NT\$500,000 of funds in the Wufeng Mushroom Support Program in 2021
5. Donated a total of NT\$1.3 million to 10 schools in 2022 following a survey relating to the needs of disadvantaged children on campus
6. Our Food for the Disadvantaged Program made donations to 3 institutes in 2022, benefiting a total of 16,275 people

Environmental

Climate Commitments and Environmental Initiatives

Sustainability Performance 2023

1. Initiated Science Based Targets initiative (SBTi) 1.5° C commitments and goals in 2023
2. Continued the "Bottles of Love" charity event in 2023; the Environmental Protection Administration collected 360 kgs of recycled bottles which are scheduled to be decomposed into reusable plastic pellets in June 2024 for recycling and reuse

Highlights for 2018-2022

1. Installed solar panels at the Grape King Bio Tourist Factory in 2018, reducing approximately 3,691 kg of carbon emissions
2. 100% green paper pulp materials made from FSCM certified wood materials were used to make all aluminum foil product packaging in 2019
3. Began adopting the TCFD framework in 2020 to identify and respond to climate change risks and opportunities for Grape King Bio
4. Joined the RE 100 renewable energy initiative, committing to the first stage of 15% renewable energy usage by 2030 and the second stage of 100% renewable energy usage by 2035
5. Ceased usage of heavy crude oil for boilers at all three factories in 2020 to reduce emission of particulate pollutants
6. Became the first healthcare enterprise in Taiwan to officially sign on as a TCFD Supporter in 2021
7. Obtained verification of ISO14001 Management System in November 2022
8. Conducted audits of all 3 waste treatment vendors and confirmed that all procedures adhere to legal requirements in 2022 (we aim to conduct at least 1 audit of our vendors each year)

Energy and Water Management

1. In 2023, our three factories reduced total electricity usage by 481,641 kWh and achieved an electricity saving rate of 1.6%
2. Generated 194,582 kWh of electricity and reduced 96,318 kgs of carbon emissions by the solar photovoltaic system at Longtan Factory in 2023
3. Accumulated 900,000 kWh of green electricity purchased and transferred to Pingzhen Factory in 2023
4. In 2023, our three factories recovered 53,060 tons of RO discharge water and reduced carbon emissions by 8,489 kgs

1. Introduced and obtained certification for ISO50001 system in 2019
2. Longtan Branch implemented RO wastewater recycling program in 2020
3. Achieved 3.3% of energy savings across all three factories in 2021
4. All (100%) wastewater was discharged according to legal regulations and exceeded average Chemical Oxygen Demand (COD) limits for discharged water by 30% in 2021
5. Composite wastewater discharge volumes were reduced by more than 3% in 2021
6. Recycled RO concentrate water for reuse in cooling towers at all three factories in 2021, recycling a total of 13,950 tons of water
7. In 2022, our three factories and achieved an electricity-saving rate of 1.44%
8. In 2022, our three factories recovered 34,071 tons of RO discharge water



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:



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. Our stakeholders are those organizations or individuals who are significantly affected by our corporate activities and products, or those whose actions profoundly affect our implementations and decisions. 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.

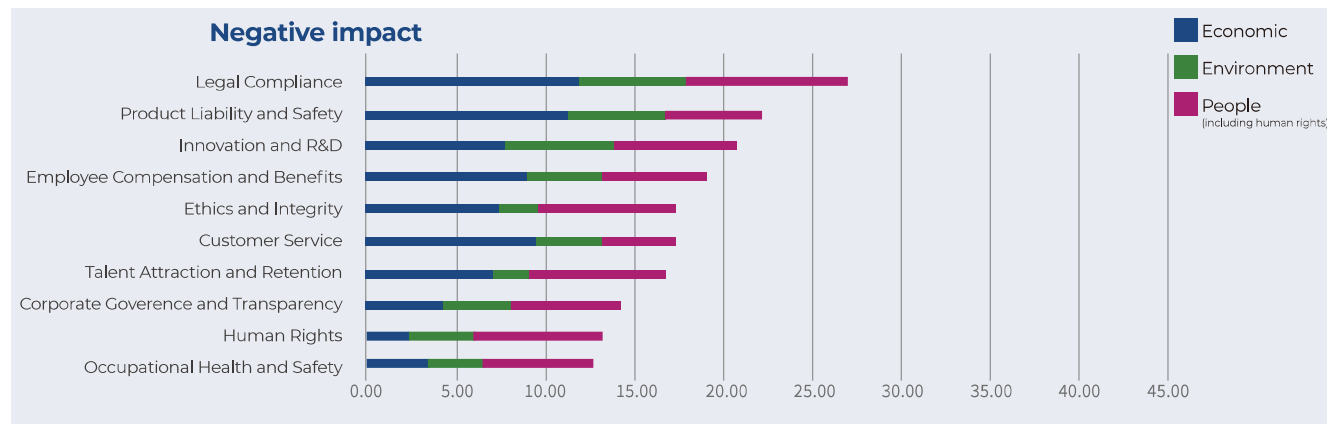
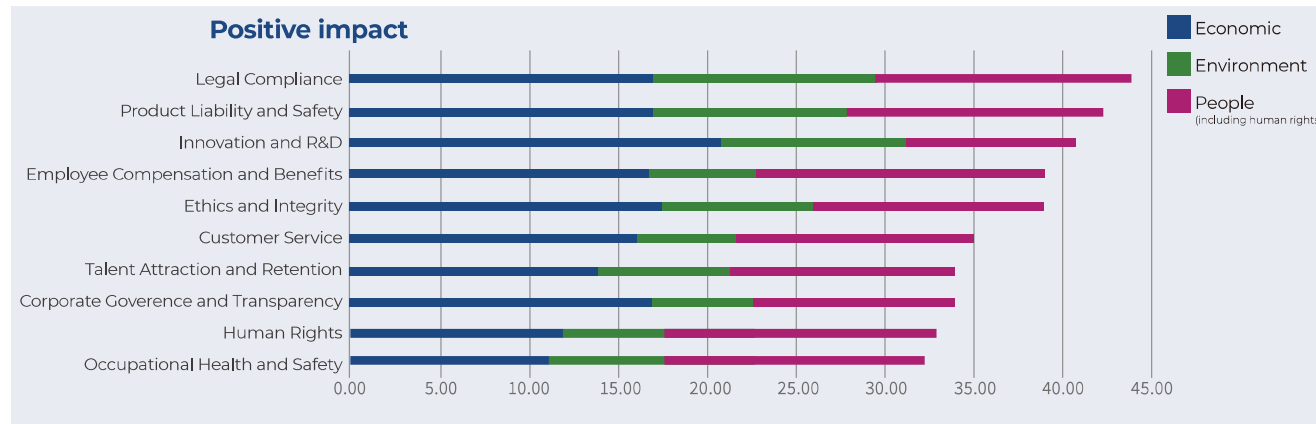
Each unit integrates these key issues into annual plans and routine business management along with the previously identified issues of concern, and periodically evaluates implementation performance to facilitate continuous improvement.



Impact Assessments of Material Topics

The Sustainability Strategy Working Group this year 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.

Additionally, we further assessed the level of positive and negative impacts, as well as the likelihood of occurrence, of these 10 material topics on the economy, environment, and humans. This assessment aimed to determine the actual and potential positive and negative impacts of each topic.



1. Product Liability and Safety
2. Ethics and Integrity
3. Legal Compliance
4. Employee Compensation and Benefits
5. Talent Attraction and Retention
6. Corporate Governance and Transparency
7. Occupational Health and Safety
8. Customer Service
9. Human Rights
10. Innovation and R&D

Impacts of Material Topics and Corporate Responses

Significant 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"> Food safety policies 	<ul style="list-style-type: none"> Continue to optimize testing methods Maintain laboratory accreditation systems Continue to maintain quality system certifications Continue to promote activities associated with food safety culture 	<ul style="list-style-type: none"> Quality targets for all product lines Number of product recalls caused by concerns over food sanitation and safety Proportion of food safety management costs to net revenues 	<ul style="list-style-type: none"> 2.2 Food Safety and Responsibility
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 2023.	<ul style="list-style-type: none"> Code of Ethical Conduct Ethical Corporate Management Best Practice Principles Procedures for Ethical Management and Guidelines for Conduct The programs to forestall unethical conduct Procedures of Whistle-blowing and Complaints 	<ul style="list-style-type: none"> Established internal/external reporting and grievance hotline 	<ul style="list-style-type: none"> Number of handled reports 	<ul style="list-style-type: none"> 1.2 Corporate Integrity and Business Ethics
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"> Code of Ethical Conduct Copy review process Standard operating procedures for waste management 	<ul style="list-style-type: none"> Established handling process for legal cases Established copy review procedures Updated violations information list for advertisement copy Hosted training sessions for advertisement copy Established standard operating procedures for waste management 	<ul style="list-style-type: none"> Annual legal compliance status 	<ul style="list-style-type: none"> 1.5 Legal Compliance
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"> Compensation and Benefits Policy 	<ul style="list-style-type: none"> Provided a competitive and advantageous salary policy Promoted the implementation of a talent pool program Conducted innovative courses for EAPs 	<ul style="list-style-type: none"> Average annual salary market standard EAPs satisfaction Number of workshops conducted for EAPs Satisfaction rates for remuneration relative to work 	<ul style="list-style-type: none"> 4.4 Employee Compensation, Benefits, and Health Care
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"> Committed to implementation of appropriate talent placement in accordance with the "Human Capital Strategic Thinking 3.5" framework Grape King Bio Human Rights Policy 	<ul style="list-style-type: none"> Implemented GKB Learning College (GKBLC) framework Formed handling team for workplace violence to demonstrate our zero tolerance for violence in the workplace 	<ul style="list-style-type: none"> Success rates for potential talent cultivation Employee satisfaction surveys EAP satisfaction 	<ul style="list-style-type: none"> 4.2 Talent Cultivation and Performance Appraisals 4.4 Employee Compensation, Benefits, and Health

Impacts of Material Topics and Corporate Responses

Significant 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 the Corporate Governance 3.0 Sustainable Development Roadmap and commits 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"> • Code of Ethical Conduct • Ethical Corporate Management Best Practice Principles • Procedures for Ethical Management and Guidelines for Conduct • The programs to forestall unethical conduct • Procedures of Whistle-blowing and Complaints 	<ul style="list-style-type: none"> • Established the Corporate Governance Team to serve as our dedicated corporate governance and ethical management unit • Corporate Governance Evaluations 	<ul style="list-style-type: none"> • Corporate Governance Evaluations • Evaluations of Board performance 	<ul style="list-style-type: none"> • 1.1 Corporate Governance and Transparency
Occupational health and safety		●		Grape King Bio provides a safe and healthy working environment for its employees. In addition to upholding environmental, health, and safety policies to fulfill its compliance obligations, Grape King Bio is committed to reducing hazards, promoting a friendly workplace environment through full participation, and extending these values to Grape King Bio's 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"> • Grape King Bio's Human Rights Policy • environmental, health, and safety policies 	<ul style="list-style-type: none"> • Regularly hold occupational safety committee meetings every quarter. • Conduct annual risk and opportunity assessments for environmental health and safety and develop countermeasures accordingly. • Provide occupational safety education and training. 	<ul style="list-style-type: none"> • Number of occupational accidents • Record of hazard-free work hours 	<ul style="list-style-type: none"> • 4.5 Occupational safety
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"> • Conduct customer interviews and telephone satisfaction surveys. • Provide ongoing training for staff. • Establish a comprehensive database of customer inquiries and questions. • Implement a speech management system. 	<ul style="list-style-type: none"> • Customer satisfaction survey results 	<ul style="list-style-type: none"> • 3.3 Customer service
Human Rights		●		Grape King Bio adheres to international human rights conventions, 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"> • Grape King Bio's Human Rights Policy • Procedure for Dealing with Workplace Wrongdoings 	<ul style="list-style-type: none"> • Establish workplace violence response team • Implement human rights due diligence process • Friendly workplace seminars 	<ul style="list-style-type: none"> • Annual number of human rights incidents • Number of workplace harassment incidents 	<ul style="list-style-type: none"> • 4.1 Human Rights
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.	We strive to ensure product safety and legal compliance while developing products for appropriate target groups	<ul style="list-style-type: none"> • Published journal papers 	<ul style="list-style-type: none"> • Number of patent applied. • Research and production of novel function materials. 	<ul style="list-style-type: none"> • 3.1 Innovation Management and patents



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 2023
Shareholders/ investors	<ul style="list-style-type: none"> Product Liability and Safety Legal Compliance Innovation and R&D Marketing and Labeling Customer Service 	1.4 Financial Performance 2.2 Food Safety and Responsibility 3.1 Innovation Management and Patents	<ul style="list-style-type: none"> Convened shareholders general meeting Investor conferences Participated in conferences and face-to-face communication meetings hosted by investment institutes Responded to investor and analyst questions via phone, email, and our mailbox for external communication; we also periodically collected suggestions and feedback Annual release of financial statements, annual reports, and sustainability reports Released important information disclosures on MOPS and published all corporate news on official website 	Once each year Irregular Irregular Irregular Once each year Irregular	<ul style="list-style-type: none"> Convened 1 regular shareholders meeting Invited to participate in 7 investor conferences Published quarterly financial reports for 2023 and annual report for 2023 Released 48 Chinese and English material information disclosures Released 12 sets of unaudited consolidated revenue data (one for each month)
Clients	<ul style="list-style-type: none"> Information Security Product Liability and Safety Legal Compliance Ethics and Integrity Waste Management Water Resource Management Packaging Lifecycle Management Biodiversity Marketing and Labeling Human Rights Nutritious and affordable products Occupational health and safety 	1.2 Corporate Integrity and Business Ethics 1.5 Legal Compliance 3.3 Customer Service 6.2 Management of Energy Resources and Greenhouse Gases	<ul style="list-style-type: none"> Service hotline for product queries Service hotline for outsourcing queries Official website and mailbox for external communications Customer satisfaction surveys Official online shop Telephone interviews Dedicated service hotline and point of contact 	Daily Daily Daily Once each year Daily Daily Daily	<ul style="list-style-type: none"> Dedicated customer service hotline received 16,181 product and order queries Official website and mailbox for external communications responded to 2,200 customers Online messaging system responded to approximately 19,800 customers Conducted 2,200 telephone interviews
Suppliers	<ul style="list-style-type: none"> Legal Compliance Product Liability and Safety Marketing and Labeling Ethics and Integrity Supply Chain Management 	1.2 Corporate Integrity and Business Ethics 2.1 Sustainable Supply Chain 2.2 Food Safety and Responsibility	<ul style="list-style-type: none"> Procurement unit hotline Official website and mailbox for external communications Public bidding and opinion exchange and interview meetings On-site supplier audits and guidance Questionnaires, phone, fax, and email 	Daily 1-2 times per month Daily 2-3 times per month Daily	<ul style="list-style-type: none"> Conducted on-site audits on 73 suppliers
Employees	<ul style="list-style-type: none"> Employee Compensation and Benefits Occupational health and safety Legal Compliance Product Liability and Safety Human Rights 	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	<ul style="list-style-type: none"> Periodic labor-management meetings Company announcements Internal website Human resource unit Employee suggestion box; reports and grievance mailbox Publication of relevant regulations on internal company website Periodic hosting of labor-management meetings 	Once per quarter Irregular Irregular Irregular Irregular Updated non-periodically Once per quarter	<ul style="list-style-type: none"> Hosted a total of 4 labor-management meetings Our mailbox for grievances received 4 complaint Ratio of employees undergoing annual performance audits reached 100% Total number of training hours for the year was 9,431 hours Total number of personnel who underwent training during the year was 3,938 people Received and sent 1,812 official correspondences

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 2023
Government	<ul style="list-style-type: none"> Customer Service Marketing and Labeling Product Liability and Safety Legal Compliance Nutritious and affordable products 	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"> Exchange of official correspondences Meetings (for example seminars or public hearings) 	Irregular Irregular	<ul style="list-style-type: none"> Received and sent 1,812 official correspondences
Neighboring communities	<ul style="list-style-type: none"> Information Security Product Liability and Safety Legal Compliance Energy management and circular economy. Climate change adaptation. Waste Management 	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"> Community activities Point of contact with heads of boroughs and neighborhoods 	Irregular Irregular	<ul style="list-style-type: none"> Hosted 5 community exchange activities
Media	<ul style="list-style-type: none"> Information Security Legal Compliance Innovation and R&D Ethics and Integrity Supply Chain Management Climate change adaptation. Customer Service Marketing and Labeling Nutritious and affordable products 	1.4 Financial Performance 2.2 Food Safety and Responsibility 3.1 Innovation Management and Patents	<ul style="list-style-type: none"> Press conferences Themed interviews Press releases Public relations companies 	Irregular Irregular Irregular Irregular	<ul style="list-style-type: none"> Published 20 press releases
Academia	<ul style="list-style-type: none"> Legal Compliance Innovation and R&D Ethics and Integrity Customer Service Nutritious and affordable products 	1.2 Corporate Integrity and Business Ethics 2.2 Food Safety and Responsibility	<ul style="list-style-type: none"> Industry-academia cooperation activities and meetings Intern training and exchanges Keynote lectures and conferences 	Irregular Summer and winter vacations and during semesters at irregular intervals	<ul style="list-style-type: none"> Collaborated with 32 domestic colleges A total of 65 students participated in industry-academia cooperation projects
Non-profit organizations	<ul style="list-style-type: none"> Product Liability and Safety Legal Compliance Ethics and Integrity Water Resource Management Marketing and Labeling 	1.2 Corporate Integrity and Business Ethics 1.5 Legal Compliance CH5 Academic Participation (Entire Chapter)	<ul style="list-style-type: none"> Volunteer activities Official website Official fan page Dedicated service unit 	Irregular Irregular Irregular Irregular	<ul style="list-style-type: none"> Involved 1,243 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/62591ad4d427>

