

# About this Report

This Sustainability Report was issued in 2023 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.



## 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 2022, which was certified by independent certified public accountants.



## 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 2022 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.



## 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
Pro-Partner Co., Ltd.	Grape King Biotech Research Institute (Longtan Branch)	No. 68, Longyuan 1st Rd., Longtan Dist., Taoyuan City	+886-3-499-3090
	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 Operations Center (Closed on 2022/10/7)	7F, No. 758, Zhongming S. Rd., South Dist., Taichung City	+886-4-22655337
	Taichung New Operations Center (Officially commenced operations on 2022/10/11)	3F, No. 130, Gongyuan E. Rd., East Dist., Taichung City	+886-4-22655337
	Fengyuan Operations Center (Closed on 2022/10/6)	5F, No. 15, Lane 67, Xinyi St., Fengyuan Dist., Taichung City	+886-4-25233218
	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	+886-3-457-2121



## 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, 2022 to December 31, 2022. Previous records and future plans may be included in order to fully disclose related ESG information. Current issue released May 2023.

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

(Previous issue released March 2022)

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<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.

Add: No.402, Sec. 2, Jinling Rd., Pingzhen Dist., Taoyuan City  
 Tel: +886-3-4572121  
 Fax: +886-3-4572128  
 E-mail: ESG@grapeking.com.tw  
 Corporate website: <https://www.grapeking.com.tw>





## Chairman's Message – 2022

Since its established in 1969, Grape King Bio has been committed to becoming one of the top health food manufacturers in the Biotechnology Industry. We have a strong and reputable position 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. I am very proud of our employees for continuously working together in an exciting 2022 to ensure that the Company's operations run as smoothly as possible.

This year also marked the ninth year that Grape King Bio has been publishing our independently-verified 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 2022 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 5 key aspects: reinforcing effective Corporate Governance structure, protecting Shareholders' rights and interests, strengthening the functions of the Board of

Directors, respecting the rights and interests of Stakeholders, and enhancing information transparency. For the second year in a row Grape King Bio has been listed in the top 5% of listed companies for Corporate Governance 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 CHI Ethical Governance 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 Sustainable development 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 2022 was able to donate NT\$18.8 million, along with volunteering man hours. (see CH5 Social Prosperity for details).

Grape King Bio continues to promote food safety with its PIC/S GMP, ISO22000, HACCP, NSF GMP, TQF, HALAL, ISO/IEC 17025 TAF certified laboratories, FSSC22000 and other international certifications. In 2022, we completed 284 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 Liability 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 2022 Grape King Bio's R&D achievements were recognized with 29 gold, 2 Silver, 2 Bronze and 9 Special International invention and innovation awards as

well as the 2022 Taiwan BIO Outstanding Biotechnology Industry Award. Furthermore, Grape King Bio was awarded the numerous other awards related to parts of the business, including Marketing, Products, Occupational Health and Safety as well as Employee Wellbeing with the Gold Award for Happy Enterprise from the 2022 1111 Job Bank for the 3rd year in a row. (see CH4 Happy Workplace 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 and Headquarters is both ISO 14001 and ISO 50001 certified, and adopts the PCDA mode for environmental protection measures. In 2022 we managed to start procuring renewable energy, with 1% now being used. Furthermore we started to prepare for the implementation of ISO 14064 which is expected to be completed in 2023. Our goal is 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 2035.

We welcome your feedback on our 2022 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."

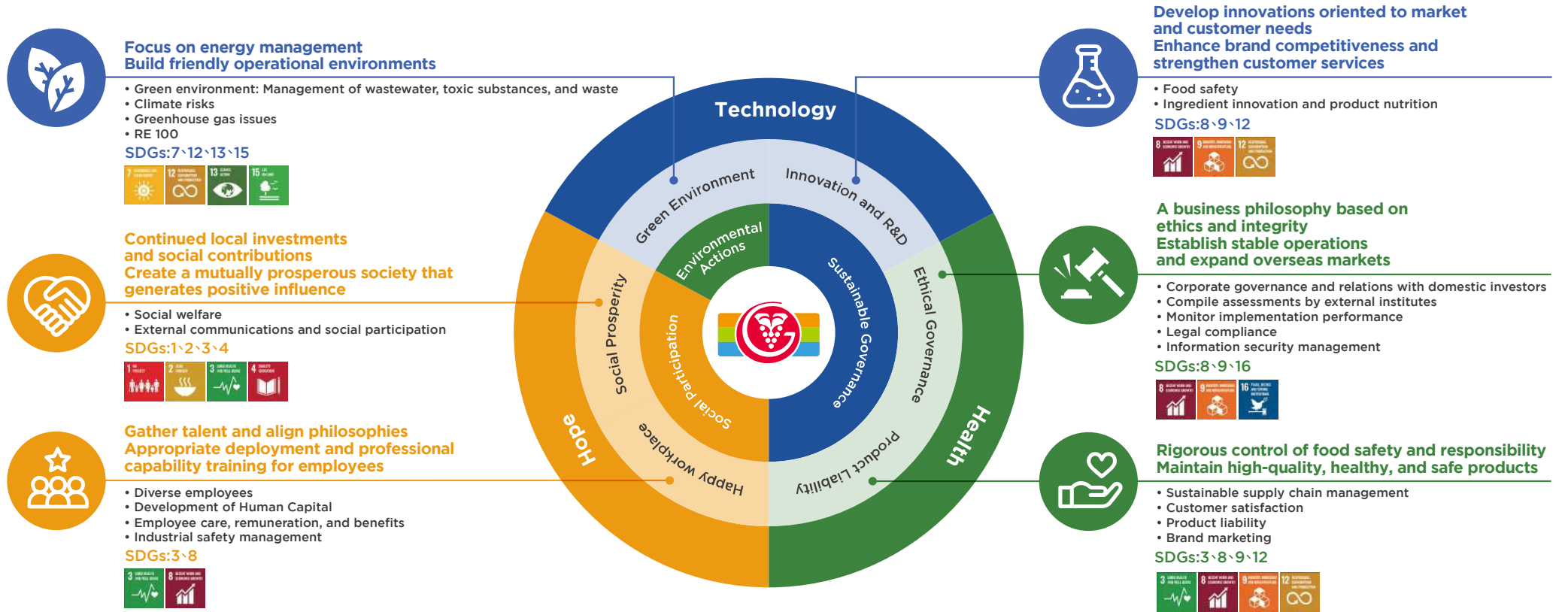


# Sustainability Strategy: Goals and Commitments

# 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.

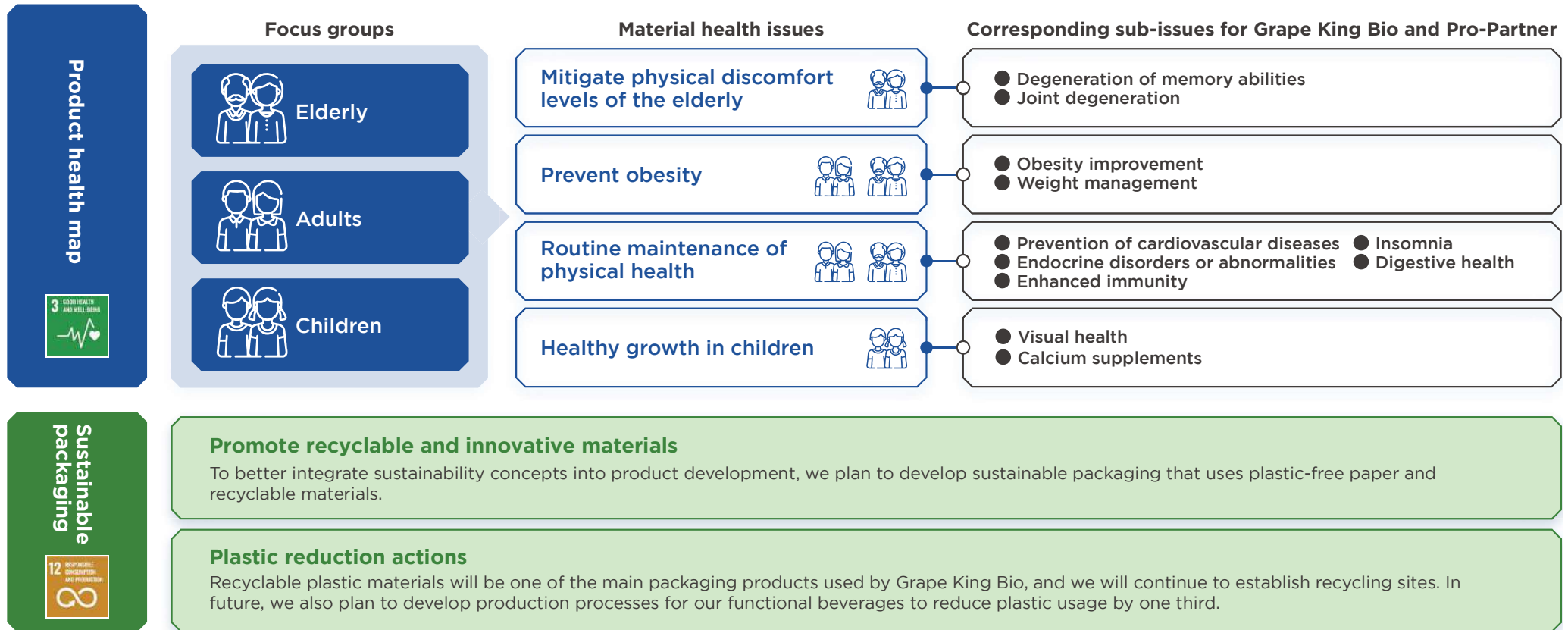
Grape King Bio believes in a people-oriented corporate culture and has established a blueprint for sustainable strategy under the framework of “Technology, Health, and Hope.” Grape King Bio has formulated six main categories for sustainable development: “Production Development and Innovation,” “Ethical 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

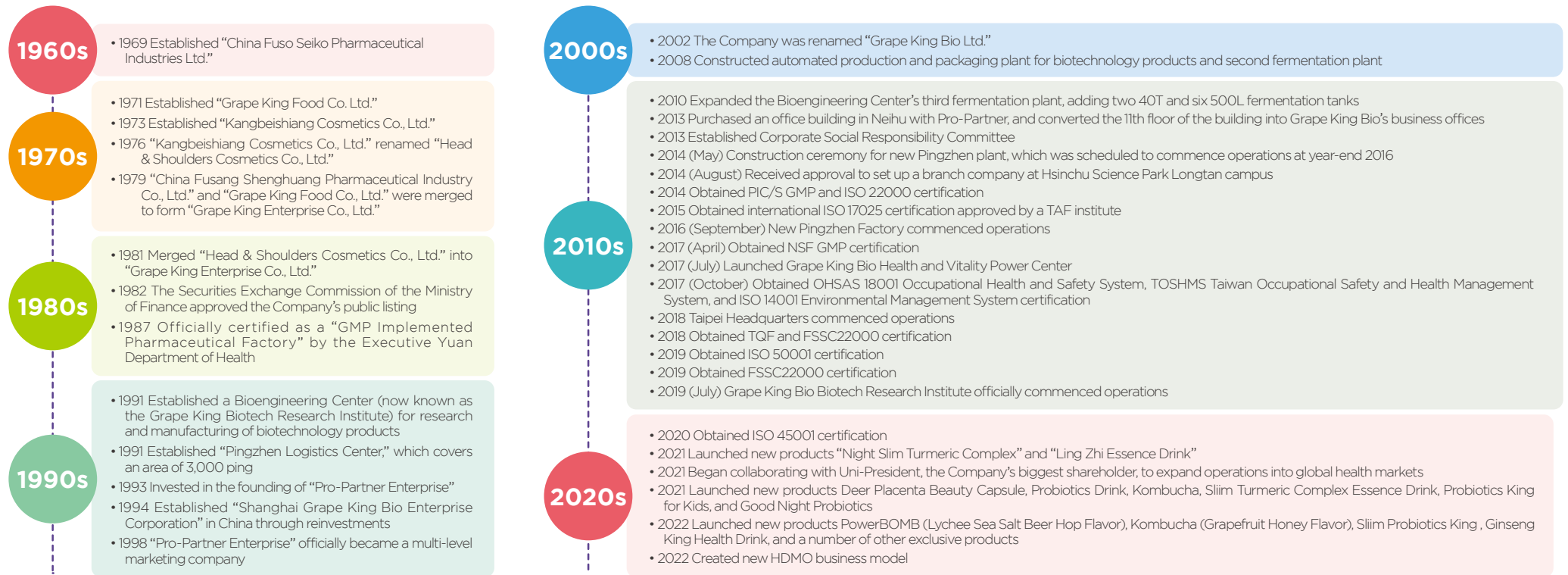


## About Grape King Bio

### 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.

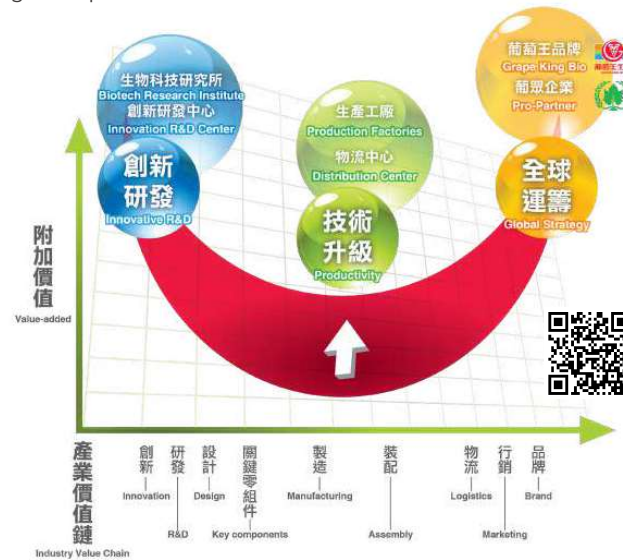
“Technology, Health, and Hope” has always been our guiding principle. We understand that biotechnology is one of the main industries of the 21st century, and this is an industry we are working to be a part of, both now and in the future. We hope to build on our current foundation and our mission is to 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:



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/en/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 37 on the DSN Global 100 List of global direct marketing companies in 2022, and has been the top local industry leader for 13 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 serves as the core sales base for Grape King Bio’s private label products. Our logistics center was moved to Xinheng 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).



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 two consecutive years
- [Grape King Bio] Received TSAA Taiwan Sustainability Action Awards Silver Award
- [Grape King Bio] Received 2022 "CommonWealth Magazine Sustainable Citizen Award" Medium-Sized Enterprise Rookie Award
- [Grape King Bio] Our mushroom fermentation technology was awarded the Go Global Award at the 2022 Taipei Biotech Awards
- [Grape King Bio] "Hericium alfa mycelium fermentation process" won the Annual Industry Innovation Award at the 2022 Taiwan BIO Awards
- [Grape King Bio] Won 2022 Ministry of Economic Affairs Energy Saving Benchmark Award (Zhongli Factory)
- [Grape King Bio] Won Happy Enterprise Gold Medal for the third time at the 2022 Happy Enterprise awards hosted by I111 Job Bank
- [Grape King Bio] Our impressive sustainability performance won us two awards at the 15th TCSA Taiwan Corporate Sustainability Award (Platinum Corporate Sustainability Report Award and Corporate Sustainability Comprehensive Performance Category Top 100 Sustainability Model Enterprise Award)
- [Grape King Bio] Received Pandemic Prevention Award from the 7th Taiwan Immunization Vision and Strategy (TIVS) in 2022
- [Grape King Bio] Received "2022 Health and Safety Contribution Award" from the Taoyuan City Office of Labor Inspection
- [Grape King Bio] Received Accredited Healthy Workplace Maternity Health Award from the Ministry of Health and Welfare Health Promotion Administration in 2022

### Product

- [Probiotics] Our probiotics series products won the "Health Brand Distinction Award" jointly awarded by Yahoo and Everyday Health
- [Cordyceps cicadae] Grape King Bio's "GKBio Cordyceps cicadae" received the 2022 IUFOST Global Food Industry Award
- [Hericium erinaceus] Grape King Bio's "Hericium erinaceus mycelium capsules" and "GKB Lion's mane mushroom" received the 2022 Hsinchu Science Park Outstanding Companies Innovative Products Award

### Technologies & Patents

- "A composition for modulation of testosterone and its use" was awarded a Gold medal at the 2021 Russian Archimedes International Invention Exhibition
- "Use of Lactobacillus reuteri GKR1 for preparing composition of reducing uric acid" was awarded a Gold medal at the 2021 Russian Archimedes International Invention Exhibition

- "Use of Lignosus rhinoceros mycelia active substance for manufacturing an antiviral composition" was awarded a Silver medal at 2022 MTE
- "A *Lactobacillus rhamnosus* GKLCl, a composition and its use for improving alcoholic injury in liver, stomach and/or intestine" was awarded a Gold medal at 2022 MTE
- "*Lactobacillus fermentum* GKF3, composition containing the same and its use for improving psychataxia" was awarded a Gold medal at the 2022 World Genius Convention and Education Expo in Tokyo
- "Use of preparing a pharmaceutical composition for improving myelination of central nervous system by *Hericium erinaceus* mycelia extract" was awarded a Gold medal at the 2022 World Genius Convention and Education Expo in Tokyo
- "An active substance of Morchella, its use and a composition thereof for improving the reproductive function" was awarded 1 Gold and 1 Special medal at EURO Invent in Romania
- "*Lactobacillus plantarum* strain, composition comprising the same, method of producing the same and its use for inhibiting or reducing oral pathogens" was awarded a Gold medal at EURO Invent in Romania
- "Use of *Cordyceps cicadae* mycelium active substances for manufacturing a composition preventing, postponing or treating changes in the anterior/posterior chamber volume, vitreous humour, and/or retinal detachment" was awarded a Bronze medal at the 2022 International Invention, Innovation & Technology Exhibition (ITEX) in Malaysia
- "An active substance of *Lactobacillus paracasei* GKS6, a composition comprising thereof and its use for promoting longevity" was awarded a Gold medal at the 2022 International Invention, Innovation & Technology Exhibition (ITEX) in Malaysia
- "Method and composition for preventing, treating or relieving bone diseases" was awarded 1 Gold and 1 Special medal at the 2022 America's Science & Invention Expo (ASIE)
- "An active substance of Morchella, its use and a composition thereof for improving the reproductive function" was awarded 1 Gold and 1 Special medal at the 2022 America's Science & Invention Expo (ASIE)
- "Active substances of *Cordyceps cicadae* and its uses in preventing, delaying or treating cataract" was awarded a Gold medal at the 2022 World Invention and Innovation Contest (WIC) in Korea
- "*Lactobacillus brevis* GKJOY, composition containing the same and its use for improving psychataxia and promoting nerve function" was awarded a Gold medal at the 2022 World Invention and Innovation Contest (WIC) in Korea
- "*Lactobacillus fermentum* GKF3, composition containing the same and its use for improving psychataxia" was awarded a Gold medal at the 2022 All American DAVINCI International Innovation and Invention Expo
- "An active substance for preventing hearing loss, method for preparing thereof and pharmaceutical composition" was awarded a Gold medal at the 2022 All American DAVINCI International Innovation and Invention Expo
- "Use of *Phellinus linteus* for preparing composition of improving sarcopenia" was awarded 1 Gold and 1 Special medal at the 2022 International Invention Innovation Competition in Canada (ICAN)
- "Use of lactic acid bacteria for manufacturing and antiviral composition" was awarded 1 Gold and 1 Special medal at the 2022 International Invention Innovation Competition in Canada (ICAN)
- "A *Lactobacillus rhamnosus* GKLCl, a composition and its use for improving alcoholic injury in liver, stomach, and intestine" was awarded 1 Gold and 1 Special medal at the 2022 International Invention and Trade Expo London
- "Multilayer antioxidant coating lactic acid bacteria (maoc-lab) microencapsule" was awarded 1 Gold and 1 Special medal at the 2022 International Invention and Trade Expo London

- "Use of lactic acid bacteria for increasing resistance against Enterovirus 71" was awarded 1 Gold and 1 Special medal at the 2022 International Invention Show INOVA Croatia
- "Use of Cordyceps cicadae mycelium active substances for manufacturing a composition for preventing, postponing or treating changes in the anterior/posterior chamber volume, vitreous humour, and/or retinal detachment" was awarded 1 Gold and 1 Special medal at the 2022 International Invention Show INOVA Croatia
- "*Lactobacillus brevis* GKJOY, composition containing the same and its use for improving psychataxia and promoting nerve function" was awarded a Gold medal at the 2022 Innovation Week in Africa (IWA)
- "Use of lactic acid bacteria for manufacturing an antiviral composition" was awarded a Gold medal at the 2022 Innovation Week in Africa (IWA)
- "Use of lactic acid bacteria for increasing resistance against Enterovirus 71" was awarded 1 Gold medal at the 2022 IIIC International Invention Exhibition
- "Use of preparing a pharmaceutical composition for improving myelination of the central nervous system by *Hericium erinaceus* mycelia extract" was awarded 1 Gold medal at the 2022 IIIC International Invention Exhibition
- "Use of *Phellinus linteus* for preparing composition of improving sarcopenia" was awarded 1 Silver medal at the 2022 IIIC International Invention Exhibition
- "Compositions comprising an active compound for treating dementia and methods of use thereof" was awarded 1 Gold medal at the 2022 Hong Kong International Invention and Design Competition
- "*Lactobacillus fermentum* GKF3, composition containing the same and its use for improving psychataxia" was awarded 1 Gold medal at the 2022 Hong Kong International Invention and Design Competition
- "*Lactobacillus fermentum* GKF3, composition containing the same and its use for improving psychataxia" was awarded 1 Gold medal at the 2022 Ukraine Innovation Awards
- "Extract of *Cordyceps cicadae* and its use for the manufacture of pharmaceutical composition for at least one of the prevention, delaying and treatment of cataracts" was awarded 1 Gold medal at the 2022 Ukraine Innovation Awards
- "An active substance of *Lactobacillus paracasei* GKS6®, a composition comprising thereof and its use for promoting longevity" was awarded 1 Gold medal at the 2022 International WARSAW Invention Show (IWIS)
- "Uses of treating, preventing or improving bone diseases by lactobacillus bacteria, pharmaceutical composition and edible composition thereof" was awarded 1 Gold medal at the 2022 International WARSAW Invention Show (IWIS)



## ESG Management Structure: Sustainability and ESG Committee

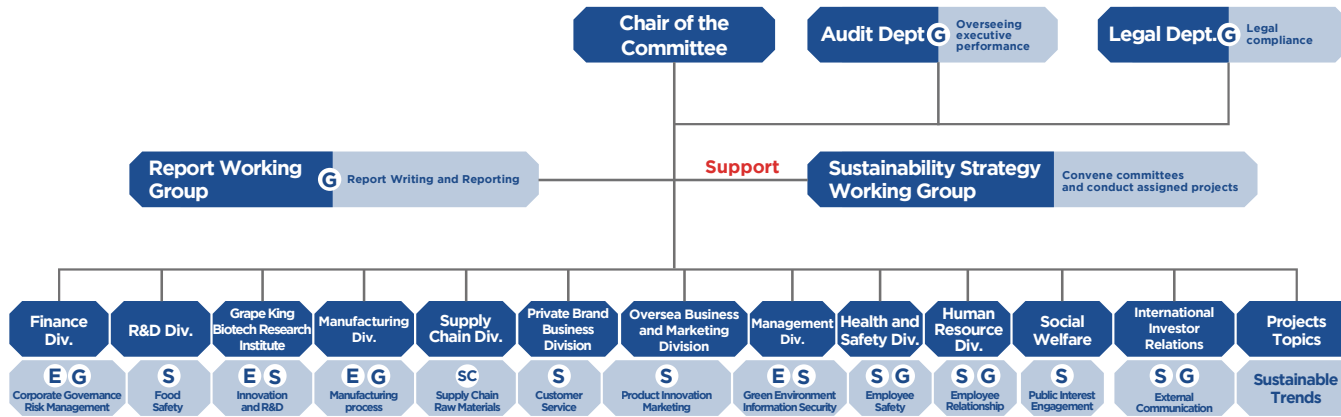
Director of Sustainable Development Affairs, General Manager's Office  
**Duncan Aitken**



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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 2022

	2022	Highlights for 2017-2021
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Governance</p> <p>Corporate Governance</p>	<ol style="list-style-type: none"> <li>The "Sustainability and ESG Committee" continued to advance the sustainability goals of each ESG working group</li> <li>Began conducting assessments of CPA appropriateness using the Audit Quality Indicators (AQIs) starting in 2022</li> <li>Performance evaluation results for the Board, individual directors, and functional committees for 2022 were all "Excellent"</li> <li>Invited to participate in 6 (domestic and overseas) investor conferences</li> <li>Zero complaints and reports (including anonymous reports) related to ethical management in 2022</li> <li>Risk assessments in 2022 indicated that anti-corruption and ethical management risks were low</li> <li>Continued to adopt SASB indicators (household personal products and processed foods) for ESG communications with investors</li> </ol>	<ol style="list-style-type: none"> <li>Chairman Andrew Tseng received the highest number of votes in Global Bio &amp; Investment Magazine's "Taiwan Biomedical Leader" poll in 2018.</li> <li>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</li> <li>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</li> <li>The "Digital Transformation Committee" was established in 2021 to integrate digital technologies into operational strategies</li> <li>Directors were re-elected in 2021. The 19th and 20th Board of Directors convened a total of 7 times; average attendance rates were 97%</li> <li>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</li> </ol>
<p>Product Innovation</p>	<ol style="list-style-type: none"> <li>Published 37 journal papers in 2022</li> <li>Applied for 34 patents in 2022</li> <li>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</li> <li>Received NT\$11.2 million grant from the Ministry of Economic Affairs for "High-Fiber and High Protein Fungal Meat Substitute Research" project</li> <li>Received NT\$3 million grant from the Ministry of Economic Affairs Industrial Development Bureau iPAS corporate digital talent cultivation program</li> <li>Invested NT\$ 289,884,000 in innovation and R&amp;D in 2022</li> </ol>	<ol style="list-style-type: none"> <li>Received IUFOST Food Research Innovation Award in 2018</li> <li>Officially commenced operations at the Grape King Bio Biotech Research Institute in 2019</li> <li>Applied for 30 patents in 2020 and obtained approval for 17 patents</li> <li>Received a Gold Medal from Taiwan Innotech Expo</li> <li>Ranked 2nd out of 2000 companies in the Biotechnology and Pharmaceutical Industry by Commonwealth Magazine's Top 2000 Survey</li> <li>Received SNQ (Symbol of National Quality) certification for 5 products</li> <li>Participated in a total of 30 industry-academia cooperation and commissioned research projects in 2020, with total funds exceeding NT\$28 million</li> <li>Utilized fermentation technologies to develop a total of 219 products in 2020</li> <li>Grape King Bio released 14 new products and Pro-Partner released 8 new products (including 2 functional beverages) in 2021</li> <li>Received SNQ (Symbol of National Quality) certification for 5 products in 2021</li> <li>Continued to extend the efficacy of key materials such as lactobacillus bacteria, Cordyceps cicadae, Hericium erinaceus, and others</li> <li>Grape King Bio's Sliim Turmeric Complex received the Nutraceutical Innovation Award</li> </ol>
<p>Food Safety and Supply Chain Management</p>	<ol style="list-style-type: none"> <li>Completed source verification of combibloc packaging and soft bag packaging in fourth quarter of 2022</li> <li>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</li> <li>Completed TGA GMP standard inventory procedures and identified discrepancies in 2022</li> <li>Achieved 92.22% recovery rate on sustainability self-assessment surveys from key suppliers in 2022</li> <li>Developed multiple material sources for 60 items</li> <li>Maintained regular annual evaluations for 100% of suppliers</li> <li>Increased SIMP supplier intelligent management platform utilization rate to 81.34% in 2022</li> </ol>	<ol style="list-style-type: none"> <li>All production lines obtained third-party ISO 22000, HACCP, and NSF GMP certification in 2017</li> <li>Completed internal traceability system for 100% of products in 2018</li> <li>Audit ratios for raw materials suppliers in 2019 was 100%</li> <li>Built a "Smart supplier multi-channel communication platform" in 2020</li> <li>Implemented HACCP, ISO/FSSC 22000, NSF GMP certification systems on soft bag production line at Pingzhen Factory in 2021</li> <li>Received certification for Good Manufacturing Practices for Health Supplements and Nutraceuticals system implemented at Pingzhen Factory</li> <li>Completed launch of SIMP supplier intelligent management platform for 74% of suppliers in 2021</li> </ol>

Customer Satisfaction and Legal Compliance

Brand Value

2022	Highlights for 2017-2021
<ol style="list-style-type: none"> <li>1. 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</li> <li>2. Completed monthly production education and refresher courses, inviting nutritionists to conduct refresher training on products and common customer queries, thereby improving product service quality</li> <li>3. 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</li> <li>4. Established standard operating procedures for common customer complaints in 2022</li> </ol>	<ol style="list-style-type: none"> <li>1. Initiated comprehensive electronic order handling procedures for Grape King online store in 2019, reducing shipping and handling times to 3 workdays</li> <li>2. Completed more than 40 consumer interviews in 2020 to identify opportunities for improvement and mid- to long-term plans for customer service strategies</li> <li>3. Increased personnel product knowledge scores by 27% through training courses</li> <li>4. Utilized Martech technology to establish comprehensive lifestyle and health needs for different customer profiles</li> <li>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</li> <li>6. Completed production education and refresher courses for each quarter, inviting nutritionists to conduct refresher training on new products and common customer queries, thereby improving product service quality in 2021</li> <li>7. Established a database of frequently asked questions, which is continuously updated with customer queries for timely understanding of customer needs and to ensure consistency and accuracy of responses.</li> <li>8. Established standard operating procedures for common customer complaints</li> </ol>
<ol style="list-style-type: none"> <li>1. Received TCSA Platinum Corporate Sustainability Report Award in 2022</li> <li>2. Received Corporate Sustainability Comprehensive Performance Category Top 100 Sustainability Model Enterprise Award in 2022</li> <li>3. Received TSAA Taiwan Sustainability Action Awards Silver Award in 2022</li> <li>4. Ranked at 9th place in Medium-Sized Enterprises and received a Rookie Award from the 2022 "CommonWealth Magazine Sustainable Citizen Award"</li> <li>5. Ranked in the top 5% of companies by the Corporate Governance Evaluations for two consecutive years in 2022</li> <li>6. Received Accredited Healthy Workplace Maternity Health Award from the Ministry of Health and Welfare Health Promotion Administration in 2022</li> </ol>	<ol style="list-style-type: none"> <li>1. Received Outstanding Management Award at the 25 National Quality Awards in 2018</li> <li>2. Received Gold award at the 2019 Taiwan Bio Industry Organization Awards</li> <li>3. Received Influenza Prevention Alliance Gold Award in 2020</li> <li>4. Received TCSA Gold Corporate ESG Report Award in 2020</li> <li>5. Received Annual Industry Innovation Award at the Taiwan Bio Industry Organization Awards in 2021</li> <li>6. Awarded Ingenuity Award by the Excellent Enterprise Awards in Taoyuan City in 2021</li> <li>7. Received Happy Enterprise Gold Award and Special Award from the 1111 Job Bank in 2021</li> <li>8. Received the "Influenza Prevention Alliance Gold Award" from Taiwan Immunization Vision and Strategy in 2021</li> <li>9. Received TCSA Gold Corporate ESG Report Award in 2021</li> <li>10. Designated an Alliance for Protection of Maternal Health Model Institution by the Taoyuan City Government in 2021</li> </ol>

Social

Talent Development and Employee Benefits

2022	Highlights for 2017-2021
<ol style="list-style-type: none"> <li>Pingzhen Factory, Zhongli Factory, and Longtan Branch received the AED workplace certification from the Taoyuan City Department of Health in 2022</li> <li>Received Gold Pandemic Prevention Award from Taiwan Immunization Vision and Strategy in 2022</li> <li>Cultivated 1 person with potential talent in each division and achieved success rates exceeding 80% on this KPI indicator in 2022</li> <li>Maintained a 50:50 gender ratio in 2022</li> <li>Completed training of potential talent and section managers over 3 sessions via our "Ethics Salon" course, which was held in the third quarter of 2022</li> </ol>	<ol style="list-style-type: none"> <li>Received "I Sports Enterprise" certification from the Ministry of Education's Sports Administration in 2017</li> <li>Received OHSAS 18001 Occupational Health and Safety and TOSHMS Taiwan Occupational Safety and Health Management System certification in 2017</li> <li>Listed in Cheers Magazine's "Top Companies for the Young Generation" in 2018</li> <li>Received Silver TTQS (Talent Quality-Management System) certificate from the Ministry of Labor's Workforce Development Agency in 2019</li> <li>Founded GKB Learning College (GKBLC) to facilitate departmental planning, structuring, and implementation of departmental training programs for enhancing employee capabilities in 2019</li> <li>Received Outstanding and Gender Equality awards at the Taoyuan Excellent Enterprise awards</li> <li>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</li> <li>Maintained six consecutive years (2014-2020) without major disasters</li> <li>Longtan Branch received I Sports Enterprise certification from the Ministry of Education's Sports Administration in 2020</li> <li>Pingzhen Factory, Zhongli Factory, and Longtan Branch received the Healthy Workplace Promotion certification from the Ministry of Health and Welfare's Health Promotion Administration in 2020</li> <li>Promoted salon lectures on ethics activities in 2021 to help our colleagues gain a basic understanding of moral and ethical concepts</li> <li>Established the Management Academy in 2021 to better understand employee duties and tasks through job analyses</li> <li>Hosted the "Accountability Slogan Competition" in 2021 to encourage accountability in our colleagues</li> <li>Received consecutive Silver TTQS certificate from the Ministry of Labor's Workforce Development Agency in 2021</li> </ol>
<ol style="list-style-type: none"> <li>Donated a total of NT\$1.31 million to 10 schools in 2022 following a survey relating to the needs of disadvantaged children on campus; implementations were completed according to plan</li> <li>Our Food for the Disadvantaged Program made donations to 3 institutes in 2022, benefiting a total of 16,275 people</li> <li>"Increased industry-associated social participation plans" and worked with 3 associations in 2022 on industry-associated social participation projects</li> </ol>	<ol style="list-style-type: none"> <li>Joined the Taiwan Immunization Vision and Strategy (TIVS) Influenza Prevention Alliance in 2017 and received the "Pandemic Prevention Award"</li> <li>Began hosting the "Christmas Wish List Project" in 2017</li> <li>Upgraded multimedia interactive equipment at the Grape King Health and Vitality Power Center and continued to provide free tours in 2019</li> <li>A total of 979 volunteers and 815 service hours were invested in community investment projects in 2020</li> <li>Participated in the charity sweep event hosted by the communities of Jhensing Village, Lungshing Village, and Beishing Village</li> <li>Invested 12 support units, 260 person-hours, and NT\$500,000 of funds in the Wufeng Mushroom Support Program in 2021</li> <li>Donated a total of NT\$1.2 million to 10 schools in 2021 following a survey relating to the needs of disadvantaged children on campus</li> <li>Our Food for the Disadvantaged Program made donations to 3 institutes in 2021, benefiting a total of 12,395 people</li> </ol>

Community Investments

Environmental

Climate Commitments and Environmental Initiatives

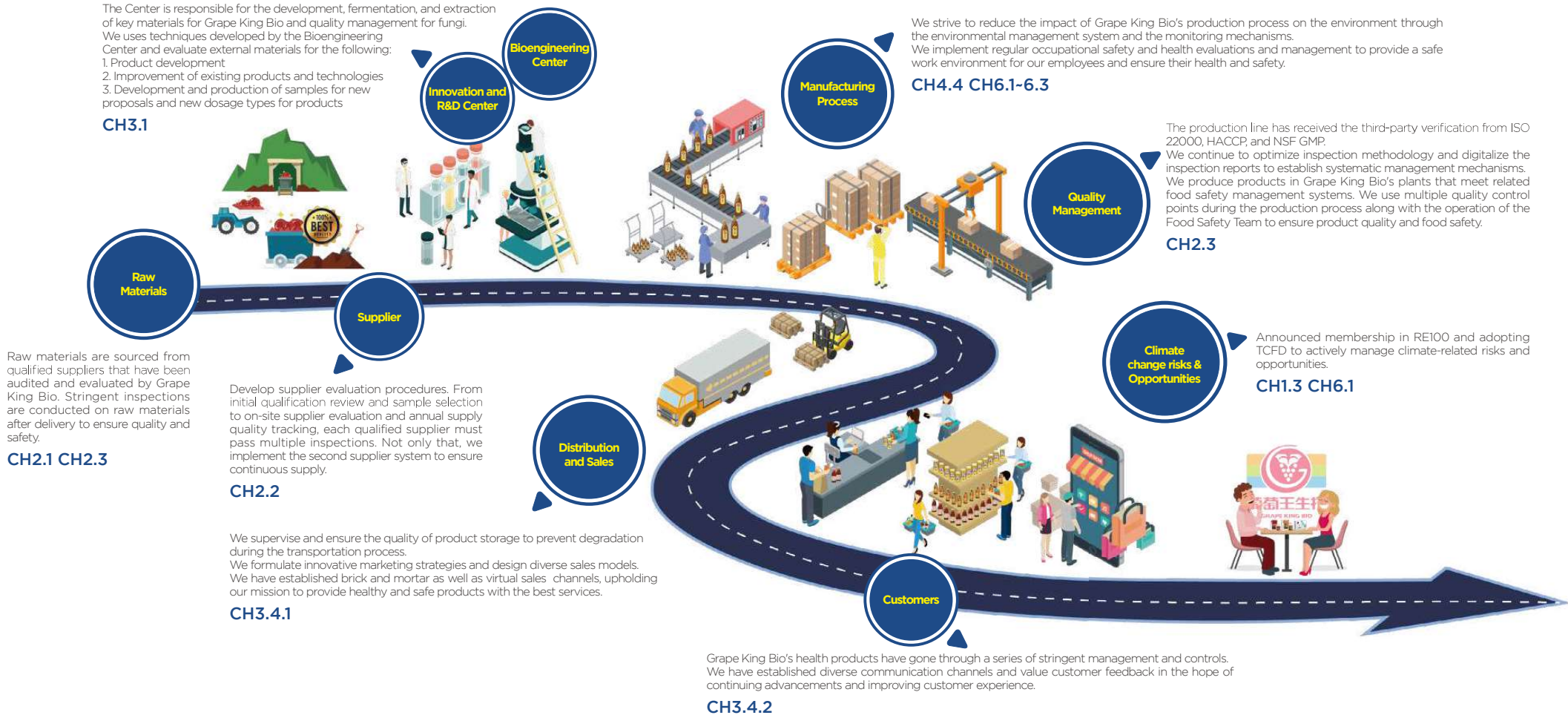
2022	Highlights for 2017-2021
<ol style="list-style-type: none"> <li>All (100%) wastewater was discharged according to legal regulations and exceeded average Chemical Oxygen Demand (COD) limits for discharged water by 30% in 2022</li> <li>Composite wastewater discharge volumes were reduced by more than 3%</li> <li>Obtained verification of ISO14001 Management System in November 2022</li> <li>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)</li> <li>Organized the "Bottles of Love" charity event in 2022; the Environmental Protection Administration collected 400 kgs of recycled bottles which are scheduled to be decomposed into reusable plastic pellets in July 2023 for recycling and reuse</li> </ol>	<ol style="list-style-type: none"> <li>Introduced and obtained certification for ISO14000 Environmental Management System in 2017</li> <li>Installed solar panels at the Grape King Bio Tourist Factory in 2018, reducing approximately 3,691 kg of carbon emissions</li> <li>100% green paper pulp materials made from FSCTM certified wood materials were used to make all aluminum foil product packaging in 2019</li> <li>Began adopting the TCFD framework in 2020 to identify and respond to climate change risks and opportunities for Grape King Bio</li> <li>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</li> <li>Ceased usage of heavy crude oil for boilers at all three factories in 2020 to reduce emission of particulate pollutants</li> <li>Reduced 318 kg CO2e of carbon emissions in 2020</li> <li>Biotech Research Institute began using food sludge as organic fertilizer in 2020 to raise waste recycling rates</li> <li>Recycled a total of 3,681 empty plastic product bottles as of 2020</li> <li>Became the first healthcare enterprise in Taiwan to officially sign on as a TCFD Supporter in 2021</li> <li>Continued to develop solar power capacity and purchase renewable energy under the RE100 initiative</li> <li>Organized the "Bottles of Love" charity event in 2021; the Environmental Protection Administration sent 200 kgs of recycled bottles for decomposition into reusable plastic pellets in March.</li> </ol>
<ol style="list-style-type: none"> <li>In 2022, our three factories reduced electricity usage by 396,339 kWh, reduced carbon emissions by 201,737 kgs, and achieved an electricity-saving rate of 1.44%</li> <li>Completed solar photovoltaic system at Longtan Factory in November 2022; the system is expected to generate 183,960 kWh of electricity and reduce 92,347 kgs of carbon emissions over the first year of operations</li> <li>Accumulated 300,000 kWh of green electricity purchased and transferred to Pingzhen Factory in November 2022, achieving our first-stage target (1% renewable energy usage)</li> <li>In 2022, our three factories recovered 34,071 tons of RO discharge water and reduced carbon emissions by 5,110 kgs</li> </ol>	<ol style="list-style-type: none"> <li>Introduced and obtained certification for ISO50001 system in 2019</li> <li>Set a 1% energy-saving target for all three factories in 2020</li> <li>Longtan Branch implemented RO wastewater recycling program in 2020</li> <li>Achieved 3% of energy savings across all three factories in 2021</li> <li>All (100%) wastewater was discharged according to legal regulations and exceeded average Chemical Oxygen Demand (COD) limits for discharged water by 30% in 2021</li> <li>Composite wastewater discharge volumes were reduced by more than 3% in 2021</li> <li>Obtained continued certification of our ISO14001 Management System in 2021</li> <li>Recycled RO concentrate water for reuse in cooling towers at all three factories in 2021, recycling a total of 13,950 tons of water</li> </ol>

Energy and Water Management



# 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:





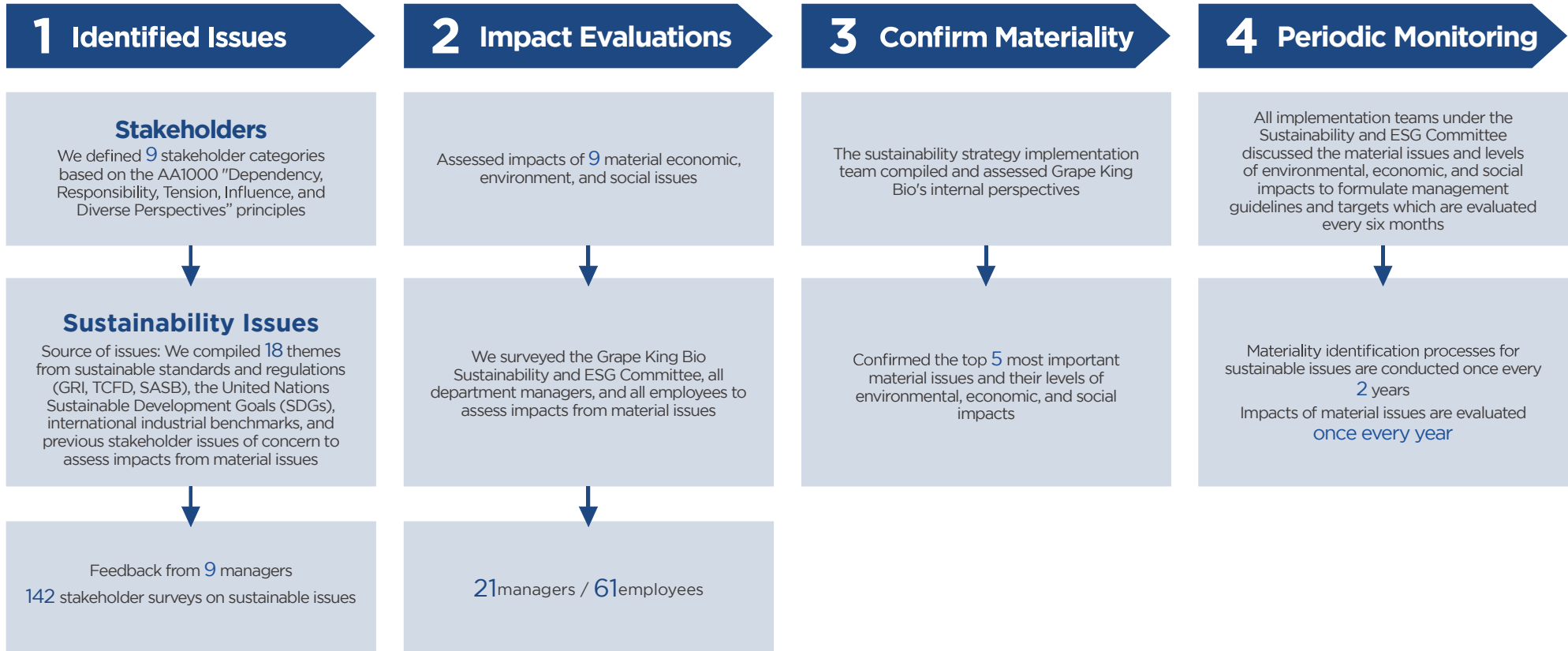


# Stakeholder Communication and Analysis of Material Themes

## Stakeholder Communication and Analysis of Material Themes

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.

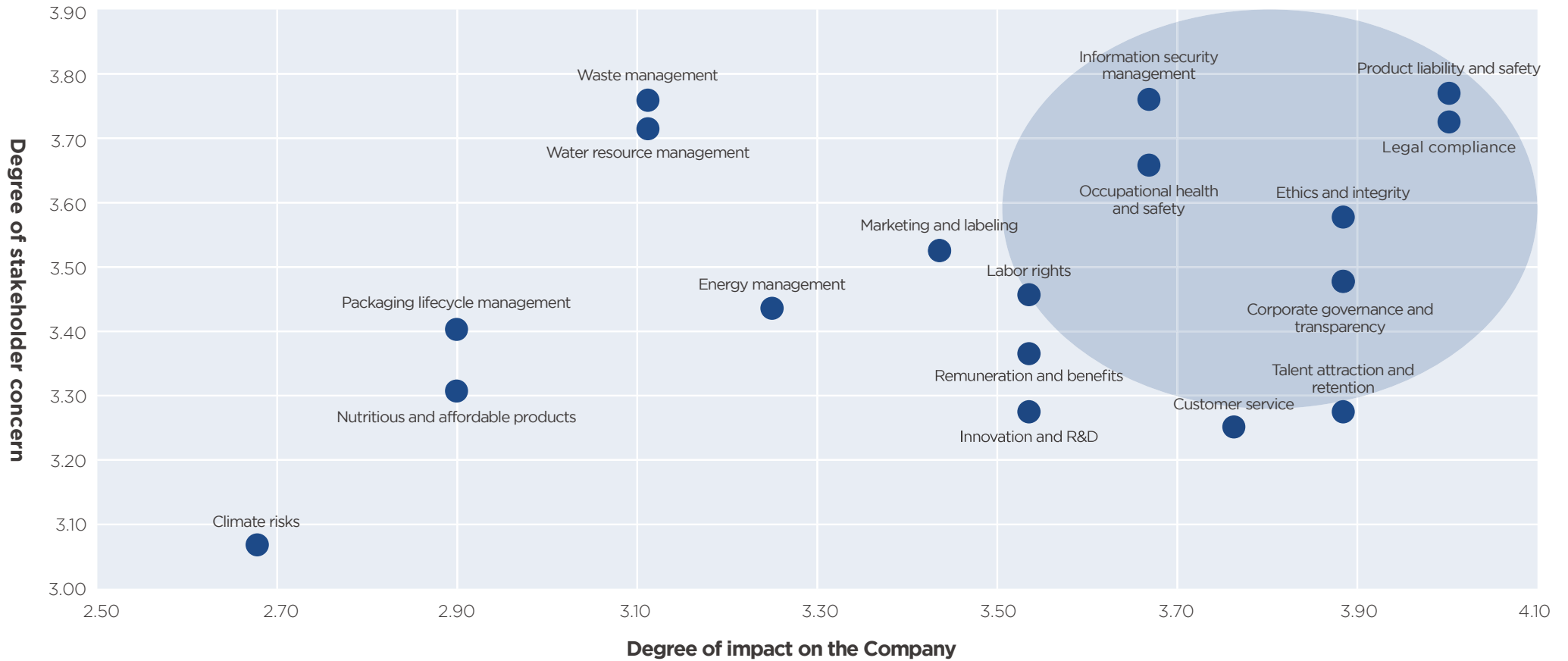
Each unit integrates these key issues into annual plans and routine business management along with the previously identified issues of concern, and periodically evaluates implementation performance to facilitate continuous improvement.



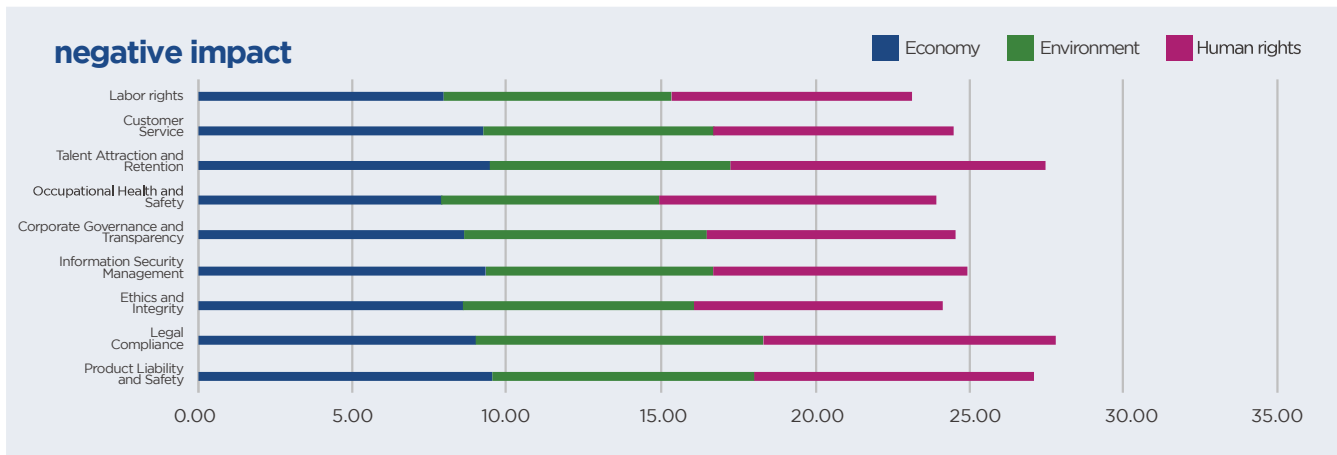
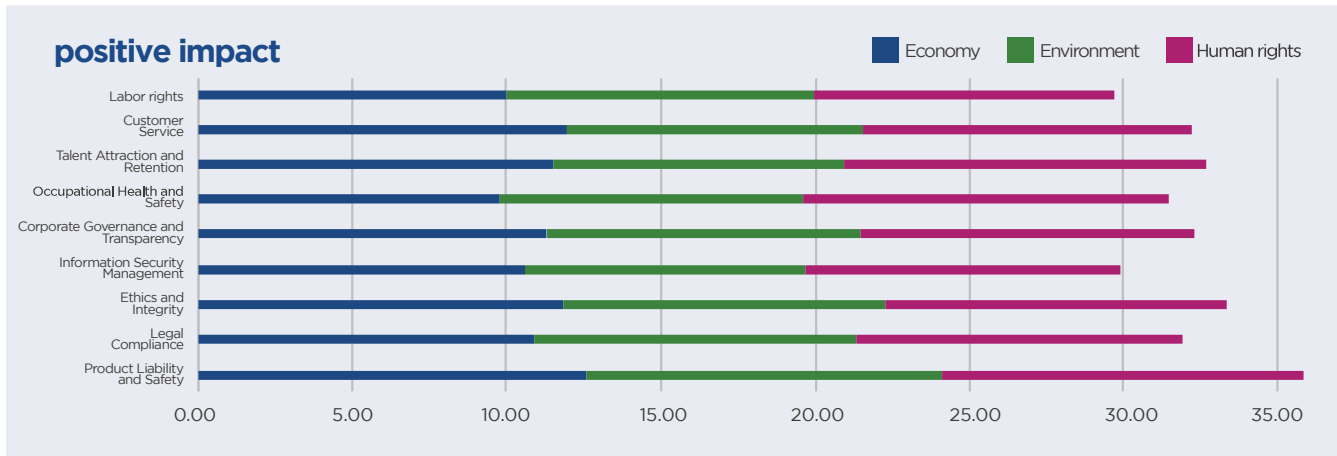
## Impact Assessments of Material Themes

In 2022, the Sustainable Strategy Work Team distributed surveys on 18 sustainable issues of concern to 8 managers and 142 stakeholders; the surveys were based on our 2021 Sustainability Report. A materiality matrix was constructed using the levels of concern and levels of impact for various sustainability issues. We further assessed the 9 material issues identified in the previous year as well as their actual and potential positive and negative impacts on the economy, environment, and humans, then conducted comprehensive analyses of each topic to determine the level and probability of positive and negative impacts on the economy, environment, and humans, as well as the positive and negative impacts of each individual topic.

### Materiality Matrix



Our results showed that, of all the issues, Grape King Bio exerted the highest level of positive impact on “Product Liability and Safety,” followed by “Business Ethics and Integrity.” The highest level of negative impact was exerted on “Legal Compliance,” followed by “Talent Attraction and Retention.” Finally, we judged the most significant impacts based on the level and probability of positive and negative impacts of various issues, and comprehensively identified the priorities for material topics.



1. Product Liability and Safety
2. Talent Attraction and Retention
3. Legal Compliance
4. Ethics and Integrity
5. Corporate Governance and Transparency
6. Customer Service
7. Occupational Health and Safety
8. Information Security Management
9. Labor rights

## Impacts of Material Themes and Corporate Responses

Significant Topics	Topic Boundaries			Description of Impacts	Grape King Bio Policies and Commitments	Specific Actions	Effective Indicators	Corresponding Sections
	Upstream	Grape King Bio	Downstream					
<b>Product Liability and Safety</b>	●	●	●	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>	2.3 Food Safety
<b>Talent Attraction and Retention</b>		●		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>	4.2 Talent Cultivation and Performance Appraisals 4.3 Employee Compensation, Benefits, and Health
<b>Legal Compliance</b>		●	●	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. In 2022, we incurred 2 violations of the Health Food Control Act and 1 violation of the Waste Disposal Act. Improvement measures were implemented immediately.	<ul style="list-style-type: none"> <li><a href="#">Code of Ethical Conduct</a></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>	1.5 Legal Compliance
<b>Ethics and Integrity</b>	●	●	●	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 2022.	<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>	1.2 Corporate Integrity and Business Ethics
<b>Corporate Governance and Transparency</b>	●	●	●	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"> <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>	1.1 Corporate Governance and Transparency

## Impacts of Material Themes and Corporate Responses

Significant Topics	Topic Boundaries			Description of Impacts	Grape King Bio Policies and Commitments	Specific Actions	Effective Indicators	Corresponding Sections
	Upstream	Grape King Bio	Downstream					
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 speech management system.</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction survey results</li> </ul>	3.4 Customer service
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"> <li>ISO 45001 Occupational Health and Safety Management System</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>	4.4 Occupational safety
Information security management		●		Grape King Bio follows the relevant specifications of the international standard ISO 27001 and considers business requirements to establish an information security management strategy that strengthens information security management. Grape King Bio constructs an information security policy that conforms to the company's information security management and ensures the confidentiality, integrity, and availability of the company's information assets, in compliance with relevant regulations, to prevent deliberate or accidental internal and external threats.	<ul style="list-style-type: none"> <li>Information Security Risk Policy</li> <li>ISO 27001 Information Security Management System</li> </ul>	<ul style="list-style-type: none"> <li>Convene the Information Security and Personal Data Protection Management Committee regularly on an annual basis</li> </ul>	<ul style="list-style-type: none"> <li>Number of information security incidents</li> </ul>	3.4.3 Protection of customer privacy and safeguarding of their rights and interests.
Labor rights		●		Respecting human rights is a fundamental value of Grape King Bio. We respect human rights and create a dignified work environment, and uphold and promote human rights in our relationships with employees, suppliers, and business partners.	<ul style="list-style-type: none"> <li>Grape King Bio's Human Rights Policy</li> <li>Procedure for Dealing with Workplace Wrongdoings</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>	4.3.3 Friendly Employee Care



## 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 2022
Shareholders/ investors	<ul style="list-style-type: none"> <li>Corporate Governance and Transparency</li> <li>Legal Compliance</li> <li>Waste Management</li> <li>Water Resource Management</li> <li>Marketing and Labeling</li> </ul>	1.4 Financial Performance 2.3 Food Safety 3.1 Innovation Management and Patents	<ul style="list-style-type: none"> <li>Convened shareholders general meeting</li> <li>Investor conferences</li> <li>Participated in conferences and face-to-face communication meetings hosted by investment institutes</li> <li>Responded to investor and analyst questions via phone, email, and our mailbox for external communication; we also periodically collected suggestions and feedback</li> <li>Annual release of financial statements, annual reports, and sustainability reports</li> <li>Released important information disclosures on MOPS and published all corporate news on official website</li> </ul>	<ul style="list-style-type: none"> <li>Once each year</li> <li>Irregular</li> <li>Irregular</li> <li>Irregular</li> <li>Once each year</li> <li>Irregular</li> </ul>	<ul style="list-style-type: none"> <li>Convened 1 regular shareholders meeting</li> <li>Invited to participate in 6 investor conferences</li> <li>Published quarterly financial reports for 2022 and annual report for 2021</li> <li>Released 58 Chinese and English material information disclosures</li> <li>Released 12 sets of unaudited consolidated revenue data (one for each month)</li> </ul>
Clients	<ul style="list-style-type: none"> <li>Information Security Management</li> <li>Product Liability and Safety</li> <li>Waste Management</li> <li>Water Resource Management</li> </ul>	1.2 Corporate Integrity and Business Ethics 1.5 Legal Compliance 3.4 Customer Service 6.1 Management of Energy Resources and Greenhouse Gases	<ul style="list-style-type: none"> <li>Service hotline for product queries</li> <li>Service hotline for outsourcing queries</li> <li>Official website and mailbox for external communications</li> <li>Customer satisfaction surveys</li> <li>Official online shop</li> <li>Telephone interviews</li> <li>Dedicated service hotline and point of contact</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> <li>Daily</li> <li>Daily</li> <li>Once each year</li> <li>Daily</li> <li>Daily</li> <li>Daily</li> </ul>	<ul style="list-style-type: none"> <li>Dedicated customer service hotline received 25,058 product and order queries</li> <li>Official website and mailbox for external communications responded to 2,912 customers</li> <li>Online messaging system responded to approximately 11,825 customers</li> <li>Conducted 1,053 telephone interviews</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>Product Liability and Safety</li> <li>Ethics and Integrity</li> <li>Legal Compliance</li> </ul>	1.2 Corporate Integrity and Business Ethics 2.2 Supply Chain Management 2.3 Food Safety	<ul style="list-style-type: none"> <li>Procurement unit hotline</li> <li>Official website and mailbox for external communications</li> <li>Public bidding and opinion exchange and interview meetings</li> <li>On-site supplier audits and guidance</li> <li>Questionnaires, phone, fax, and email</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> <li>1-2 times per month</li> <li>Daily</li> <li>2-3 times per month</li> <li>Daily</li> </ul>	Conducted on-site audits on 56 suppliers
Employees	<ul style="list-style-type: none"> <li>Legal Compliance</li> <li>Product Liability and Safety</li> <li>Information Security Management</li> </ul>	1.2 Corporate Integrity and Business Ethics 4.1 Talent Recruitment and Structure 4.2 Talent Cultivation and Performance Appraisals 4.3 Employee Compensation, Benefits, and Health	<ul style="list-style-type: none"> <li>Periodic labor-management meetings</li> <li>Company announcements</li> <li>Internal website</li> <li>Human resource unit</li> <li>Employee suggestion box; reports and grievance mailbox</li> <li>Publication of relevant regulations on internal company website</li> <li>Periodic hosting of labor-management meetings</li> </ul>	<ul style="list-style-type: none"> <li>Once per quarter</li> <li>Irregular</li> <li>Irregular</li> <li>Irregular</li> <li>Irregular</li> <li>Updated non-periodically</li> <li>Once per quarter</li> </ul>	<ul style="list-style-type: none"> <li>Hosted a total of 4 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 8,384 hours</li> <li>Total number of personnel who underwent training during the year was 2,799 people</li> </ul>

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 2022
<b>Government</b>	<ul style="list-style-type: none"> <li>Information Security Management</li> <li>Product Liability and Safety</li> <li>Legal Compliance</li> <li>Ethics and Integrity</li> <li>Energy Management</li> <li>Waste Management</li> <li>Water Resource Management</li> <li>Occupational Health and Safety</li> </ul>	1.2 Corporate Integrity and Business Ethics 2.3 Food Safety 4.1 Talent Recruitment and Structure 4.2 Talent Cultivation and Performance Appraisals 4.3 Employee Compensation, Benefits, and Health 4.4 Occupational Safety	<ul style="list-style-type: none"> <li>Exchange of official correspondences</li> <li>Meetings (for example seminars or public hearings)</li> </ul>	<ul style="list-style-type: none"> <li>At irregular intervals</li> <li>At irregular intervals</li> </ul>	<ul style="list-style-type: none"> <li>Received and sent 1,787 official correspondences</li> </ul>
<b>Neighboring communities</b>	<ul style="list-style-type: none"> <li>Water Resource Management</li> <li>Information Security Management</li> <li>Energy Management</li> <li>Labor Rights</li> </ul>	2.3 Food Safety 3.3 Sustainable Products and Services 3.4 Customer Service 6.1 Management of Energy Resources and Greenhouse Gases 6.2 Management of Water Resources 6.3 Waste Management	<ul style="list-style-type: none"> <li>Community activities</li> <li>Point of contact with heads of boroughs and neighborhoods</li> </ul>	<ul style="list-style-type: none"> <li>At irregular intervals</li> <li>At irregular intervals</li> </ul>	<ul style="list-style-type: none"> <li>Hosted 3 community exchange activities</li> </ul>
<b>Media</b>	<ul style="list-style-type: none"> <li>Product Liability and Safety</li> <li>Legal Compliance</li> <li>Waste Management</li> </ul>	1.4 Financial Performance 2.3 Food Safety 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>	<ul style="list-style-type: none"> <li>At irregular intervals</li> <li>At irregular intervals</li> <li>At irregular intervals</li> <li>At irregular intervals</li> </ul>	<ul style="list-style-type: none"> <li>Published 17 press releases</li> </ul>
<b>Academia</b>	<ul style="list-style-type: none"> <li>Ethics and Integrity</li> <li>Information Security Management</li> <li>Waste Management</li> <li>Water Resource Management</li> </ul>	1.2 Corporate Integrity and Business Ethics 2.3 Food Safety	<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>	<ul style="list-style-type: none"> <li>At irregular intervals</li> <li>Summer and winter vacations and during semesters</li> <li>At irregular intervals</li> </ul>	<ul style="list-style-type: none"> <li>Collaborated with 43 domestic colleges</li> <li>A total of 92 students participated in industry-academia cooperation projects</li> </ul>
<b>Non-profit organizations</b>	<ul style="list-style-type: none"> <li>Corporate Governance and Transparency</li> <li>Labor Rights</li> </ul>	CH5 Social Prosperity (Entire chapter) 1.2 Corporate Integrity and Business Ethics 1.5 Legal Compliance	<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>	<ul style="list-style-type: none"> <li>At irregular intervals</li> <li>At irregular intervals</li> <li>At irregular intervals</li> <li>At irregular intervals</li> </ul>	<ul style="list-style-type: none"> <li>Involved 992 people in social participation</li> </ul>

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



# Grape King Bio Pandemic Response Measures

## Grape King Bio Pandemic Response Measures

The COVID-19 pandemic continued to spread in 2022. In order to reduce risks related to pandemic impacts, Grape King Bio has implemented actions related to employee health, corporate continuous operations plans, supply chain management, sales of health foods, and care for those affected by the pandemic, committing to health maintenance both internally and externally.



5. Separate employee work locations or allow employees to work from home
6. Separation of direct units and implement incoming and outgoing diversions to strengthen production resilience
7. Strengthen inventory management mechanisms to ensure stable product supply
8. Restrict domestic and overseas business trips
9. Unnecessary external personnel are prohibited from entering office buildings and factory areas
10. All incoming and outgoing internal and external personnel are required to take body temperature measurements and undergo alcohol disinfection procedures

### Complete Deployments for Internal Epidemic Prevention

The COVID-19 pandemic continues to spread around the world. All units within Grape King Bio implemented active responses during the early stages of the pandemic and proposed four levels of contingency measures related to pandemic changes. In 2022, all operating sites adhered to corporate epidemic prevention measures to protect the health of all employees.

#### Effective anti-epidemic strategies and immediate responses to changes

1. A response team composed of senior managers periodically compiles reports of pandemic information to formulate real-time strategies
2. Follow control measures imposed by local government to ensure that protective measures adhere to laws and regulations
3. Track employee health through daily reports made via the "health check-in system"
4. Personnel are required to wear masks when entering offices and during work

### Social Participation and Public Protection

Donations of epidemic materials

Taoyuan City Chensenmei Social Welfare Foundation	Chen Jen Institute for the Disabled
Purchased cleaning materials, medical consumables, and other urgent necessities to reduce infection risks.	Purchased cleaning materials, medical consumables, and other urgent necessities to reduce infection risks.
Epidemic prevention materials required included rapid tests, N95 masks, and isolation gowns	Epidemic prevention materials required included dishwashing liquid, paper towels, protective clothing, latex gloves, and PVC gloves
Assisted four institutes and 200 people with mental disabilities	Assisted 247 people with mental disabilities

