

2013 Corporate Social Responsibility Report





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About The Report

In 2014, Poya International Co., Ltd. started to publish its annual “Corporate Social Responsibility Report” to stakeholders for the disclosure of its policies, measures and results of corporate social responsibility, and the demonstration of its determination in realizing the sustainable development through continued effort in energy saving and waste reduction. This report was published on December 2014 in Chinese and English, and it is the first Corporate Social Responsibility Report of Poya International.

The electronic version of this report is posted at the official website of Poya International at:<http://www.poya.com.tw/> and MOPS of TWSE.

■ The time period and scope covered by the report

This report covers the period from January 1 to December 31, 2013 and contains information on corporate governance, employee concern, environmental protection and social participation of Poya International.

The scope of this report embraces all branches and the corporate headquarters of Poya International in Taiwan. Rooted in Taiwan, Poya International has not yet established any branches or head offices in places outside Taiwan.

■ Reference

This report is prepared in accordance with the GRI G3.1 guideline at Level B, and an index table for GRI is provided at the end of the report for reference.

■ Basis of financial data and statistics

The data disclosed in this report are based on the results of statistics and related surveys compiled by Poya International. Financial data are extracted from the audited financial reports and are displayed in graphs and charts.

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Strategy and Vision

■ Message from The Management



There were some good news happened in 2013: first, global economic growth turned positive; second, the debt position got improvement; third, the anxiety of further severity of the debt crisis in Europe and USA seemed to be eased. Yet, the operating expenses were increasing because of the rising price of power supply and upward adjustment of labor wages, and the outbreak of the food safety and contamination crisis caused serious damage to the image of Taiwan in food safety.

As such, the consumers lacked confidence and the enterprises faced critical challenges in their operation environment. In response, Poya International was taking positive action in market repositioning and was upgrading their services with an attempt to enhance its overall operation performance. With the full support of the management and all personnel, Poya International got through the critical economic environment, and was maintaining sustained growth in business performance.

Poya International has successfully developed business locations all through Taiwan over the years for higher market share and visibility. By the end of December 2013, Poya International had 87 locations (the store number in 2013 increased at the rate of 17.6%). With the support of all personnel and suppliers and the trust of the consumers, the revenues and net profit after tax in 2013 reached record highs.

It has been 17 years since the establishment that Poya International has never ceased to perform corporate governance. Poya International always focuses on its core business and also spares no effort in developing its three major competitive advantages of “Service Excellence, Environment Cleaning, and Customer Satisfaction”. Poya International has attuned to the spirit of “Proactive Innovation, Customer Orientation, Integrity and Trust” in providing better services and comfortable shopping environment for our customers. Furthermore as pursuing for corporate growth, Poya International never forgets its corporate social responsibility and its missions to the stakeholders including shareholders, government, consumers, employees, suppliers, and the local community.

With respect to the energy saving and environmental protection, Poya International has thoroughly executed the action of energy saving and carbon reduction, and overall enhanced the using efficiencies of energy by introducing the latest technology on electricity power management, lighting design, air-condition program and so on. Corporate social responsibility “allows for a better society”. For the systematic realization of corporate social responsibility, Poya International established the “Audit Committee” and the “Corporate Social Responsibility Committee” in 2014 for fortifying the corporate governance system , keeping track of the issues and trends concerned by the stakeholders such as the employees, customers, shareholders, investors, local community, suppliers and the government. This would help to create better value for all the stakeholders.



Strategy and Vision

The commitment of Poya International to corporate social responsibility cannot be accomplished without the input of all in the company. As such, Poya International provides a safe and comfortable work environment for all personnel, emphasizes on the training and development of talents, advocates a proper balance between work and daily lives, keeps the channels of labor-management communication free from any barrier, and enhances the professional training to the personnel with appropriate talent and at the proper job position. In social charity, Poya International voluntarily expresses its concern for the community development, participates in social activities, and cares for the social misfortunes. We intensify the influence by the effort and participation of whole organization to stimulate the harmony and glory between the enterprise and the society.

Poya International aims at the objective of becoming as “A more preferred Poya by the customers”, and hopes to provide better products and services so that customers will give priority to Poya whenever making a purchase. In addition, Poya International will implement the sustainable spirit on environment, society and corporate governance for perpetual growth and corporate sustainability.

This “Corporate Social Responsibility Report” is the debut of Poya International. By the performance on economy, environment and society in this report, we firmly hope that the effort for object achievement will be fully presented for the friends of the company who express a concern of our sustainability. We love Taiwan so much and value the scarce resources of the earth. We hope our contribution to the society can be served as an example for all and invite everyone to join us.

Chen Jian-Zao, Chairman

Chen Zong-Cheng, General Manager





Strategy and Vision

■ Corporate Commitments

Poya International has always attuned to spirit of “Proactive Innovation, Customer Orientation, Integrity and Trust” in providing better services and comfortable shopping environment for our customers. Furthermore as pursuing for corporate growth, Poya International never forgets its corporate social responsibility and its missions to the stakeholders including shareholders, government, consumers, employees, suppliers, and the local community. Poya International undertakes its commitments to corporate social responsibility specified as follows:



I. Preservation of social charity

1. Provide a safe and comfortable work environment for the employees, and perform the best of labor safety management.
2. Provide a safe and healthy work environment where the employees can be treated fairly and the talents could have room for further development. Establish a harmonious labor-management relation with an attitude of integrity and trust, and with the notion of profit sharing.
3. Make the human resource system complete with motivation and promotion function, and carve out a positive environment for proper career planning of the employees.
4. Treat all the employees with humanity; eradicate sexual abuses, sexual harassment and discrimination in any form.
5. Concern for community development, participate in social charity, upgrade social culture and care about the social misfortunes.

II. Development of sustainable environment

1. Treasure natural resources, emphasize on and persist in environmental protection for sustainable development of the environment.
2. Assume responsibility of products, focus on marketing ethics, protect customers' rights and privileges, and intensify customers' satisfaction for being the most reliable partner of the customers.

III. Realization of corporate governance

1. Duly observe the national laws, corporate ethics and moral rules. Engage in legitimate business with integrity and trust.
2. Respect intellectual properties.
3. Disclose relative information of corporate social responsibility based on the applicable laws and enhance transparency of information.
4. Keep all personal information from business transactions in strict confidence and protect personal privacy.

Strategy and Vision

■ Organization of Corporate Social Responsibility

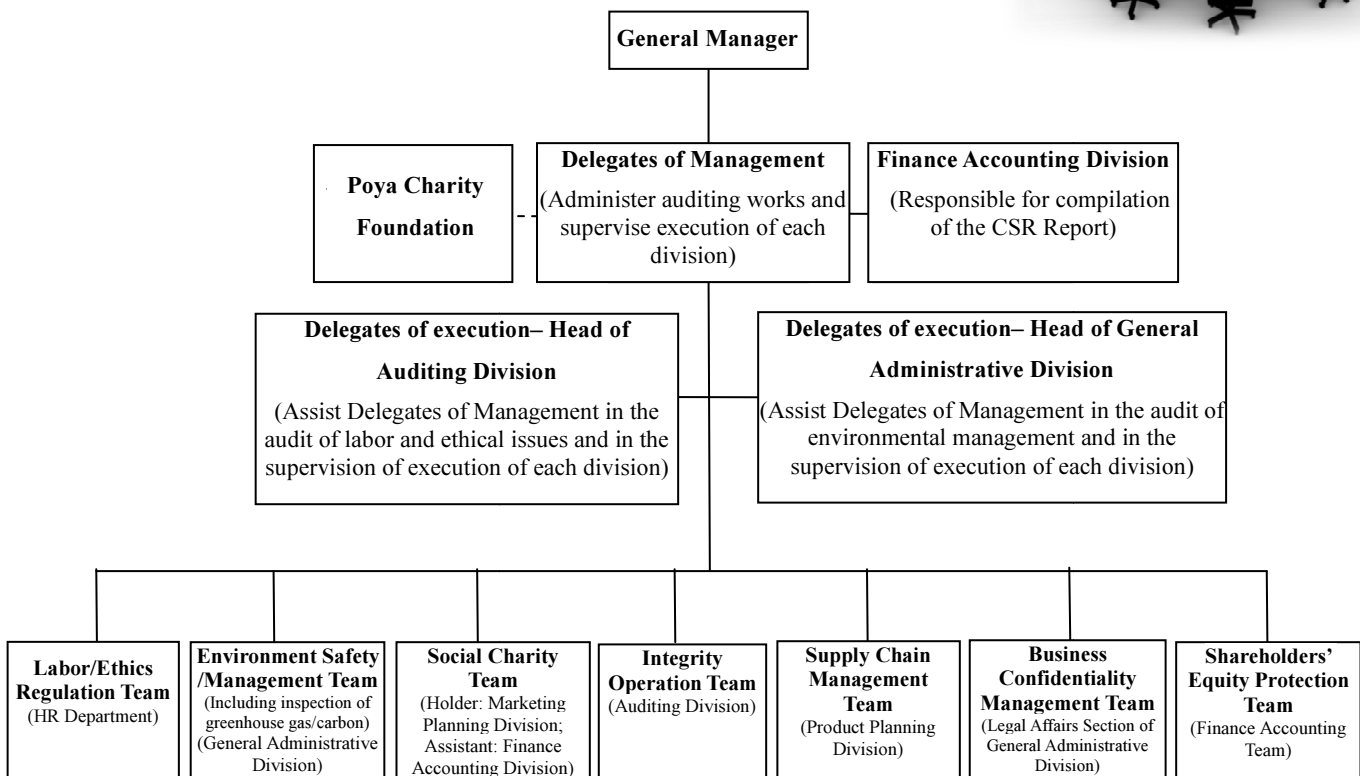
The Corporate Social Responsibility Management Committee is the paramount organization at Poya International responsible for administering the orientation and goal setting for corporate social responsibility and sustainable development of the whole company.

The management committee is consisted of seven functional teams: Labor/Ethics Regulation Team, Environment Safety/Management Team, Social Charity Team, Integrity Operation Team, Supply Chain Management Team, Business Confidentiality Management Team, and Shareholders' Equity Protection Team. The Chairman of the committee shall review the performance of the functional units at any time as needed and the state of achievement on annual goals.

Chairman of the Committee: The general manager of Poya, one of the members in Board of Directors.

Core members of the Committee: The head of Finance Accounting Division, Auditing Division, General Administrative Division, Human Resources Division, Marketing Planning Division, and Product Planning Division.

Staff of Functional Teams: Middle and junior managers of the relative departments.





Strategy and Vision

■ Identification of and Communication with Stakeholders

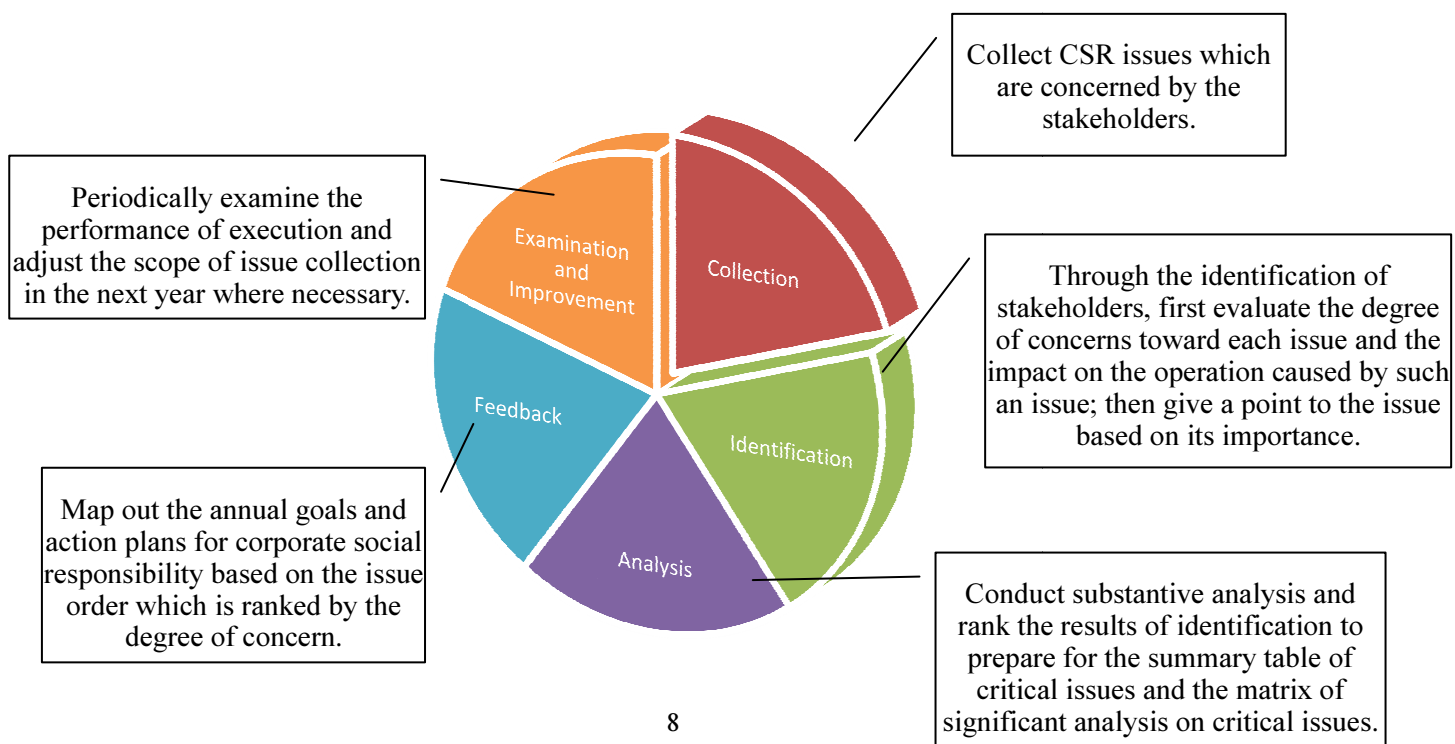
Communication with stakeholders and identification of critical issues will be the core work in the realization of corporate social responsibility. In order to receive the messages from all stakeholders, we provide various channels for communication and make proactive disclosures on information. By these ways, we hope to maintain positive dialogues and communication with our stakeholders.



This report is one way for us to make effective communication with the stakeholders. To make sure that the information disclosed in this report are concerned by the stakeholders and meet stakeholders' requirement on information about sustainable development, we conduct several interviews to the members of corporate social responsibility team. After clarifying the degree of concerns expressed by the stakeholder toward each issue, the team members will then determine the impact on the operation caused by such an issue. As considering the "degree of concern" and the "degree of impact" over the issues, the matrix of critical issues and the main concerns of the stakeholders will be obtained.

The procedure for identifying critical issues, the channels for communicating with stakeholders, the summary of critical issues, and the matrix of significant analysis on critical issues are tabulated and graphically shown below.

I. Procedure for identifying critical issues





Strategy and Vision

II. The summary table of channels for communication with stakeholders and of the critical issues

Integrity is the fundamental principle of Poya International in business operation. It is those various channels for communication that the company can receive the messages from stakeholders. The main communication channels are as followed.

Stakeholder and critical issues concerned by themselves

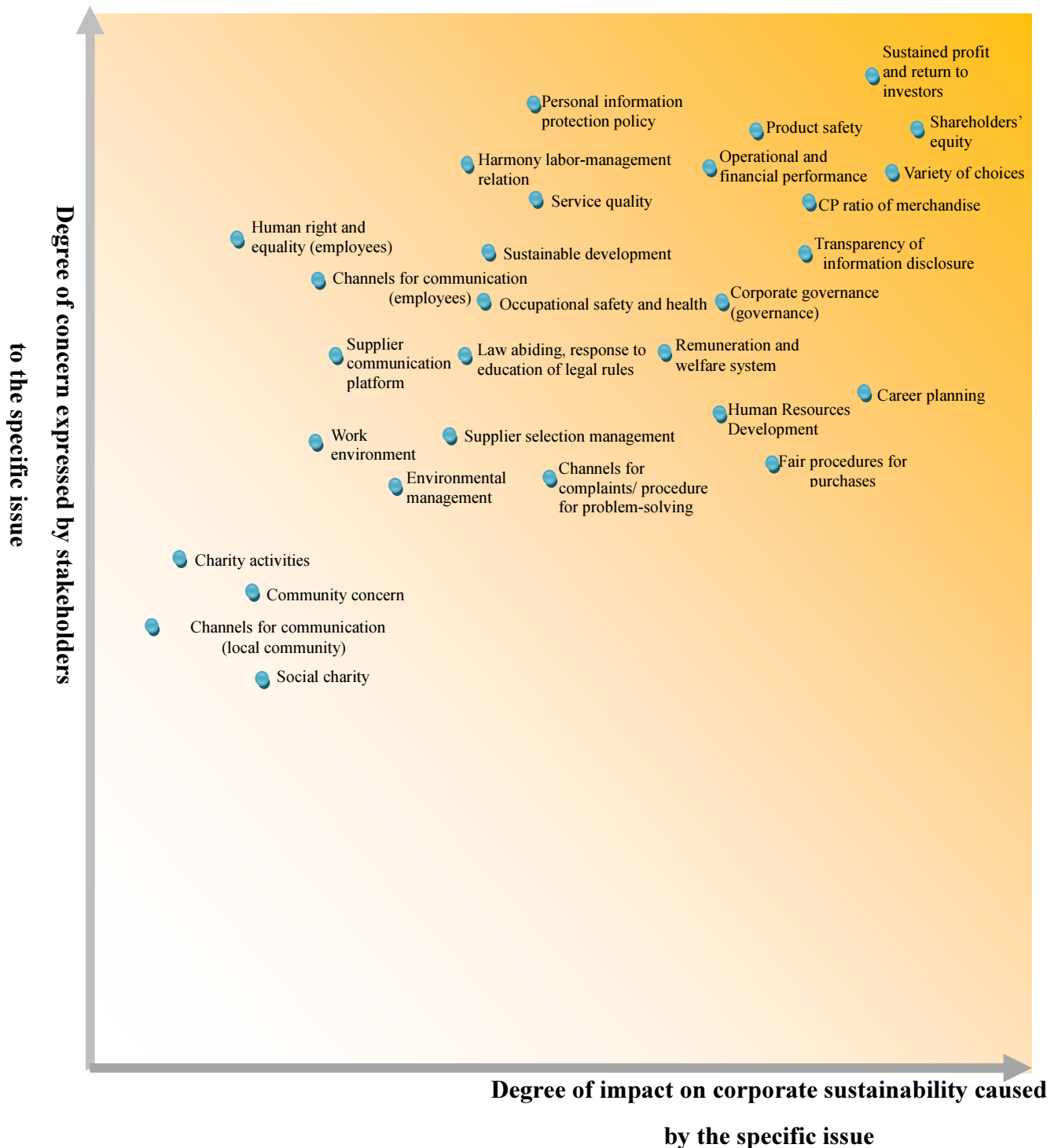
Channels for communication



Strategy and Vision

III. Matrix of significant analysis on critical issues

Poya International conducts several interviews and engages in meetings for discussion with stakeholders. With the findings from the interviews and the meetings, and in consideration of the degree of impact on the operation caused by the critical issues, we mapped out the following matrix through the significant analysis on crucial issues:



About Poya International

■ Company Profile

Poya International was derived from the traditional market and night market in Tainan and was founded by Mr. Chen Jian-Zao. Indeed, Mr. Chen Jian-Zao is the pioneer of this type of business operation. With hard work and entrepreneurial spirit, Mr. Chen Jian-Zao laid down a solid foundation for subsequent development of Poya international from the origin business in wholesaling of daily items and beauty care.



In 1993, the general manager Mr. Chen Zong-Cheng joined the management team. In order to increase the market share and enlarge the operation scale in the specialty-store market of Kaohsiung, Mr. Chen Zong-Cheng opened the first branch in Kaohsiung. Next year, the chain store system has successfully come into shape and the 1st generation CIS has been established. In 1998, the Company officially used “POYA” as the trademark and completed the design of CIS for the 2nd generation.

CIS at different stages



1st
generation



2nd
generation



3rd
generation



4th
generation

Profile of Poya International

- Date of establishment: March in 1997

- Number of staff in 2013: 2,854 persons

- Capital in 2013: NT\$929 million

- Core business: Merchandise retailing

- Company address: No. 74, MinZu Road Section III, Mid-West District, Tainan City

In 2000, Poya International signed an agreement with “Hua Nan Securities” for supervision of listing in GTSM for further expansion of business territory and market. In 2002, Poya International has successfully listed in GTSM for trading its stock. Since then, Poya International has come into a new era of operation, and emerged as the first company in Taiwan listed in GTSM as a retailer of “cosmetics and groceries specialty store”.

In 2009, Poya International established its operational headquarter in Taipei to fortify its support capacity by the centralized purchases and the resources sharing. This makes Poya International more competitive. Furthermore, Poya International upgraded its stores to 4th generation in 2012 for providing customers

better services and expands locations nationwide for satisfying more communities and market demands. Owing to the lead of the management and the efforts of all employees, Poya International had 87 stores in Taiwan by the end of 2013. Being a member of Taiwan Chain Stores and Franchise Association, Poya International spares no effort in the advocacy of chain store franchise industry in Taiwan.



About Poya International

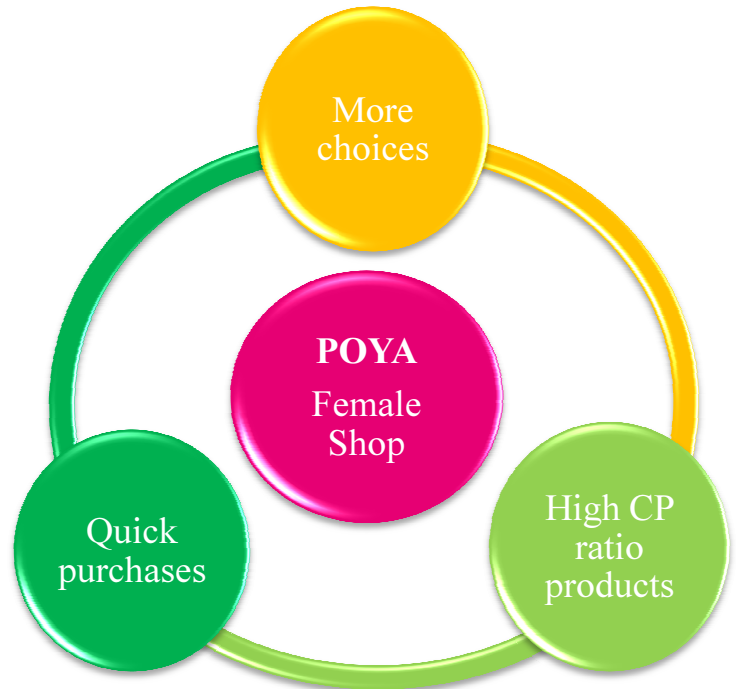
■ Poya Brand Value

Poya International (herein called Poya) is a specialty store mainly selling personal cosmetics and daily products. The main customers are the female aged between 15 to 49 years old. There are over 45,000 sku (Stock Keeping Unit) in Poya. In addition to the female products, Poya also sells those merchandises for male and children. It is our core value of providing more choices to our customers that Poya can satisfy female customers' demand on one-stop shopping.

Poya puts much emphasis on CP ratio of the products. With strong capacity in product development, Poya can quickly respond to market needs and can select user-friendly, safe, and no frills products for the customers to help them reduce the searching cost.

Recently, Poya has spared no effort in upgrading its stores to 4th generation. The features of 4th generation include all-new and designed store decoration, bright and comfortable shopping space, both of which fully upgrade the customers' purchase experience. Besides, the clear shopping route and correlated product allocation also allow customers to purchase quickly and easily.

In 2011, Poya launched the new generation CIS. With vivid colors and graphic design, Poya can more precisely convey the brand image of "Beauty, Trendy, Color", and enhance the cognition and reliability of consumers with Poya.





About Poya International

■ Products and Industry Outlook

I. Introduction to products

The products sold by Poya can be separated into four categories, including trendy skin care and cosmetic products, daily merchandises, trendy underwear and socks, and delicate and personal supplies. The sale proportion of each product category is shown in the chart on the right side. Currently, Poya also provides free gift packing, locker service, and parking for our customers. We expect to provide more services in the future. For example, the restroom will be available; the new communication platform will be developed for real-time and diversified interactions with the customers; fans page on FB will be operated to offer more discount messages, and full information on new merchandises and events.

Sale proportion of each product category



Brief introduction to each product category is shown below:

Trendy skin care and cosmetic products

Includes domestic and foreign brands of cosmetics, skin care, beauty and health products displayed over-the-counter, and cosmetics and skin care products displayed on the open-shelf



Daily merchandises

Includes daily necessities such as family groceries, shampoo and showering products



Trendy underwear and socks

Includes famous branded underwear displayed over-the-counter, personalized and trendy underwear and socks



Delicate and personal supplies

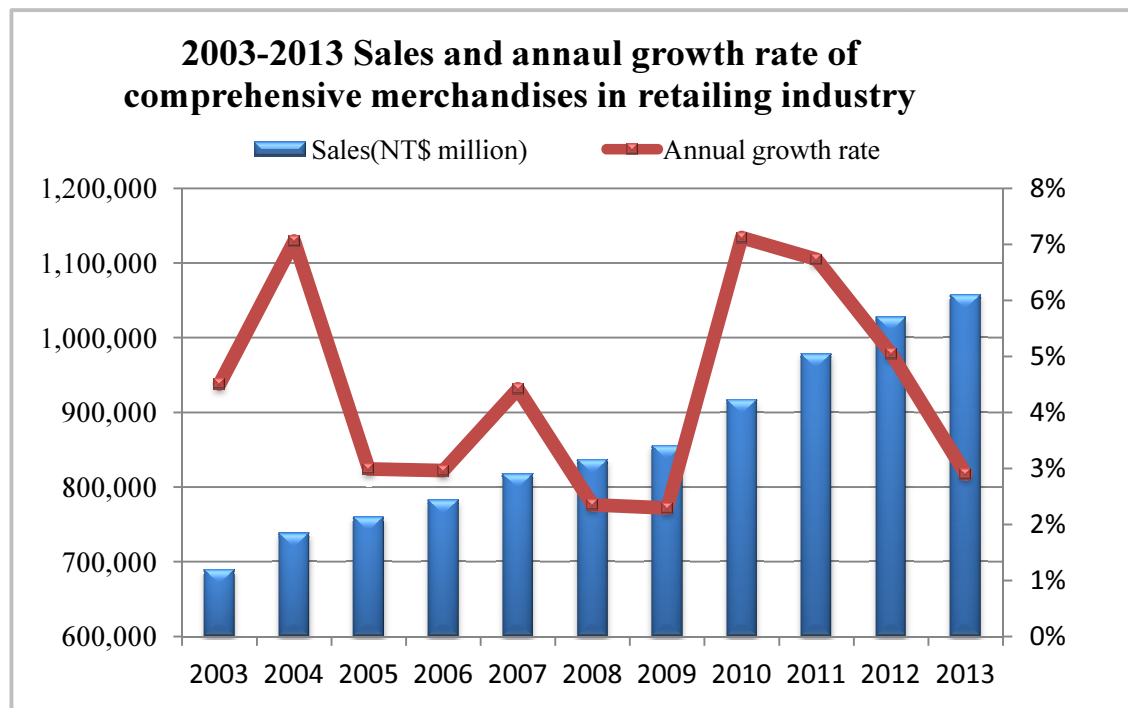
Includes foods, stationery, leather goods, and fashion ornaments



II. Industry Outlook

1. Industry Outlook and Prospect

The comprehensive merchandise retailing industry is for the domestic demands, in which the stores carry the products covered needs for food, clothing, living, transport, education, and entertainment. Thus, the growth of this industry in the future will be closely associated with the GDP and the consumer spending. The recent statistical figures of Taiwan in GDP and consumption in the private sector indicate that consumption in the private sector increases, correlating directly with the rise in GDP. As such, the sales of comprehensive merchandises in retailing industry also enjoy sustained growth (See the chart below).



Source: “Business Sales Statistics” compiled by the Department of Statistics, Ministry of Economic Affairs.

The comprehensive merchandise retailing industry in Taiwan is well-developed. Currently, the consuming market has transformed from the era of “manufacturer-oriented” and “retailer-oriented” to “consumer-oriented”.

The purchasing power of customers and the consumption environment will be affected by the factors such as global economy, the trends of emphasis on high CP ratio and fair-priced trendy purchases, convenience of transport, family structure and the regional development. As the basic needs being satisfied, the living standard being improved and the consuming environment being altered, the consuming behaviors of the customers also change. As a result, more value-added services, such as efficient and convenient services, safe and comfort shopping space, better taste in lives, shall be provided by the retailers.

The orientation of consuming market

Manufacturer-oriented

Retailer-oriented

Consumer-oriented



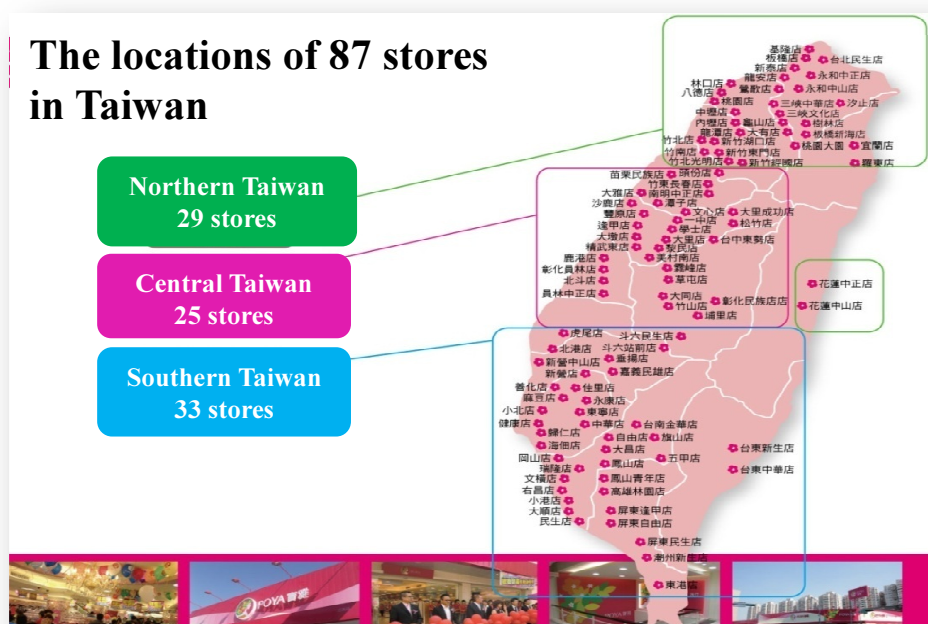
About Poya International

In respond to the changes in shopping types and consumption needs of the customers, the retailers currently put much emphasis not only on the basic functions of food, clothing, living, and transport, but also on the amused functions of education and entertainments. Thus, the business strategy in comprehensive merchandise retailing industry gradually focuses on differentiation and personalization instead of homogeneousness.

It is because the products carried in the comprehensive merchandise retailing industry are suitable to the public that the customers shall be restricted to the geographic regions. In order to expand market and carry out the economics of scales, the retailers shall keep opening new stores. As such, the chain store system on operation is gradually formed. By the end of 2013, Poya operated 87 stores in Taiwan. The store locations were distributed all over Taiwan as shown in the map below.

In recent development of the comprehensive merchandise retailing industry, the type of retailing in Taiwan has resembled the developed trend of retailing type in Europe and USA. There are more and more compounded stores (such as hypermarkets and department stores) to satisfy customers' various demands on food, clothing, living and transport. In the trend of market segmentation, a new business model focusing on female customers has been gradually formed and that is what Poya owns.

With respect to the sales, the retailers spare no effort in store expansion, joint marketing and promotional events in order to attract customers by creating a better image and reputation of the stores, and to provide customers various services without geographical limitation by the chain stores national wide. Besides, it is the centralized purchases that can remain a competitive advantage of the retailer. With the large volume of purchases, the retailer can enjoy the economics of scales, enlarge the margining power with the suppliers, lower the inventory cost effectively. As such, the trend of setting up the chain store system in comprehensive merchandise retailing industry shall be inevitable in the future.

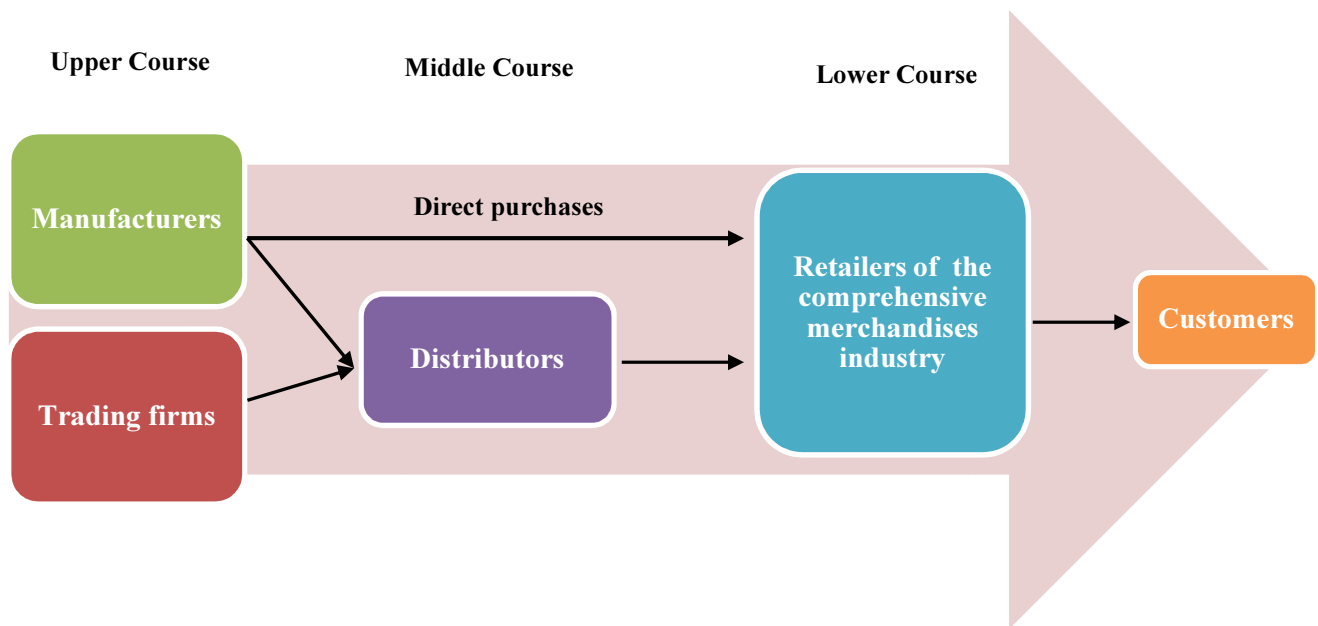


About Poya International

2. The association among the upper, middle, and lower industries

Poya is a retailer selling a whole variety of merchandises and is located at the lower course of the comprehensive merchandise retailing industry. The sources of merchandises include manufacturers, distributors, and trading firms. For providing the customers better quality products at cheaper prices and for reducing the purchase costs, Poya has turned to make a direct purchase from the trading firms and the manufacturers.

The following chart shows the associations among the upper, middle, and lower industries.

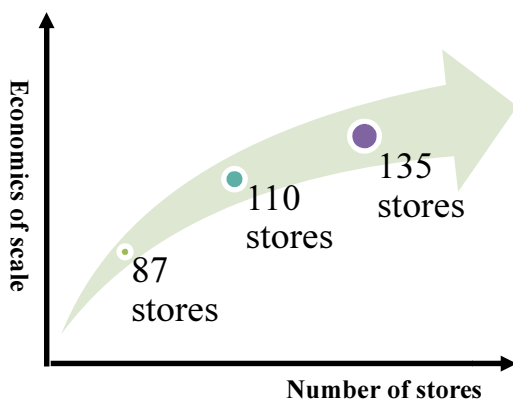
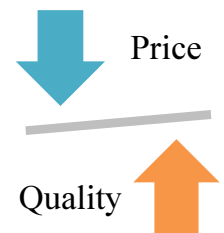


3. Trend of product developments

(1) Products with high CP ratio and fair-priced fashion

The change of consuming habits drives the young customers to purchase the products with high CP ratio and fair-priced fashion. Thus, the only way to attract consumers is to satisfy their needs with such products.

(2) Business development of large scale and chain store system



It is the market trend for the retailers to enlarge the scales and set up the chain store system for pursuing the economics of scales and better national brand images. More precisely, large scale and chain store system can help the company lower its operational expenses and share the company resources which makes the corporate management, merchandise purchase, marketing planning and development, and inventory management more competitive. Besides, it also leads to higher market shares and fast business duplication by economics of scales, better competitive abilities and brand awareness enhancement.



About Poya International

III. Market Analysis

Poya belongs to the lower course of the comprehensive merchandise retailing industry. According to the report compiled by the Ministry of Economic Affairs, the store categories in comprehensive merchandise retailing industry include the department stores, supermarkets, convenience stores, hypermarkets and others. Among them, Poya is in the category of other stores of selling comprehensive merchandises.

Poya adopts the chain store system on selling delicate daily merchandises. The niche products are trendy skin care and cosmetic products, and delicate personal suppliers. It is the focus on these two categories of products and comfortable shopping space that Poya can be differentiated from the hypermarkets, supermarkets, convenience stores, pharmacies and drug stores and can be one of the independent categories in the retailing industry.

As the comprehensive merchandise retailing industry being prosperous (as shown in Chart A), the sales of other stores selling comprehensive merchandises also thrived annually. From 2009, the annual sales increased by more than 3%.

Sales percentage of each store category in 2013

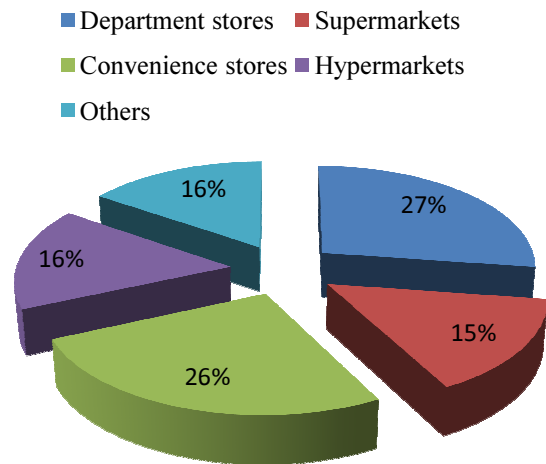


Chart A: 2009-2013 Sales and annual growth rate of comprehensive merchandises in retailing industry

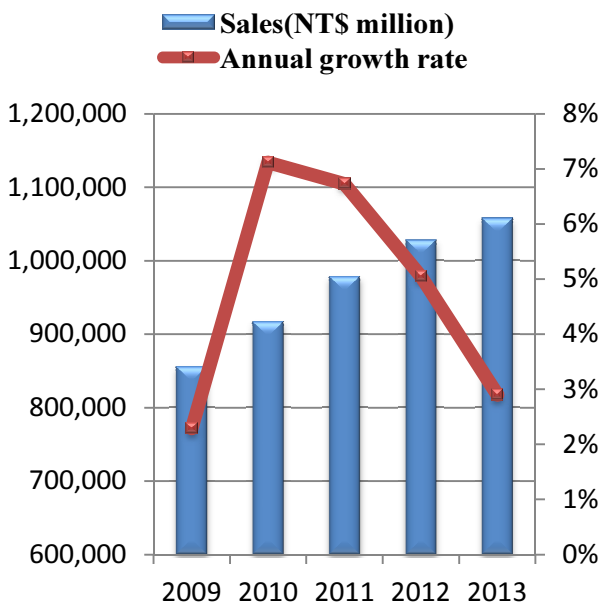
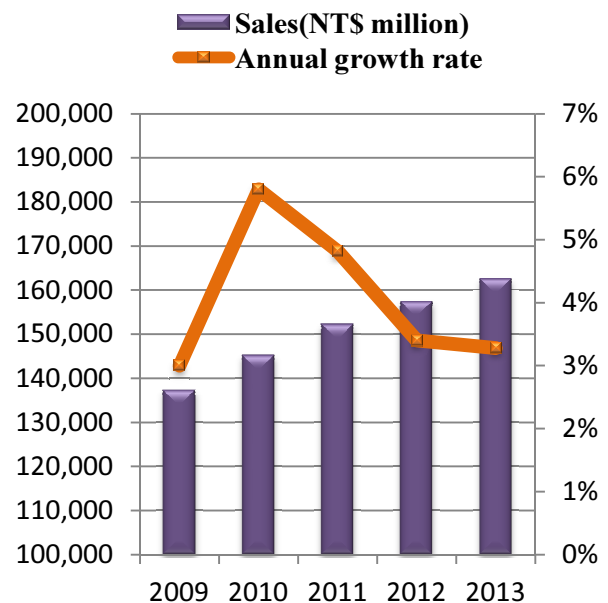


Chart B: 2009-2013 Sales and annual growth rate of other stores selling comprehensive merchandises



Source: "Business Sales Statistics" compiled by the Department of Statistics, Ministry of Economic Affairs.

About Poya International

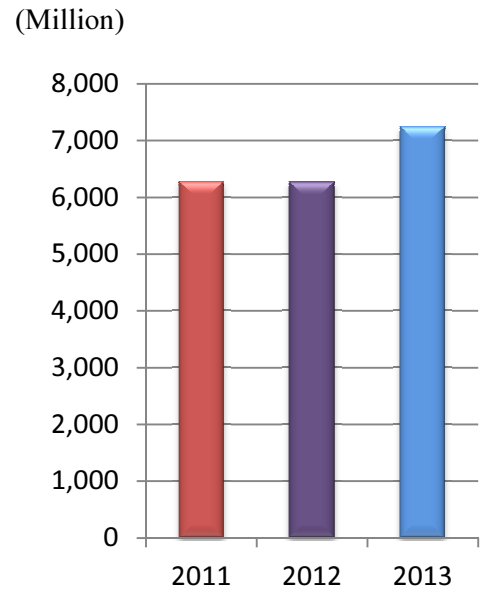
As more and more market demands on and under the industry trend of high CP ratio products and chain store system developments, the sales of Poya increased annually.

As shown in the chart on the right side, the sale growth rate in 2013 was 15.57%. The market share (in proportion to the total sales of other stores selling comprehensive merchandises) in 2013 was 4.46%, which increased from 3.98% in 2012.

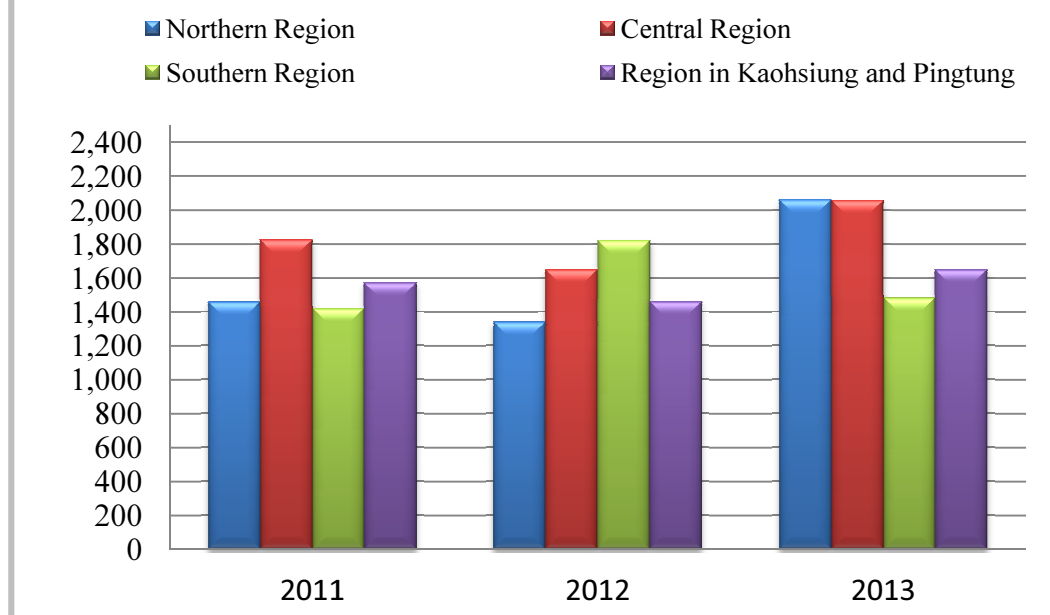
By the end of 2013, Poya had 87 stores national wide. There were 29 stores in Northern Taiwan, 25 stores in Central Taiwan and 33 stores in Southern Taiwan and the region of Kaohsiung and Pingtung (refer to the map in p15 for the store distribution). The annual sales of each region in the period of 2011-2013 are shown in the table below.

Except those stores in Southern Taiwan affected by the remodel programs, the sales of each region all increased. The growth rate of stores in Northern Taiwan was more significant, being 53.70% in 2013. It was followed by the sales of stores in Central Taiwan with sales growth rate of 24.79% in 2013. Owing to the rapid sales growth of stores in northern Taiwan, the sales proportion to overall sales increased from 26% in 2012 to 28.4% in 2013.

2011-2013 Annual Sales



2011-2013 Annual Sales by Region





About Poya International

Business Model



About Poya International

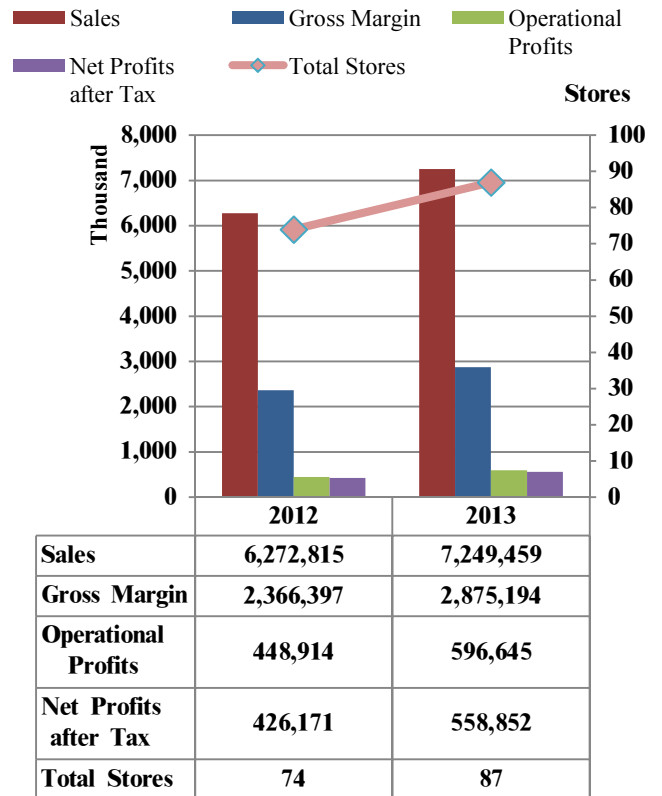
Operational Performance

Under a viable business model, Poya can provide our customers more choices on merchandises, higher CP ratio of the products and a more comfortable shopping experience. Moreover, Poya increases the sales by store expansion. It is the store number increasing to 87 that Poya could reach more target customers and the target market. Compared to 2012, the sales in 2013 increased by 16%.

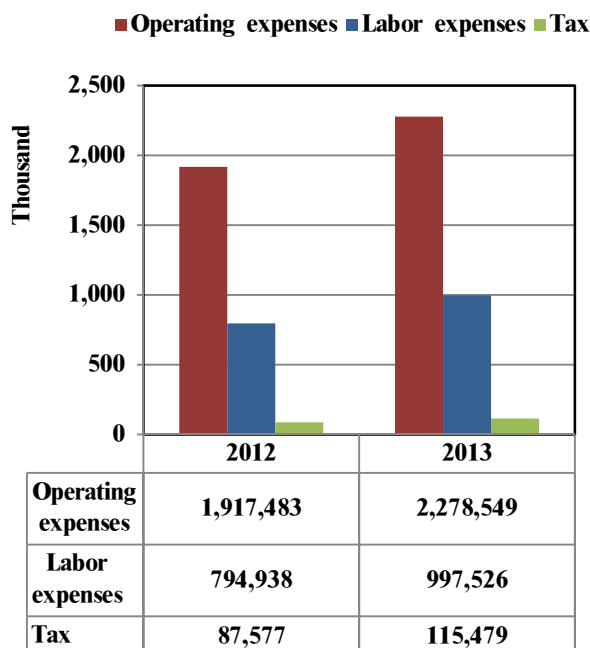
On the other hand, Poya can take advantage on the large purchases because of the business enlargement. Also, the centralized delivery decreases the inventory per store and lowers the delivery fee. As such, both the gross margin and the profits after tax all increased significantly.

Since there were 13 new stores opened in 2013, the salaries and the operational expenses increased compared to those in 2012. Besides, the debt ratio in 2013 was also higher.

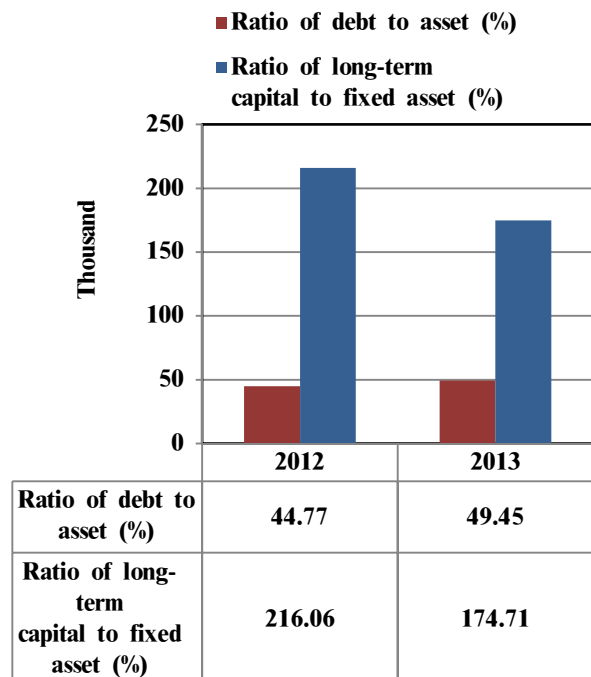
Financial and Operational Performance



Expenses



Financial structure

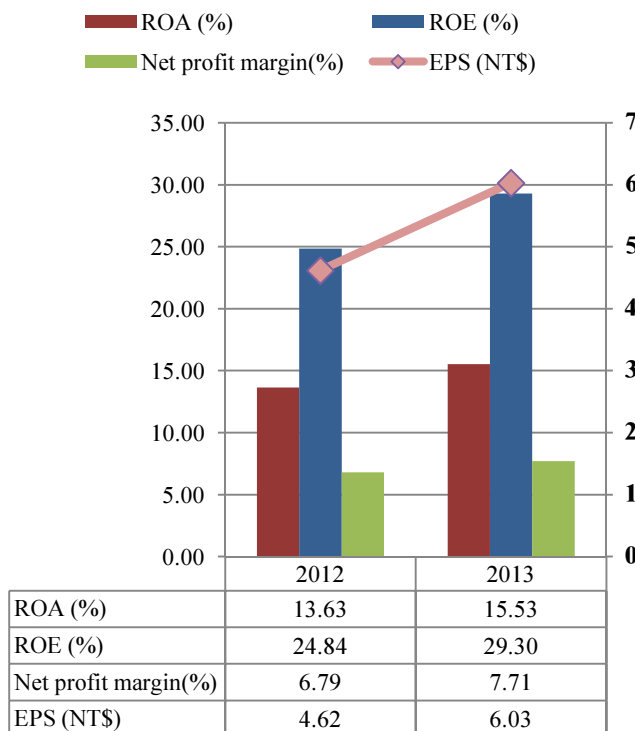


About Poya International

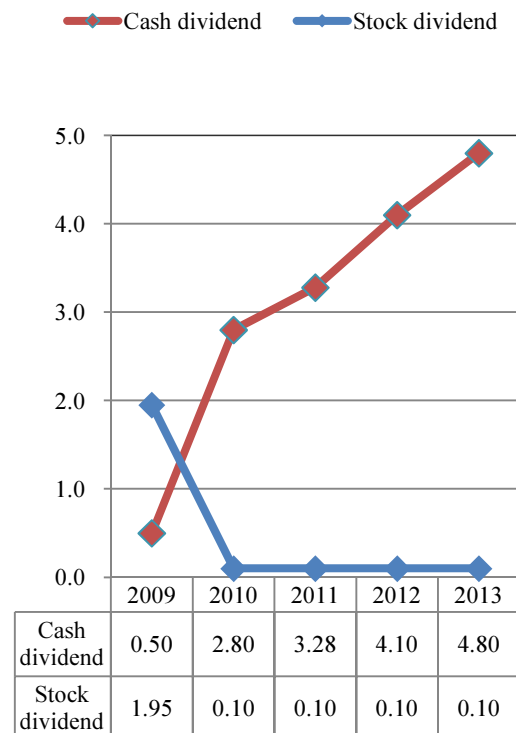
Poya highly values shareholders' equity, and spares no efforts in accumulating its market experiences and professional technological-know-how in order to respond to systemic risks brought about by market fluctuation. (Recently, the operating expenses were increasing because of the rising price of power supply and upward adjustment of labor wages, and the outbreak of the food safety and contamination crisis caused serious damage to the image of Taiwan in food safety. As such, the consumers lacked confidence and the enterprises faced critical challenges in their operation environment.)

Poya has its profitability augmented under the effort of both the management and all personnel. Likewise, ROE increased from 24.84% in 2012 to 29.30% in 2013. ROA also increased by 1.9% and earnings per share amounted to NT\$6.03. For long time, Poya has maintained the dividend payout ratio to be more than 80%. Thus with the increase in earnings per share, the cash dividend also increased to NT\$4.8/share.

Profitability



Dividend distribution





About Poya International

Credentials

For long time, Poya has dedicated itself to talents training and upgrading customers' value. The efforts not only make Poya emerged as a reliable brand for the consumers, but also let Poya firmly recognized by the public and related government agencies with the awarded of several credentials (see the following Chart). The credentials really show the recognition of the efforts and the results made by Poya. In the future, Poya will make ceaseless effort in self-challenge, corporate innovation and transformation, brand image creation and benchmark learning model establishment. Through more cautious planning, more flexible strategy and more positive execution, Poya will provide customers better services and quality.



The Company Name of the Ranking
206 Poya International

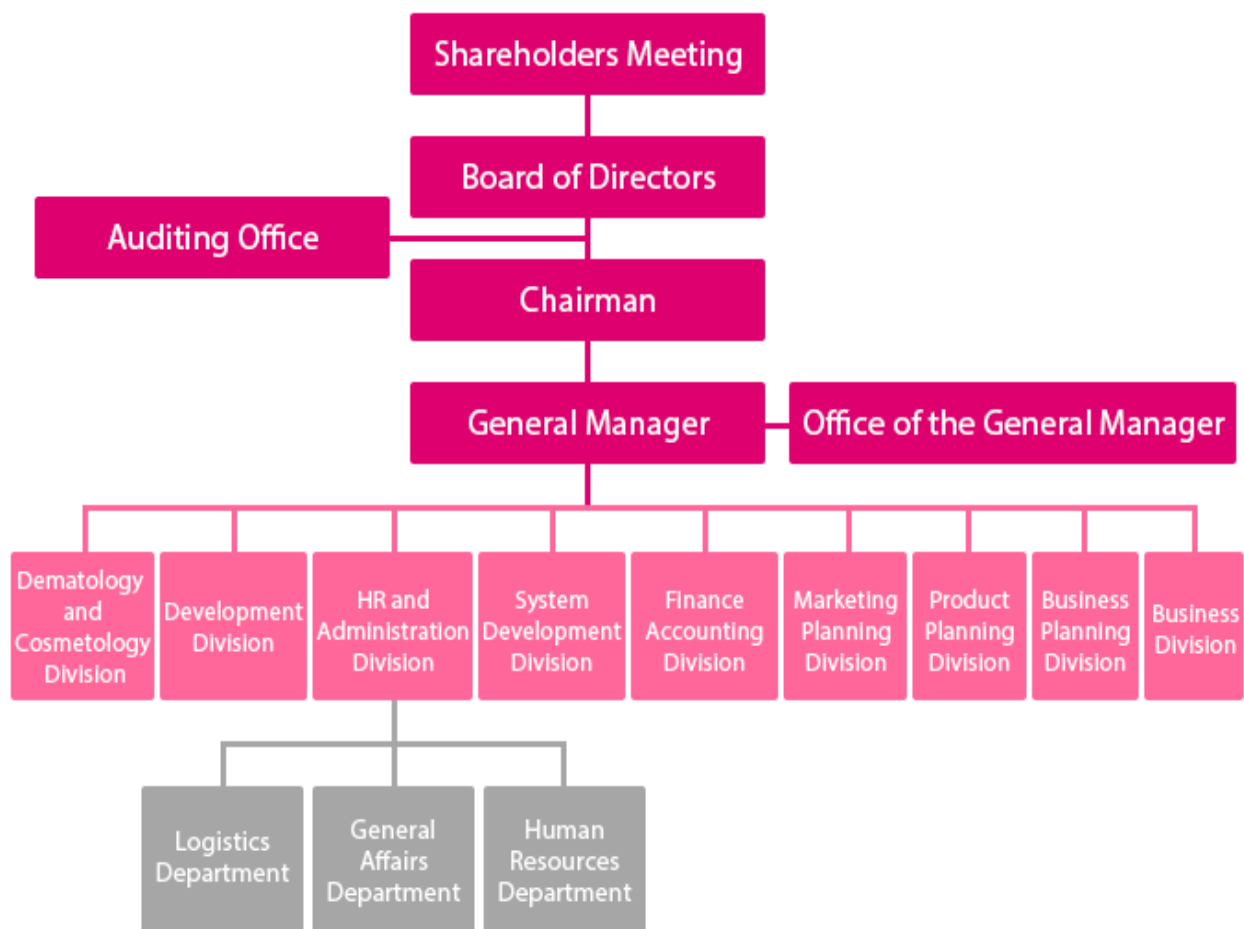




Corporate Governance

Poya persists in and focuses on the operation of core business being the retailing of comprehensive merchandises. For the effectiveness and the upgrade of corporate governance, Poya planned to establish the “Audit Committee” and the “Corporate Social Responsibility Committee” in 2014. In addition, Poya enacted the “Corporate Governance Best-Practice Principles” to effectively realize the information disclosure of corporate governance.

■ Organizational Chart of the Company



Corporate Governance

■ The Board of Directors and Functional Committees

Poya is listed in GTSM, and it has established the Board of Directors, the Compensation Committee and so on as required by the relative laws. Besides, Poya has already instituted a viable internal control system and related regulations on management though it has not yet instituted the “Corporate Governance Best Practice Principles”. The control function is sound and Poya has realized corporate governance step by step. In addition to complying with the “Corporate Governance Best Practice Principles for TWSE/GTSM-listed Companies”, the Company Act, Securities and Exchange Act, and other applicable legal rules, Poya has also enacted the “Parliamentary Procedure for Shareholders Meeting”, the “Rules for Director and Supervision Elections”, the “Parliamentary Procedure for Board Meeting”, and the “Organizational Code for Compensation Committee”

I. The Board of Directors (herein called the Board)

The Board of Poya is consisted of 7 Directors and 3 Supervisors of whom 3 are Independent Directors for intensifying corporate governance. All Independent Directors fulfill the requirement on work experiences, professional abilities, and independence, and are able to well perform the function of independent directors. The Supervisors are responsible for effective internal control, including monitoring the execution of all business, reviewing the audit reports compiled by the auditing division of the company, giving relevant recommendations timely, and attending Board meetings as observers in order to understand the operation of the Board. The company calls a Board meeting at least once a month. However, it shall call for special session in an emergency. The minutes of all meetings on records shall be retained as required. It is convening the Board meeting that the Directors can more understand the status of business operation. This help to intensify the managerial function and the corporate governance of the company. The current job position of the Board members in Poya and other companies are as followed.

<p>Chairman Chen Chien-Chao</p>	<ul style="list-style-type: none"> • Chairman of Duo Chin Investment Co., Ltd. • Director of Poay Investment Co., Ltd. • Supervisor of Chen Ching Investment Co., Ltd.
<p>Vice Chairman Chen Fan Mei-Jin</p>	<ul style="list-style-type: none"> • Chairman of Poay Investment Co., Ltd • Director of Duo Chin Investment Co., Ltd. • Director of Chen Ching Investment Co., Ltd.;
<p>Director and General Manager Chen Zong-Cheng</p>	<ul style="list-style-type: none"> • Supervisor of Poay Investment Co., Ltd; • Supervisor of Duo Chin Investment Co., Ltd. • Director of Chen Ching Investment Co., Ltd. • Supervisor of Taoyuan Hotel



Corporate Governance

Director
Sun Da-Wen

- Chairman, TAIFLEX Co., Ltd.
- Chairman, Chiao Mei Development Co., Ltd.
- Chairman, Innatech Co., Ltd.
- Chairman, Yu Ben Investment Co., Ltd.
- Chairman, Taiflex (Kunshan) Co., Ltd.
- Independent Directors, BIONET Corp.
- Independent Director, ACX Corporation
- Director, Welltend Co., Ltd.
- Institutional Director, Poya International Co., Ltd.
- Institutional Director, Innovision FlexTech Corp
- Institutional Director, Acelon Chemicals & Fibers Corporation

Independent Director
Lin Tsai-Yuan

- Chair Professor, Graduate School of Management, Chang Jung Christian University

Independent Director
Shih Bo-Ren

- Lecturer, Department of Business Management, Yung Ta Institute of Technology & Commerce

Independent Director
Wei Xing-fang

- Associate Professor & Chairman of Business Administration Department, Chang Jung Christian University
- Adjunct associate professor, Dept of Economics, National Cheng Kung University

Supervisor
Tsai De-Shiang

- Supervisor, CTMA

Supervisor
Hsieh Chun-Kun

- Manager, Tuugo Co., Ltd.

Supervisor
Chen Ming-Shian

- Chairman and VP, ST. Shine Optical Co., Ltd.;
- VP, Greater China Business Dept, ST. Shine Optical Co., Ltd.;
- Director, Shine Optical Holding Groups Inc.
- Director, Optical Connection Inc. USA;
- Director, Shine Optical (Samoa) Holding Groups, Inc.
- Director, Shine Optical HK Limited;
- Supervisor, Poya International Co., Ltd.



Corporate Governance

I. The Compensation Committee

The Board of Poya resolved to establish the Compensation Committee on December 26 2011 for fortifying the function of the Board in compensation management. The Committee consists of 3 Independent Directors and assists the Board to execute and assess the overall compensation and welfare policy of the company and the compensation to the Directors and the Supervisors. It helps to ensure the compensation management complies with the applicable laws and can attract talents. The education and experiences of the Compensation Committee members are shown in the table below:

Independent
Director
Lin Tsai-Yuan

- PhD, Honoris Causa, Human Resources, American M&N University
- PhD, Business Administration, National Cheng Chi University
- Master, Accounting, National Cheng Chi University
- Associate Professor of Accounting, National Cheng Kung University
- Professor of Business Administration, National Sun Yat-Sen University
- Dean of Institutional Affairs, National Sun Yat-Sen University
- Director and Vice President, Evening College, National Sun Yat-Sen University
- Vice President, Chang Jung Christian University
- Visiting Professor, College of Management, Sun Yat-Sen University at Guangzhou
- Professor of management and accounting, Tamkang University
- Executive VP, Sunonwealth Electric Machine Industry
- President, Guangdong Liang Light Fixtures Co., Ltd.
- Independent Director, Taiwan Business Bank
- Convener, Remuneration Committee of Sunnowealth Electric Machine Industry, TYC Brother Industrial Co., Ltd.
- Practicing CPA, Chung Hsin CPA Office(1972-1988)
- Passed the advanced CPA examination
- Passed the securities investment analyst exami
- Members of Taiwan CPA Association

Independent
Director
Shih Bo-Ren

- Master, financial management, National Central University
- Dept of Statistics, National Chung Hsing University
- Clerk, Financial Dept, Yuasa Taiwan
- Assistant, Cooperative Bank (General civil service exam in Statistics)
- Clerk, Cooperative Bank(Class B exam in banking and finance)
- Assistant, Farmers Bank
- Clerk, Central Trust Bureau (Advanced civil service exam in finance and banking)
- Team leader, E-Sun Bank

Independent
Director
Wei Xing-fang

- LLD, National Chengchi University;
- LLM, National Chengchi University
- Post doctoral research at EU Competition Commission under a grant from the Ministry of Education



Corporate Governance

■ Risk Management

Poya focuses on the operation of retailing business. Major policies in operation, investments, banking and financing proposals have all been assessed and analyzed by the related authorities of the company and been resolved for execution by the Board. The auditing division shall also make the annual auditing plan based on the risk assessment reports and shall execute the plan thoroughly for realizing the monitoring function and controlling the executing on the risk management. The organization for managing major risks and the functions responsible for executing each risk management are as followed.

Capital and Financial Risks

- Poya has adopted overall risk management and control system for recognizing all the risks of the company (including market risks, credit risks, liquidity risks, and cash flow risks). It helps the management to effectively set up and impliment the strategies. Besides, the company has also conducted analysis and mapped out relevant measures to cope with the change among legal environment, government policies, and the market. Through risk assessments, Poya controls and reviews the relevant risks perpetually.

Strategic and Operation Risks

- Both the risk assessment and the performance review before/after the strategic execution shall be made by the Business Division and the Office of General Manager for the purpose that the corporate strategies fulfill the vision and reach the operating goal of the company.

Auditing Division

- It's the adoption of the risk assessment and reviewing model. The auditing division shall assist the internal division of the company and the related corporation to review those high or middle leveled risks which have impact on their goal reaching. Besides, the auditing division shall also provide the advisory services in system planning and procedure designing by understanding the sufficiency and effectiveness of internal control on these high or middle leveled risks. It helps to improve the operation and adminstration risks and increase corporate value

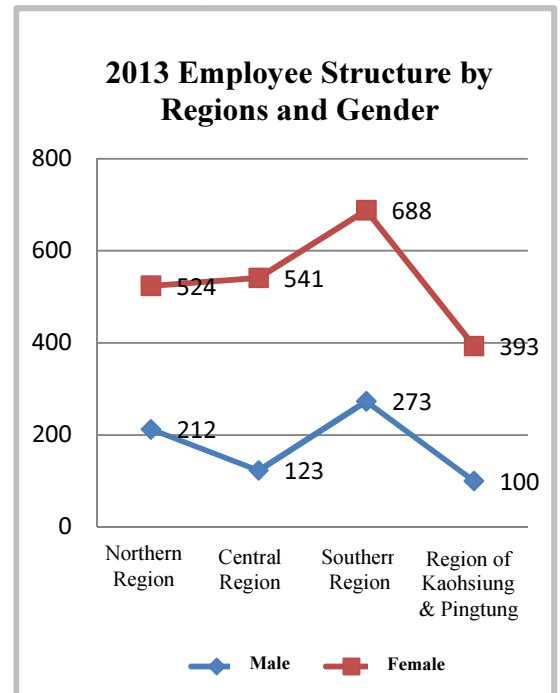
Employee Concern

Employee Structure and Related Statistics

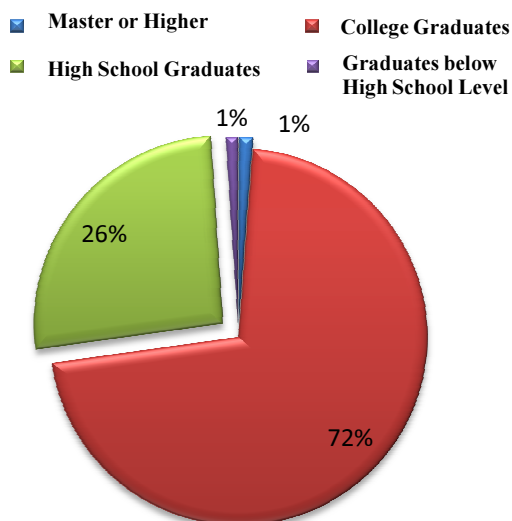
Poya is the retailing store for the female, selling trendy skin care and cosmetic products, personal supplies and daily merchandises. It is the brand value of “Beauty, Trendy, Color” for our customers that everyone in Poya connects the daily lives and the work. As such, the monotonous works become colorful and we can be more sensitive to the fashion trend through working.

By the end of December 2013, Poya has 2,854 employees and has about 3000 staff if considering the partners of the logistic center. Among the employees, the females account for 75% and the males account for 25%. There is maximum staff number in Southern Region. The employee structure by regions and gender is shown in the Chart on the right side.

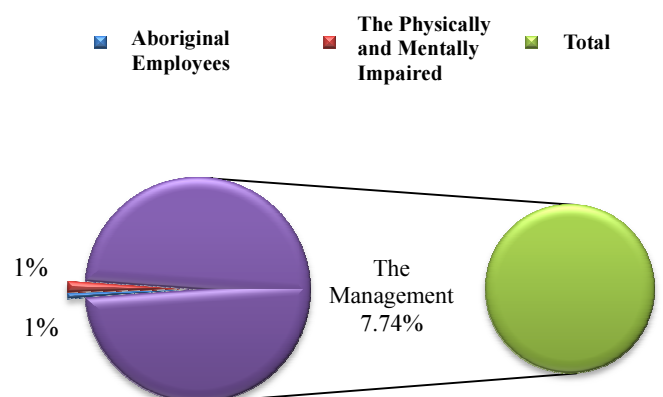
Most of the employees in Poya are college graduates or higher. The management accounts for 8% of total employees and there are 92% who are non-managements. A percent of the employees are respectively the aboriginal people of Taiwan and the physically and mentally impaired.



Proportion in Education Level



Proportion of the Management, Aboriginal Employees, and the Physically and Mentally Impaired



Employee Concern

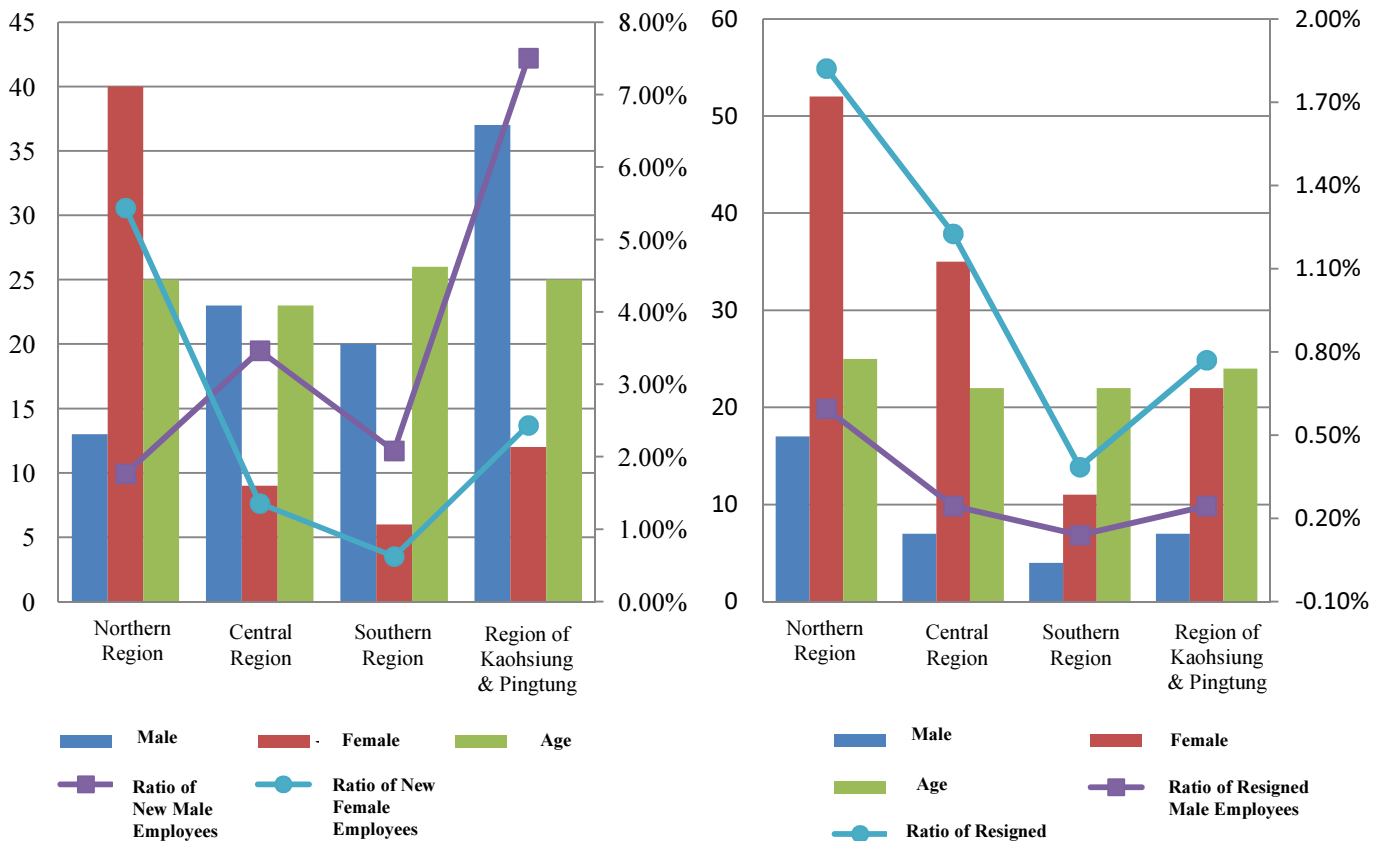
Poya has an increasing demand on human resources as there are more and more new stores opened. Number of new employees in 2013 is graphically shown in the Chart below. There are new employees of the stores in each region with the average age to be 20 to 25 years old. In Northern Taiwan, the proportion of new female employees is higher. However, the proportion of new male employees is higher in the Region of Kaohsiung and Pingtung.



Poya hopes all of our employees have enthusiastic attitudes toward works and can grow with the company in order to raise the customers' value and provide better services to our customers. Yet, the rapid change and highly competitive work environment cause some employees depart. In 2013, the turnover rate on female employees was higher than that on male employees. Besides, the turnover rate in Northern Taiwan remained the highest and it's the lowest in Southern Taiwan. In general, the average age of the resigned employees was around 20 years old.

Number of New Employees in 2013

Number of Resigned Employees in 2013



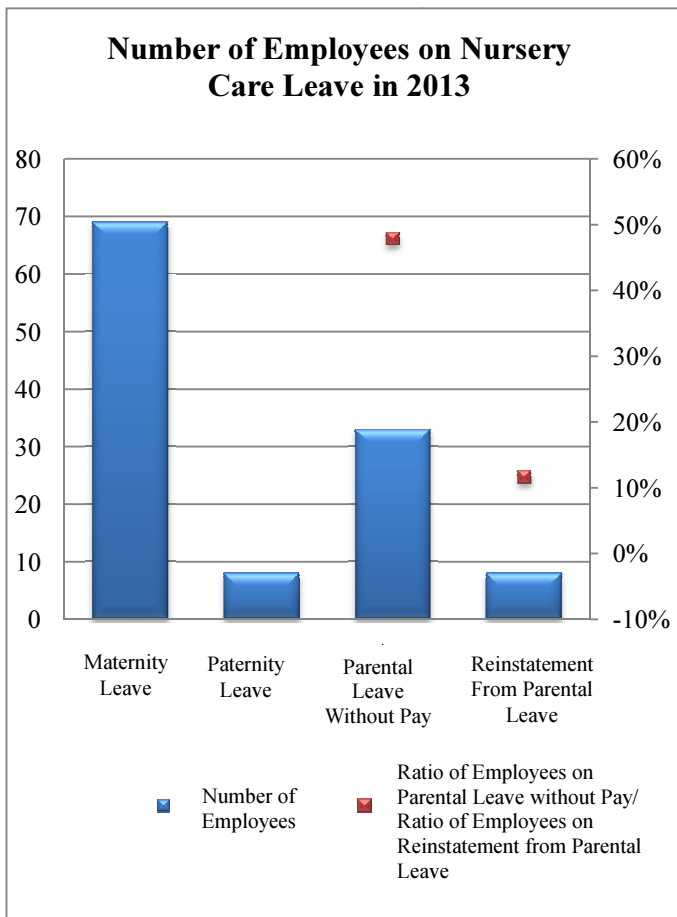
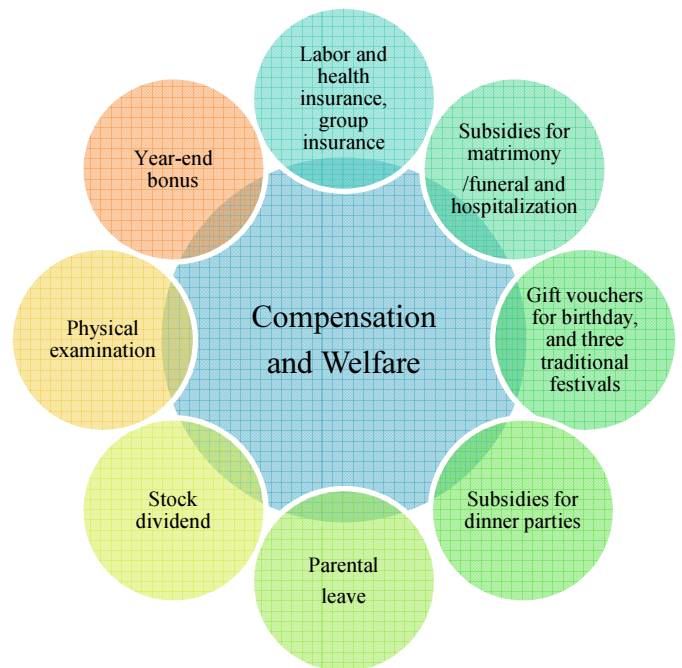


Employee Concern

Employee Compensation and Welfare

Poya puts emphasis on the fairness of the compensation system and avoids any difference in compensation because of the geographic factor, age, seniority, race, or gender. All employees are equally paid for the same job and salary adjustment is based on the overall performance evaluation. A sufficient amount of pension fund has been allocated and prepared for the employees.

In addition to establishing the Employee Welfare Committee, Poya also offers the employees favorable welfares which are at a level much better than the standard required by the Labor Standards Act. For example, there is physical examination to take care of employees' health and prevent severe diseases; there are year-end bonuses and stock dividends to encourage employees for better performance.



Besides, Poya also provides the female employees a stable work environment by offering maternity leave and parental leave. Employees may also apply for parental leave without pay based on personal needs. In 2013, the ratio of employees on parental leave without pay was around 47.83%.

For those employees on parental leave without pay, a part of them returned to work. The ratio of employees on reinstatement from parental leave is 11.6%. It is family factors or personal career planning that some of the employees leave Poya.



Employee Concern

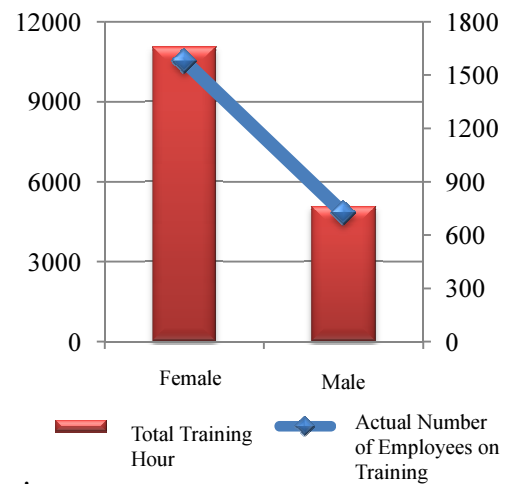
Employee HR Development and Training

I. Training for talents

Poya puts emphasis on the cultivation and training of talents. In addition to routine trainings, Poya provides extra E-Learning platform for the employees to receive complete and real-time learning and training.

Besides, there is a just, fair and transparent performance evaluation system. It helps the employees, under the perquisite of achieving operating goals of the company, to emphasize on self-learning, raise working abilities and make personal career planning.

Status of Employee Training



Employee Training in 2013



II. Career planning

Poya always focuses on the corporate culture of “better performance, more rewards”. It is the abilities and working performance rather than education level or working experiences that lead to better compensation or promotion.

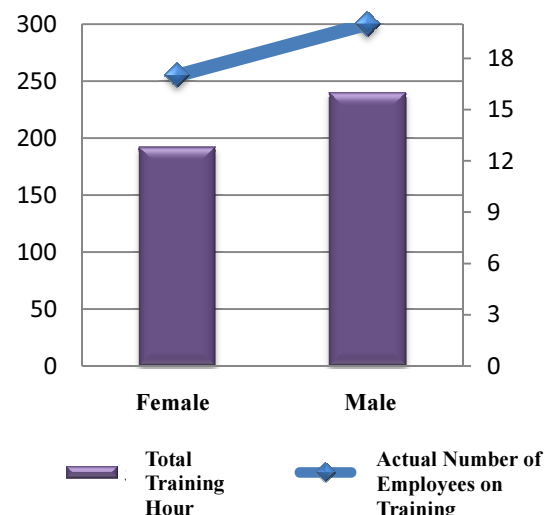
As such, everyone in Poya has a fair opportunity of promotion as long as the employees complete the essential training and is recognized as having contribution to its work. There are complete career planning, standardized training system to assist employees on their work. However as pursuing work performance, everyone shall still observe company policies and

avoids any temptation from the suppliers or outsiders. In 2013, total expenses on employee training and evaluation are around NT\$ 2.1 million.

Employee Safety and Protection

Safety at workplace is a part of responsibilities of the company. Further to the fire safety inspection and the maintenance of facilities at all stores and the corporate headquarters, Poya also appoints professional technicians to all employee residence national wide for inspection of the public areas, safety of home appliances, water heaters, and fireproof equipment. Under the policies of employee safety and protection, Poya had no people died or injured in 2013 because of corporate facilities or policies. However, there were 38 injuries caused by car accidents in the line of duty in 2013.

Training in Labor Safety



Environmental Protection

■ Mobile Plan and Vision

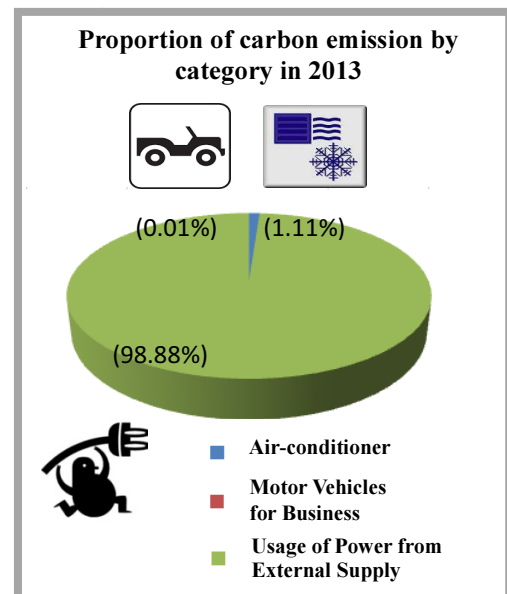


Rapid climatic change in recent years has awakened people of environmental protection. According to IPCC of the United Nations, the emission of three major greenhouse gases was the highest in more than 800,000 years. IPCC also warned that the average temperature on earth before 2100 could rise up by at least 4°C as compared with the preindustrial period. This will lead to intensified drought, flood, rise of sea level, and extinction of certain species. By then, a large human population will face famine, lose their places of inhabitation, strife for valuable resources and end up in armed conflict.

The emission of greenhouse gas has emerged as a vital topic for countries all over the world. They gradually engaged in consultation for collective planning for the joint protection of the environment and sustainable development. As being a member of the earth, Poya also focuses on such an issue and includes it into our commitment in performing corporate social responsibility.

■ Inspection of Greenhouse Gas

In 2013, Poya had 87 stores national wide. The business hours run from 10:00 am to 10:30 pm. Air-conditioning is in effect all through the business hours for providing customers a comfortable shopping space. Thus, one of the sources of greenhouse gas is the vaporization of coolants in the stores. Besides, a part of emission of greenhouse gas is also caused by the exhaust from gasoline combustion from the motor vehicles used by the management staff for routine inspection of the stores. With respect to the product delivery, the company appoints the delivery to the outside logistic contractor. Some merchandise is delivered directly by the suppliers. It is the development of logistic center in 2013 that assists the suppliers to decreases the delivery frequencies and indirectly lower the consumption of gasoline and the emission of carbon dioxide.



【Scope 1】: The primary sources of greenhouse gas emission are vaporization of coolant and consumption of fuels for business use motor vehicles. **【Scope 2】**: The indirect source is from energy consumption, which is the consumption of electric power at the corporate headquarters and the branch locations. The period of inspection is from 2012. Poya started to keep track on the data in 2012 and in 2013. The Emission Coefficient Method is used for tracking the vaporization of coolants in accordance with the greenhouse gas emission coefficient management table of version 6.0.1. Residential and commercial use air-conditioners were used as the emission factors for the calculation of coolant diffusion. The fuel consumption is calculated by the gasoline usage of the motor vehicles based on CO₂ emission factor of both fixed source and mobile source (fuel). Carbon emission from power usage is based on the emission coefficient of carbon from external supply of electricity. See table below:



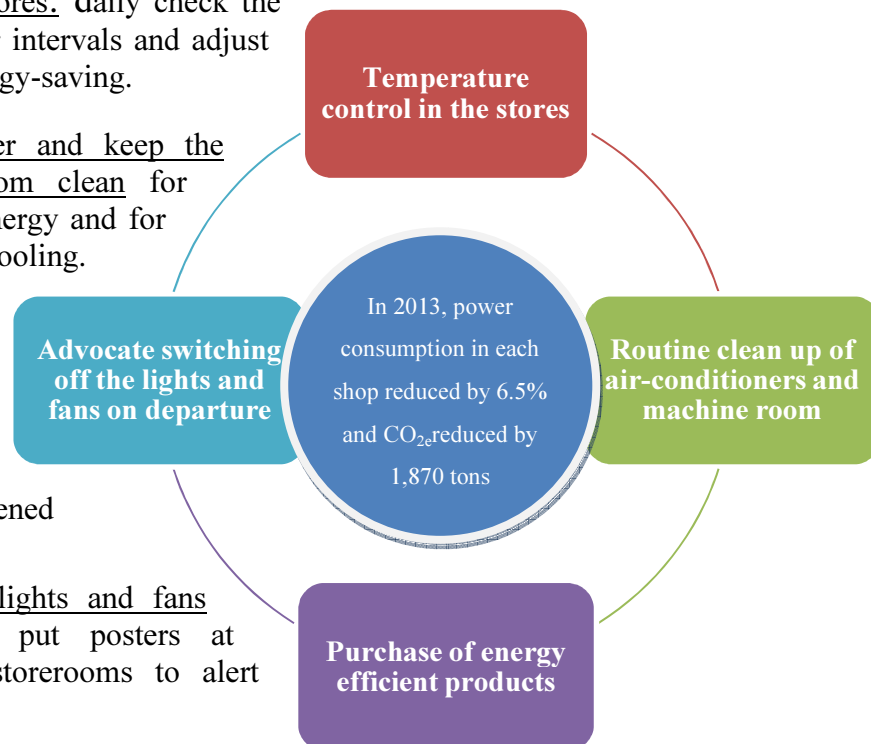
Environmental Protection

2012					
Scope	Category	Corresponding devices	Facilities /Activities	CO _{2c} (kg)	Proportion ofCO _{2c}
1	Source of vaporized greenhouse gas emission	Air-conditioner	Vaporization of the coolants used in the devices	306,968	1.06%
1	Mobile source from fuel consumption of motor vehicles for transportation	Motor vehicles for business	Consumption of gasoline	912	0.00%
2	External Power Supply	Usage of power from external supply	Power consumption	28,740,607	98.94%

2013					
Scope	Category	Corresponding devices	Facilities/Activities	CO _{2c} (kg)	Proportion ofCO _{2c}
1	Source of vaporized greenhouse gas emission	Air-conditioner	Vaporization of the coolants used in the devices	361,095	1.11%
1	Mobile source from fuel consumption of motor vehicles for transportation	Motor vehicles for business	Consumption of gasoline	1,909	0.01%
2	External Power Supply	Usage of power from external supply	Power consumption	32,170,075	98.88%

■ Environment Protection, Energy Saving and Carbon Reduction Plan

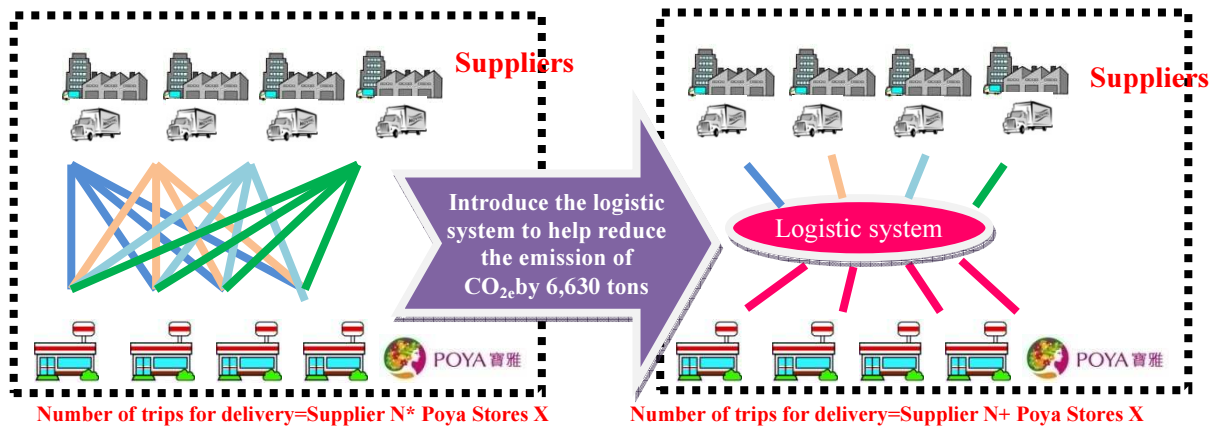
- I. Temperature control in the stores: daily check the interior temperature at regular intervals and adjust to desired temperature for energy-saving.
- II. Regularly clean the air filter and keep the air-conditioning machine room clean for avoiding wasteful usage of energy and for intensifying the efficiency of cooling.
- III. Adoption of energy efficient products: gradually introduce VFD air-conditioners and LED lighting system to existing stores which have been remodeled and new opened stores for energy-saving.
- IV. Advocate switching off all lights and fans when leaving the rooms: put posters at eye-catching place of the storerooms to alert employees.
- V. The result of energy saving policies



The average power consumption rate dropped by 6.5% in 2013, or reduced the emission of 1,870 tons of CO₂.

Environmental Protection

VI. Introduction of a centralize logistic system



Before introducing the centralized logistic system, the suppliers shall take 1~ 3 trips a week for delivery to each Poya store. After the introduction of this system, the suppliers just have to deliver the merchandise to the logistic center and then the center will distribute the merchandise to the stores. As there were 87 stores in 2013, the centralized delivery rate in 2013 rose from 25% to 37%. The distance for delivery from Taichung to Taipei is 170 km and the suppliers just need to deliver once a week to the centralized logistic center. Based on the situation above, Poya can help the suppliers to reduce carbon emission by 6,630 tons with the assumption of the emission of 0.25kgCO_{2e} per each small truck.

VII. Introduction of electronic invoice



Poya has introduced the electronic invoice to the process with the suppliers for several years in order to lower paper consumption. In 2013, the electronic invoice was also applied to the stores for the consumer end. Poya is the first enterprise that responded to the policy promoted by the government and is approved by Ministry of Finance for the outstanding performance on E-invoice using.

VIII. Introduction of IBM Connections

In 2013, Poya introduced IBM connection for enhancing the communication efficiency across the departments and the stores. Thus, the horizontal organization can be operated smoothly; both the store managers and the employees can share their knowledge and insight. Besides, this also helps to reduce the consumption of paper.

■ Water Consumption Volume

In 2013, Poya consumed 152,152 units of water supplied from Taiwan Water Corporation. We caused no effect on the local sources of water supply because Poya is a retailer. The consumption is only for household use, for example cleaning, toilet flushing, and others. With the exception of toilet flushing water, water pollutants from household use will be drained into the sewage system, rainwater, waterways or rivers.

■ Water Saving Activities

- I. Some stores have changed to use VFD air-conditioners for reducing water usage in the cooling tower.
- II. Water efficient closets were installed in the toilets of some shops to save water.



Feedback to Community

■ Eden Representative Shops



Since 2010, Poya has joined the program of “Eden Social Welfare Foundation” as an Eden Representative Store. For expressing its gratitude for the support and care of the consumers, Poya transforms the thanks into action by realizing the concept of “Caring at any time” in order to help the families of social misfortunes together with our consumers. Thanks to the donation from the consumers at Poya and the donation detail is shown below:



Liang Wen-Yin, an Eden Representative, presented the “Certificate of Gratitude” to Poya International at Southern Park of Tainan on August 14 2010.



Feedback to Community

■ Concern and Education for Children

Poya worked in cooperation with the SanXia Farmers Association Kindergarten for field study. With interesting narration and interactive dialogue on the scene, and the quiz with a price, the company helped the children to develop the proper concept of payment for purchase and the proper use of currency. At the same time, the children could understand the display of merchandise and the actual operation of a store.





Mapping of Global Reporting Initiative (GRI)

GRI Indicator	Chapter, section and page number
1. Strategy and Analysis	
1.1 Declaration of the top decision-maker of the institution	A message from the Management, P4
1.2 Description of critical impact, risk and opportunity	A message from the Management, P4
2. Organization Outlook	
2.1 Name of institution	Company Profile, P11
2.2 Premium brands, products and/or services	Products and Industry Outlook, P13
2.3 Operation structure of the institution, including the key departments, operation units, branches and equity joint ventures	Products and Industry Outlook, P13
2.4 Location of the corporate headquarters	Company Profile, P11
2.5 Regions and countries of operation	Company Profile, P11
2.6 Legal form of ownership	Company Profile, P11
2.7 The supply market of the institution	Products and Industry Outlook, P13
2.8 Size of organization	Company Profile, P11
2.9 Significant changes of the organization in the duration of reporting	Company Profile, P11
2.10 Credentials in the duration of reporting	Credentials, P22
3. Report Parameters	
3.1 Reporting Period	About the Report, P3
3.2 Last reporting date	About the Report, P3
3.3 Reporting Cycle	About the Report, P3
3.4 Report inquiry or information contained in the report for communication	About the Report, P3
3.5 Procedure for defining the content of the report	Identification and Communication with the Stakeholders, P8
3.6 Boundary of the report	About the Report, P3
3.7 Limitation to the scope or boundary of the report	About the Report, P3
3.8 Contractual joint ventures, subsidiaries, and overseas procurements	About the Report, P3
3.9 Data measurement techniques and basis of calculation	About the Report, P3
3.10 The effect and reason for restatement of the particulars inscribed in the old report	About the Report, P3
3.11 The scope, boundary and method of calculation in the report and the major difference from previous reports	About the Report, P3
3.12 The locations of the tabulation of the standards as disclosed in the report	Mapping of Global Reporting Initiative (GRI), P37
3.13 External accreditation	About the Report, P3
4. Governance, Commitment, and Consensus	
4.1 Governance structure of the institution	Corporate Governance, P23
4.2 Point out if the chairperson of the top governance body also hold administrative position	The Board of Directors and Functional Committees, P24
4.3 Number of independent and/or non-executive members in the Board	The Board of Directors and Functional Committees, P24
4.4 Mechanism for suggestions or business policy of the shareholders and employees to the top governance body	Identification and Communication with the Stakeholders, P8
4.5 The relation between the remuneration of top management personnel and the performance of the institution	Corporate Governance, P23
4.6 Procedure for the avoidance of the conflict of interest in the top governance body	Corporate Governance, P23
4.7 The qualification and experience of the members in top governance body in sustainable corporate development	Corporate Governance, P23
4.8 The mission or value, code of conduct established by the institution	Corporate Governance, P23
4.9 Procedure for the economic, environmental and social management of the top manager, including related risk and opportunity, standards, code of conduct and principles.	Risk Management, P27
4.10 Procedure for the evaluation of the performance of the top governance personnel, particularly in economic, environmental protection, and social performance.	Corporate Governance, P23
4.11 Is there any policy or principle or how the institution respond to early warning.	Risk Management, P27
4.12 Participation or support in external economic/environmental/social charters, principles or advocacy.	Identification and Communication with the Stakeholders, P8



Mapping of Global Reporting Initiative (GRI)

GRI Indicator	Chapter, section and page number	
4. Governance, Commitment, and Consensus		
4.13	Participation in associations and/or advocating bodies by the institution	Company Profile, P11
4.14	List of stakeholders in consensus with the institution	Identification and Communication with the Stakeholders, P8
4.15	The reference for the identification and selection of stakeholders for reaching consensus	Identification and Communication with the Stakeholders, P8
4.16	Methods of participation by the stakeholders	Identification and Communication with the Stakeholders, P8
4.17	The issues of critical concern for the stakeholders and the response of the organization	Identification and Communication with the Stakeholders, P8
Economic Performance Indicators		
EC1	Direct economic value between output and distribution	Operation Performance, P20
EC2	Financial burden and other risk and opportunity of the organization caused by climatic change	Action Plan and Vision, P32
EC3	The scope of commitment of the welfare program established by the organization	Employee Remuneration and Welfare, P30
EC4	Major financial support from the government	Not applicable
EC5	The standard starting point of salaries in major regions of operation and the proportion to the minimum wages in these regions	Employee Remuneration and Welfare, P30
EC6	Policies, practices and spending proportion on local suppliers at the major regions of operation	Mode of Operation of Poya International, P19
EC7	Procedure for the employment of local employees and the proportion to senior managers	Employees and Related Ratios, P28
EC8	Infrastructure, investment and services provided for public interest	-
EC9	Understand and describe significant indirect economic impact	-
Environmental Performance Indicators		
EN1	Weight and consumption volume of materials consumed	-
EN2	Proportion of the consumption of recycled materials	-
EN3	Direct consumption of energy by source of supply	Environmental Protection, P32
EN4	Indirect consumption of energy by source of supply	Environmental Protection, P32
EN5	Energy being saved after environmental protection and conservation and enhancement of energy consumption efficiency	Environmental Protection and Energy Saving and Carbon Reduction Plan, P33
EN6	Provide the plan of energy efficiency or regenerated energy	Energy Saving and Carbon Reduction Plan, P33
EN7	The plan for the reduction of indirect consumption of energy and the effect of the plan	Energy Saving and Carbon Reduction Plan, P33
EN8	Classify the total water consumption volume by sources	Water Consumption Volume, P34
EN9	Significant impact on water resources caused by pumping water	Water Consumption Volume, P34
EN10	The proportion and total volume of regenerated and recycled water for consumption	-
EN11	The location and area of conservation zone in the immediate area or neighborhood.	-
EN12	Significant influence of activities, products, and services on biological diversity	-
EN13	Conserved land or protected habitat of species	-
EN14	Strategy, action, and future plan on the influence of biological diversity	-
EN15	Quantity of endangered species which habitat was influenced by the activities of the institution	-
EN16	Total volume of greenhouse gas directly or indirectly emitted by weight	Environmental Protection, P32
EN17	Total volume of other indirectly emitted greenhouse gases by weight	Environmental Protection, P32
EN18	The plan for the reduction of greenhouse gas emission and the result	Energy Saving and Carbon Reduction Plan, P33
EN19	The emission volume of substances that destroyed the ozone layer by weight	Green House Gas Inspection, P32
EN20	The emission volume of NO, SO, and other major gases	-
EN21	The total emission volume of water by quality or by purpose	-
EN22	Total weight of dumps by category and method of disposals	-
EN23	The repetition of severe leaking and the volume of leak	-
EN24	Proportion of the volume of toxic substances defined under the Basel Convention	-
EN25	Water resources and related habitat severely affected by the emission of water pollutants and runoff	-



Mapping of Global Reporting Initiative (GRI)

GRI Indicator		Chapter, section and page number
Environmental Performance Indicators		
EN26	The plan for the mitigation of influence of products and services on the environment and the result.	-
EN27	The percentage of packing materials for products being sold and recalled for resale by category	-
EN28	Record on violation of environmental protection laws	-
EN29	Significant influence on the environment caused by transportation of products and commuting of employees for work	-
EN30	Total expenditure on and investment in environmental protection by category	-
Labor Practice and Reasonable Work Performance Indicators		
LA1	The distribution of labor force by region/country, type of employment, employment contract, and gender	Employee and Related Ratios, P28
LA2	The number, ratio of new employees to departed employees by age, gender, and region, and the turnover rate.	Employee and Related Ratios, P28
LA3	Fringe benefits for full-time and formal employees at major business locations	Employee Remuneration and Welfare, P30
LA4	Percentage of employees under the protection of collective consultation	-
LA5	Shortest notice for significant change in the operation	-
LA6	The proportion of representative from the labor in the Labor Health and Safety Committee	-
LA7	Injury rate, occupational disease ratio, days of work lost ratio, absence ratio and fatality by region and gender	Employee Remuneration and Welfare, P31
LA8	Training, consultation, prevention, and risk control plan for assisting employees and families or community on critical diseases.	-
LA9	Topics related to health and safety in the formal agreement between the management and the labor union	-
LA10	The number of training hours for individual employees by employee category and gender	Employee Remuneration and Welfare, P31
LA11	The management of work skill that can help employees to switch job and life-time learning program	Employee Remuneration and Welfare, P31
LA12	Percentage of employees who receive routine evaluation and career development review	-
LA13	The composition of the top management and employees of the company, including gender, age, minority groups or other diverse indicators.	Employee and Related Ratios, P28
LA14	The ratios of the salaries and compensation between female and male employees by job function and important business locations	-
LA15	Report on the proportion of personnel resumed their duties and the retention rate after leave for nursery care	Employee Remuneration and Welfare, P30
Human Right Performance Indicators		
HR1	The quantity and percentage of major agreements on investment with human rights clauses inscribed or passed human right review.	-
HR2	The proportion of major suppliers and contractors who have passed human rights review	-
HR3	Scope of on the job training of employees involving human right topics	-
HR4	Total number of discrimination cases, and the actions taken by the institution	Not applicable
HR5	Freedom of association and action plan for support	-
HR6	Discovered operation that may jeopardized minor workers	Not applicable
HR7	Identify business activities and major suppliers identified as having the risks of forced or compulsory labor, with measurable contribution after the elimination of forced or compulsory labor	-
HR8	Training of security personnel with human right consideration	-
HR9	Cases of violation of the right of local employees	-
HR10	Total number and ratio of operation under human rights review and/or influence assessment	-
HR11	Number of human rights complaints cases through the official complaint channels, and the number of cases being handled and settled	-
Social Performance Indicators		
SO1	Evaluate and manage the impact of operation on the community	-
SO2	The total number and percentage of business units subject to bribery related risk analysis	Not applicable
SO3	The percentage of employees who have received training in anti-bribery policy and procedure of the organization	-
SO4	Action taken in response to particular bribery case	Not applicable
SO5	The stance towards public policy, and participation in the development and lobbying of public policy	-
SO6	Total value of political donations	Not applicable



Mapping of Global Reporting Initiative (GRI)

GRI Indicator		Chapter, section and page number
Social Performance Indicators		
SO7	Legal action taken to tackle unfair competition, violation anti-trust and monopoly laws, and the results	Not applicable
SO8	Fine and penalty record on violation of laws	-
SO9	Business activities that pose significant and potential or actual negative influence on local community	Not applicable
SO10	Preventive and mitigation measures to significant and potential or actual negative influence on local community	-
Product Responsibility Performance Indicators		
PR1	The evaluation and improvement at various stage of the life cycle of products and services	Mode of Operation of Poya International, P19
PR2	Violation of applicable laws related to health and safety of products and services	-
PR3	Label the type of information required for the products and services	-
PR4	The number of violation of labeling of information required for the products and services	-
PR5	Measures for satisfying customer needs, including customer satisfaction survey	-
PR6	The plan for compliance with legal rules governing marketing promotion, standards, and self-regulatory charters.	-
PR7	Plan that violates applicable laws governing marketing promotion, standards, and self-regulatory charters	-
PR8	Total number of complaints for violations against customer privacy rights and loss of customer data.	-
PR9	Total amount of fine caused by violation of laws or charters in products and services	-