



Product Quality and Safety Policy	Reference Number: SRMD01/2022
	Review Date : 29 June 2022
	Approval Date : 29 June 2022
	Executive Board Meeting no.3/2022
	Effective Date : 29 June 2022
	Supersede Date : 23 March 2022

Berli Jucker Public Company Limited and the group company (hereafter referred to as "BJC Group") is committed to manufacture and provide quality and safe products and services, by emphasizing on processes throughout the organization's value chain, from design, development, raw materials procurements, production, storage, distribution and product selling, including other related operations to deliver high quality and safe products and services to consumers, creating value for all stakeholders and a sustainable business growth.

Policy Scope

This policy applies to the business operations under Berli Jucker Company Limited, its subsidiaries and the groups customer services.

Guidelines

1. The Group strictly complies with all applicable laws, rules, and regulations relating to the quality and safety of our products and services.
2. The organization and all employees are responsible for the quality and safety of products and services. As such employees must directly and indirectly participate in the creation, implementation, and continual improvement of product and services quality and safety management systems, to align with the group's strategy, legal requirements, industry standards, and expectations of all stakeholders, while taking into consideration the safety, confidence and consumer satisfaction.
3. Objectives and targets for product and service quality and safety are established, to measure and evaluate product production and customer service, including regular customer satisfaction assessment, to continuously improve processes related to the quality and safety of products and services.
4. Business units which product or sell food products must sufficiently and appropriately prioritize the management of food safety, food fraud and food defense.
5. Risks related to products and service quality and safety are managed properly, from the design and development, production, storage, distribution and product selling, customer services and other related processes including risks related to food safety, food fraud, and food defense threats to ensure that the risks involved are at an acceptable level for the organization. This is to be considered as part of the organization's risk management.



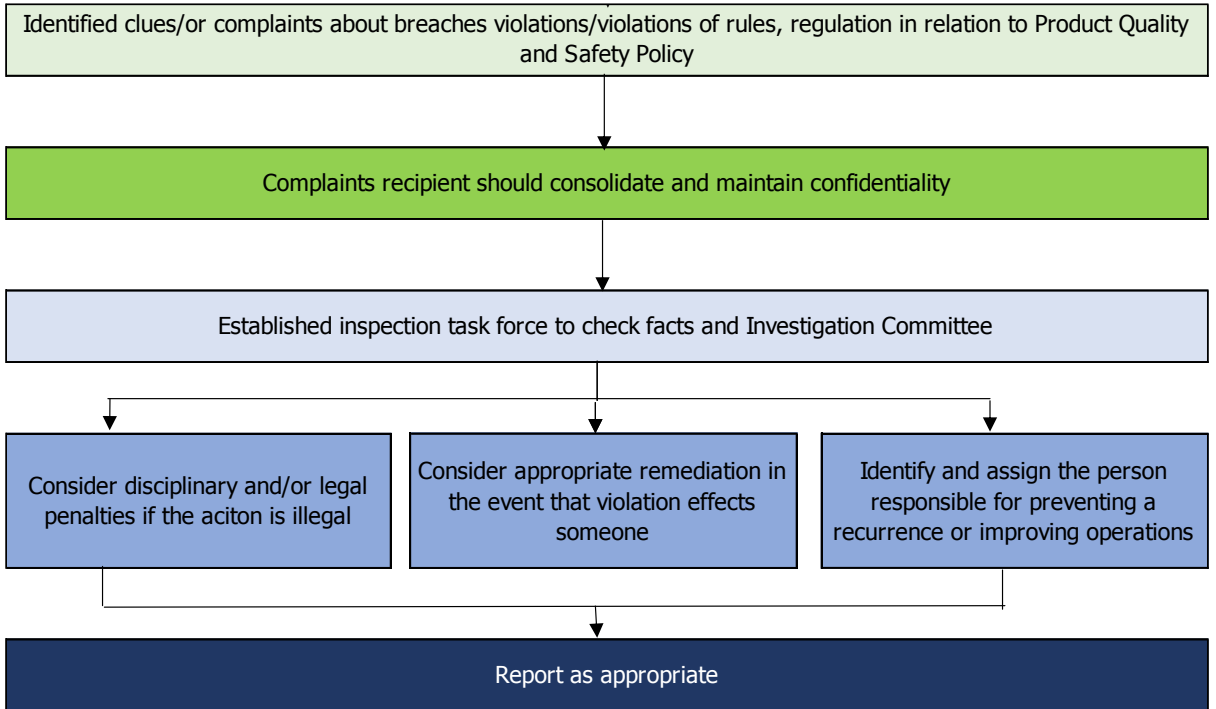
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6. Knowledge and understanding about product and service quality and safety are communicated, fostered and developed amongst employees, to create a quality a safety corporate culture and empower employees with knowledge, awareness and prioritize products and service quality and safety.
7. All of the group's communication of product information on labels and packaging must be accurate, transparent and in accordance with applicable laws.
8. A formal channel is available to receive suggestions, complaints or risk reporting related to the quality and safety of products and services for all stakeholder. Evaluated through an established process for detecting, correcting, improving, preventing and reporting problems.
9. Establishment of a formal product withdrawing and recalling process, to ensure that the company always deliver quality, and safe products, in accordance with all applicable legal requirements.

Any violation of the laws, rules, regulations, ethics, or this policy, or permitting subordinates to violate them, executives, committees, and employees must report directly to the company's given channels. The company has clearly defined policies, processes, and measures to protect whistleblowers. When internal or external parties suspect or believe that laws, regulations, or ethics are being violated, they can report through the channels provided. The Investigation Committee and/or Inspection Taskforce, comprised of representatives from Human Resources, Group Audit Department, Legal, and the relevant Head of Business Unit where the incident occurred, will then carry out the procedures in accordance with Corporate's Whistleblowing Policy and the BJC Code of Conduct. BJC's corporate-wide whistle blowing system are shown as illustrated below (See Page no.3).



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The Product Quality and Safety Policy will be effective from 29 June 2022 onwards.