

Yihai Kerry Arawana Holdings Co., Ltd.

Product Liability Policy

Yihai Kerry Arawana Holdings Co., Ltd. (hereinafter referred to as the “Company”) commits to providing high-quality, green, nutritious and healthy products to meet the requirements of relevant regulations and standards and customer expectations, striving for the goals of "zero unsafe products", "zero product recall due to food safety issue", "zero serious food safety audit finding".

1. Product Quality and Safety Management System

Through strict and comprehensive product quality and safety management system, the Company ensures product quality and safety, and realizes full traceability of products and controllable risks. When conducting business, the Company shall:

1.1 Strictly abide by laws and regulations to provide customers with safe products;

1.2 Pay attention to the management and risk control of all processes in the industrial chain, and realize traceability of raw materials and products, control of risks, guarantee of recall and accountability through the quality and safety management of the whole industrial chain;

1.3 Regularly review the objectives on food safety to discover and solve all kinds of problems and hidden dangers in time, in order to maximize product safety;

1.4 Constantly improve the product quality and safety management system of the Company.

2. Product Nutrition and Health

With the mission of “creating safe dining table for the world”, the Company is committed to providing customers with healthier products, better service and more diverse choices. When conducting business, the Company shall:

2.1 Actively develop internal R&D and innovation capacity, improve R&D process, strengthen cooperation with other partners, and uphold technology-led product innovation;

2.2 Commit to promoting the transformation of public healthy lifestyle through its own actions, from the place of origin to the table, by popularizing the concept of healthy life and dietary nutrition knowledge to the public.

3. Customer Rights Protection and Customer Satisfaction Survey

The Company actively safeguards and protects the rights and interests of customers and considers seriously the demands and needs of customers. When conducting business, the Company shall:

3.1 Strictly manage employees' use of customer personal information, and adopt information encryption technology to ensure customer information security;

3.2 Set up the customer service department, actively deal with customers' issues and suggestions, formulate improvement measures, and establish and improve the response mechanism to ensure timely solution of problems;

3.3 Carry out annual customer satisfaction survey, systematically sort out and improve the problems reported by customers, and take corrective measures when necessary to continuously improve the Company's product quality, safety and service satisfaction.

4. Responsible Marketing

Marketing activities carried out by the Company as well as product labels are important carriers to convey product quality characteristics to customers. By upholding the value of authenticity and responsibility, the Company, when conducting business, shall:

4.1 Carry out various forms of product marketing activities (including its marketing content and marketing methods) in strict compliance with applicable legal requirements and industry standards in the place of business (including but not limited to Advertising Law of the People's Republic of China, etc.), ensuring that all marketing materials are reviewed and approved by those authorized by the Company;

4.2 Ensure that product labels meet relevant laws, regulations and standards, deliver scientific, true and positive information to customers, and improve customer's confidence in food safety;

4.3 Refrain from false statement on products and services or quotation of prices; refrain from making false or misleading statements about the Company's products, services or performance information; refrain from making misleading statements about competitors' products.

5. Publicity and Advocacy

5.1 The Company regularly conducts publicity and knowledge training on product liability (including but not limited to product quality and safety, product nutrition and health, customer rights and interests protection and satisfaction survey, responsible marketing, etc.) for employees;

5.2 The Company will publicize and advocate this Product Liability Policy to ensure that all employees, business partners and other stakeholders are aware of and observe the Policy.

6. Policy Review

The Company regularly reviews and updates this Policy in accordance with laws and regulations, its own business development, industry common practices and good standards.

Kuok Khoon Hong
Chairman, Sustainability Committee
Yihai Kerry Arawana Holdings Co., Ltd.

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