



中國萬天控股有限公司

China Wantian Holdings Ltd

(Incorporated in the Cayman Islands with limited liability)

(Stock code: 1854)

Code of Practice

For Sustainable Development

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Code of Practice for China Wantian Holdings Limited Sustainable Development

China Wantian Holdings Limited (the "Company" or "China Wantian") is an investment holding Company. Its subsidiaries (collectively referred to as the "Group" or "we") are primarily engaged in three main businesses, namely food supply, catering, and environmental protection and technology.

The Group consistently practices corporate social responsibility as a core value, dedicated to environmental protection, creating a harmonious work environment for employees, and actively giving back to the local community. The Group firmly believes that sustainable development is a key factor for continued success and strives to become a leading service provider for a better life in China.

To ensure strict adherence to sustainable development strategies in our operations, we adopt and comply with relevant international sustainability standards, including but not limited to GRI, ISSB, SASB, and TCFD. Based on these standards, we have formulated the Group's Sustainable Development Code. Below is a summary of the code of practice for Group's Sustainable Development:

1. Governance

1.1 Code of Practice for Governance

1.1.1 Controlling Shareholder and Actual Controller

The Company and its controlling shareholder strictly implement separation in personnel, assets, finance, organization, and business, maintaining independent accounting and responsibilities. The controlling shareholder exercises its rights and obligations legally, without interfering with the Company's decisions and operations or occupying its funds. The board of directors of the company (the "board"), supervisory board, and internal structures operate independently.

1.1.2 Shareholder Meetings

The Company holds annual shareholder meetings to review important reports and ensures that voting is conducted fairly, with legal opinions provided by lawyers. The meetings protect investors' rights, and no insider trading or actions damaging shareholders' interests have occurred.

1.1.3 Board of Directors

Composition and Execution Directors act diligently and responsibly, using their knowledge to make fair judgments on proposals. Related directors abstain from voting on connected transactions to ensure fairness.

1.1.4 Independent Directors' Duties

Independent directors provide professional advice on major financial, investment, related transactions, sustainability, and environmental matters. They also participate in specialized research on social investment, energy conservation, human resources, and performance allocation.

1.1.5 Supervisors and Supervisory

Audit committee of Company oversee the Company's financial status, related transactions, and compliance with laws, safeguarding the Company's and shareholders' interests.

1.1.6 Board Performance Evaluation

The Board will conduct a structured evaluation of the Board performance on a regular basis to ensure the Board effectiveness. If necessary, external independent consultant will be commissioned to perform a formal evaluation of the Board and individual members to ensure objectivity and impartiality.

1.2 Code of Practice for Social Responsibility Management

The Company upholds the business philosophy of " Innovating green industries today for a sustainable tomorrow ", striving to achieve harmony between economic and social benefits, as well as between the Company's development and societal progress.

1.2.1 Sustainable Development Governance

A robust sustainable development governance framework helps companies operate responsibly and sustainably, bringing more innovative opportunities, stronger partnerships, and sustainable growth while earning societal respect and trust.

1.2.2 Key Measures for Sustainable Development Governance

The board is the highest decision-making body for sustainable development management, responsible for researching and formulating strategies and policies for sustainable development, assessing and determining risks, and ensuring the establishment of appropriate and effective risk management and internal control systems. The Board defines the scope of the sustainable development report, sets rules and measures, reviews policies related to the environment and sustainability, and supervises, inspects, and evaluates the Company's adherence to the Sustainable Development Reporting Guidelines.

1.2.3 Social Responsibility/Sustainable Development Management Organizational Structure

The Company has established an Environmental, Social, and Governance (ESG) working group led by the Board Office, consisting of heads of departments such as the Operations Management Department, Finance Department, Human Resources Management Center, Supply Chain Management Department, Administration Department, Audit Department, Public Relations Department, Legal Department, and Evaluation Center.

1.2.4 Social Responsibility/Sustainable Development Work Systems and Related Measures

The Company has formulated the Sustainable Development Code, which outlines policies and code of practices for various aspects of sustainable development management, including labour rights, health and safety, environmental protection, business ethics, and management systems. The code of practice aims to enhance employee awareness of sustainable development, integrating the concept into the core values and mission. This code of practice applies to the group and all its subsidiaries, suppliers providing products, materials, or services, and all employees, including temporary workers, apprentices, interns, contract workers, and other types of personnel.

1.3 Code of Practice for Risk Management

Risk management is an integral part of all business activities of the group, impacting strategic, operational, financial, technological, and environmental areas. The policy applies to the group's directors, senior management, employees, and contractors.

1.3.1 Risk Management Framework

The framework includes commitment to risk management, risk governance, integration with strategy, risk registry, internal audit processes, risk reporting, and continuous improvement in risk management.

1.3.2 Risk Governance Structure

An effective risk management system relies on clear roles and responsibilities, appropriate segregation of duties, proper supervision and monitoring of activities and transactions, and an awareness and proactive approach to managing risks within the structure. The Board, as the ultimate governance body, assumes the responsibility of reviewing and approving the Group's risk management initiatives and strategies, and governing the effective risk management mechanism.

1.3.3 Risk Identification

Risk identification is the first step in the risk management process, involving identifying risks that may impact operations and events that may lead to such risks.

1.3.4 Risk Analysis

Risk analysis involves calculating the likelihood and consequences of events, with the product of these two variables forming the risk rating.

1.3.5 Risk Assessment

The purpose of risk assessment is to aid decision-making by determining which risks need to be treated and the priority of treatment based on the results of risk analysis.

1.3.6 Risk Treatment, Review, and Monitoring

Risk treatment involves selecting one or more options to modify risks and implementing those options.

1.3.7 Risk Prioritization

Identified risks are prioritized through annual risk management meetings.

1.3.8 Communication and Consultation

Communication and consultation with internal and external stakeholders should occur at all stages of the risk management process.

1.3.9 Financial Impact Governance of Climate-Related Risks and Opportunities

The Company's code of practice for the financial impact governance of climate-related risks and opportunities emphasizes the impact of climate change on businesses and investors. This code of practice applies to all departments and business units of the group and defines its timeframe and review cycle. In terms of governance structure, the board is responsible for regularly reviewing and overseeing the management of climate-related risks and opportunities, with a dedicated committee handling related issues. Senior management is responsible for formulating and implementing strategies, overseen and reported on by the Chief ESG Controller.

1.4 Code of Practice for Business Ethics

The Company is committed to gaining a competitive advantage through fair competition and adherence to all applicable laws. Emphasizing individual rights, it provides a work environment free from discrimination, harassment, and persecution, and promotes equal opportunities.

1.4.1 Code of Conduct

Employees should maintain loyalty, integrity, fairness, and professionalism. Any dishonest or fraudulent behaviours, or unfair treatment of any individual or group of employees, is prohibited.

1.4.2 Anti-Bribery and Acceptance of Benefits

According to the Company's employee code, employees are prohibited from soliciting or accepting any benefits related to their duties without the Company's permission. Employees should use sound business judgment when considering accepting benefits and seek appropriate approval if in doubt.

1.4.3 Offering Benefits

The Company prohibits employees from offering benefits to any individual or group to influence business transactions.

1.4.4 Information Confidentiality

Information is one of the Company's most important assets, and employees are responsible for ensuring information confidentiality, even after leaving the Company.

1.4.5 Conflict of Interest

Employees should avoid actual or potential conflicts of interest that may affect their integrity or harm the Company's interests or reputation. Employees are obligated to disclose in writing to the HR department any business, investment, or activities they or their immediate family members engage in that may conflict with the Company's interests.

1.4.6 Insider Trading and Group Securities Trading

The Company prohibits employees from using insider information for personal gain. This practice is illegal, unethical, and strictly forbidden.

1.4.7 Misuse of Company Information, Assets, and Resources

Illegal appropriation and theft of group assets are prohibited. Violators will be dismissed and may face prosecution.

1.4.8 Social Media Usage

Employees may use social media in their personal time, but must adhere to relevant guidelines if it involves or relates to the group.

1.4.9 Equal Opportunity

The Company embraces and values a culture of diversity and inclusion, committing to providing equal employment opportunities. Any form of discrimination, including race, religion, disability, gender, sexual orientation, pregnancy, marital or family status, is prohibited.

1.4.10 Discrimination

Discrimination refers to unfair treatment based on personal background rather than individual merit. The Company will not tolerate any form of discrimination.

1.4.11 Sexual Harassment

Sexual harassment refers to any unwelcome or inappropriate sexual behavior. The Company will immediately dismiss any employee engaged in sexual harassment.

1.4.12 Complaints and Misconduct Reporting

The Company encourages employees to report any violations of the code of conduct or equal opportunity policy, ensuring the privacy and anonymity of the reporter.

1.4.13 Confidentiality

All information regarding complaints of discrimination, harassment, or persecution will only be disclosed when necessary. The Company ensures that management and employees understand this principle.

1.4.14 Safety and Environmental Protection

The Company is dedicated to providing a safe and healthy workplace and upholding our role as an environmentally responsible corporate citizen. We adhere to all relevant environmental, safety, and health legislation.

1.4.15 Review

Company management and the Sustainable Development Committee will periodically review the code of conduct and equal opportunity policy and make revisions as necessary. Anyone who violates the Code will be punished with appropriate disciplinary action, including dismissal and personal legal responsibility.

1.5 Code of Practice for Policy Impact

This code of practice aims to guide companies on how to promote sustainable development through responsible public policy engagement, ensuring that their policy participation aligns with the Company's values and strategies. This code applies to all organizations and their subsidiaries, including but not limited to The Greater Bay Area Association of Listed Companies.

1.5.1 Policy Contribution

Companies, through the establishment of The Greater Bay Area Association of Listed Companies, should actively contribute to the formulation of public policies for green development. This involves participating in policy discussions legally and transparently, supporting policies aligned with the federation's mission and sustainable development goals.

1.5.2 Policy Consistency

The federation's policy positions should be consistent with its publicly stated values, objectives, and policies.

1.5.3 Establishment and Operation of Federation

The federation aims to promote the common interests of its members, drive industry sustainability, and uphold social responsibility. By establishing transparent and accountable governance structures, it ensures fair representation of all members' interests. All members are required to adhere to the federation's codes of practice, actively engage in green industries, participate in green forums, and contribute to the development of green finance platforms.

1.6 Code of Practice for Tax Management

The Company has established clear code of practice for tax management to ensure that tax planning aligns with business objectives and sustainable development strategies.

1.6.1 Tax Compliance

The Company's tax management methods comply with the relevant tax laws and regulations of the business locations, adhering to both the letter and spirit of the law. The Group adopts zero-tolerance attitude towards tax evasion and avoidance, and any deliberate concealment of taxable income and benefits. In the event of any related party transactions, they must be properly managed and documented to ensure they are in compliance with local tax law and practice.

1.6.2 Tax Risk Management

The Company's risk management committee regularly identifies and assesses potential risks in tax planning, including compliance risks and tax planning risks.

1.6.3 Tax Transparency

The Company increases transparency by publicly disclosing tax planning methods and practices through annual financial statements.

1.6.4 Tax Governance Framework

The Company has established and maintains an effective tax governance framework to ensure the implementation and supervision of tax management methods. Management's roles and responsibilities in tax governance include formulating tax policies, overseeing tax compliance, and ensuring tax management aligns with the Company's overall strategy. The Company has set up processes for tax planning, reporting, and payment to ensure these mechanisms align with the Company's business activities and tax strategy.

1.7 Code of Practice for Information Security

This code of practice aims to clarify how the Company establishes, implements, maintains, and continuously improves an information security management system to protect sensitive and valuable information.

1.7.1 Establishing an Information Security Management System

By fostering an internal culture of continuous attention to information security risks, the Company enhances operational efficiency and risk management capabilities, protecting sensitive or valuable information and ensuring the confidentiality, integrity, and availability of information.

1.7.2 Information Security Risk Identification

The Company's information security management system primarily identifies risks related to confidentiality (unauthorized access), integrity (data tampering or corruption), and availability (information system disruptions). Based on the business's risk level, the Company determines the audit frequency and scope to ensure that high-risk areas receive prioritized attention.

1.7.3 Information Security Risk Management Planning

The Company has appointed an independent third-party consulting firm to identify drivers of information security risks, ensuring that daily activities and management processes are inherently designed to manage these risks. Additionally, during business operations, the federation formalizes information security activities, creating a clear and coherent process to ensure standardized and consistent operations. Regular information security awareness training is conducted to raise awareness of information security standards among all employees.

2. Environment

2.1 Code of Practice for Environmental Management

The Company recognizes the importance of a healthy environment for global society, the economy, business, and communities. It is committed to promoting environmental sustainability to ensure future prosperity and well-being. By understanding the potential

impacts of its business activities on the environment, the Company integrates sustainable development concepts into all business activities, promotes and implements sound environmental practices, and ensures long-term environmental responsibility. The Company is committed to taking measures to reduce its environmental footprint and becoming a responsible green enterprise. Our top management is responsible for overseeing the implementation of environmental management policy, while ensuring resources are available for environmental management.

2.1.1 Emission Reduction

The Company actively seeks and implements methods to reduce greenhouse gas emissions, water and soil discharges, and the generation of hazardous and non-hazardous waste to enhance environmental protection benefits.

2.1.2 Responsible Resource Utilization

The Company is committed to the responsible use of resources, improving resource efficiency, reducing waste, and promoting sustainable resource management. It optimizes resource utilization, promotes environmental protection, and achieves comprehensive environmental management to protect natural resources. The Company has appointed dedicated staff to manage energy-saving issues and selects green suppliers to reduce energy consumption. Water availability assessments are conducted in business operations to ensure sustainable use of water resources.

2.1.3 Business Process Innovation and Improvement

All business departments continuously review and improve operational processes, adopting advanced innovative technologies and management methods to reduce emissions generated by fuel consumption.

2.1.4 Green Supply Chain

The Company is committed to environmental sustainability by purchasing locally manufactured products, adopting green logistics management methods, reducing the proportion of air transportation, ensuring long-distance transport trucks are fully loaded, and regularly maintaining vehicles to reduce greenhouse gas emissions. The procurement department incorporates sustainability into procurement activities, optimizes packaging systems, reduces packaging waste, and uses recyclable and/or renewable materials to minimize environmental burdens. Suppliers with environmental policies are selected to support the use of environmentally friendly production materials.

2.2 Code of Practice for Climate Change

This code of practice aims to identify and manage climate change risks, develop strategies in line with global best practices, and build climate change adaptation and mitigation measures.

2.2.1 Energy and Climate Change Management

The Company is committed to adopting industry best practices to improve operational energy efficiency and actively promote carbon emission reduction. The Company encourages employees, suppliers, and customers to minimize carbon emissions in daily operations and incorporate climate change considerations into the procurement process, prioritizing low-carbon or zero-carbon and energy-efficient products and materials. Additionally, the Company will regularly report on the progress of carbon reduction targets to ensure our emission reduction measures are effective and continuously improved.

2.2.2 Adapting to Climate Change

The Company regularly assesses financial and other risks and opportunities related to climate change to better understand its impact on operations, ensuring appropriate processes and measures to prevent or minimize damage caused by climate change and leverage potential opportunities. When planning new operational sites, we consider climate change factors and incorporate climate change risks into the Company's risk management processes. Climate risks and opportunities are reported according to the Task Force on Climate-related Financial Disclosures (TCFD) framework. To enhance adaptability, we incorporate climate change and extreme weather events into corporate risk management processes and business continuity plans, ensuring relevant information and resources are used to monitor and regularly review the impact of climate change on employees and operations.

2.3 Code of Practice for Resource Management

By adhering to the code of practice for resource management, the Company can effectively manage its resources, improve resource utilization efficiency, reduce environmental impact, and promote sustainable development.

2.3.1 Enhancing Resource Utilization Efficiency

Ensure accurate measurement and recording of all types of resource consumption (including materials, water, energy, etc.). Improve resource use efficiency and reduce waste through technological upgrades and process optimization.

2.3.2 Prioritizing Renewable Resources and Recycling

Prioritize the use of renewable resources, such as solar and wind energy, to reduce dependence on non-renewable resources. Promote circular economy principles to achieve resource recycling, reuse, and regeneration.

2.3.3 Assessing and Managing Resource Risks

Regularly disclose information on resource use and management, including resource consumption, energy-saving measures, and environmental impact. Identify and assess resource-related risks, and develop corresponding risk management and mitigation measures. Comply with all laws and regulations related to resource use to ensure lawful and compliant resource use.

2.3.4 Continuous Improvement and Innovation

Continuously seek opportunities for improving resource management by adopting innovative technologies and methods. Take measures to reduce the negative environmental impact of resource use, such as reducing greenhouse gas emissions and pollution.

2.3.5 Training and Education in Resource Management

Integrate resource management into the Company's overall strategy and operations to ensure sustainable use of resources. Provide training and education for employees on resource management to enhance their awareness and ability to protect resources.

2.4 Code of Practice for Pollution and Waste Management

By adhering to this code of practice, the Company can demonstrate its commitment to environmental protection and take effective measures to reduce the negative impact of its activities on the environment.

2.4.1 Compliance and Regulatory Adherence

Strictly comply with national and international laws and regulations related to wastewater and waste treatment. Conduct regular environmental impact assessments to identify and mitigate the potential impacts of Company activities on the environment. Publicly disclose information on pollution and waste treatment, including emission data, treatment methods, and environmental impacts.

2.4.2 Pollutant Emission and Waste Treatment

Take measures to reduce pollutant emissions and ensure emissions meet regulatory standards. Adopt environmentally friendly methods for waste treatment and disposal to minimize environmental impact. Accurately classify and quantify waste to adopt appropriate treatment methods.

2.4.3 Leak Prevention and Emergency Response

Conduct regular risk assessments to identify chemicals, oils, and other hazardous substances that may cause leaks. Establish preventive measures and emergency response plans to address leaks of chemicals, oils, and other substances. Ensure all facilities storing and using hazardous substances comply with safety standards and undergo regular maintenance and inspections. Provide training for all relevant employees on leak prevention and emergency response to ensure they understand emergency procedures and the correct use of emergency equipment.

2.4.4 Hazardous Waste Management

Accurately classify all hazardous waste and label it according to its nature and level of danger. Manage hazardous waste with special care, including safe transportation, treatment, and disposal. Establish dedicated hazardous waste storage areas, ensuring they are away from production and public areas. Equip storage areas with fire, explosion, and leak prevention facilities to ensure safety. Implement comprehensive monitoring systems to track the generation, storage, transportation, and treatment of hazardous waste.

2.4.5 Food Loss Management and Prevention

Implement food purchasing and inspection system to ensure the quality of ingredients before procurement, minimizing the risk of receiving subpar items that could lead to waste. Establish a robust inventory management system using a “first in, first out” approach to track food items and their expiration dates, reducing the chances of food expiry and waste. Engage in food donation initiatives to prevent food waste.

2.4.6 Use of Packaging

Optimize packaging systems for continuous improvement, pursue "design for manufacturing" concept to standardize carton sizes for packaging, promote the use of sustainable and biodegradable packaging materials, reuse and recycle packaging materials, and conduct product teardowns for resource productivity.

2.4.7 Resource Recycling and Reuse

Perform detailed classification of waste at the source to ensure recyclable and non-recyclable materials are processed separately. Collaborate with recycling companies and renewable resource utilization companies to jointly promote resource recycling and reuse. Adopt advanced recycling and reuse technologies to increase the resource utilization rate of waste. Promote waste recycling and reuse to reduce resource waste.

2.4.8 Continuous Improvement and Innovation

Continuously improve pollution control and waste treatment processes by adopting innovative technologies to reduce environmental impact. Provide training for employees to enhance their understanding and skills in pollution control and waste management.

2.5 Code of Practice for the Application and Innovation of Environmental Protection Technology

The Company upholds the philosophy of "Committing to a sustainable future by leading a green lifestyle" and actively promotes the development and application of energy-saving and environmental protection technologies. Through technological innovation, it aims to reduce the environmental impact of production and operations. These guidelines apply to the Company and its subsidiaries, including but not limited to the Sky Farm Project.

2.5.1 Environmental Compliance

Ensure that all technological applications and innovation activities comply with applicable environmental laws, regulations, and standards. Conduct environmental risk assessments for new technologies and applications to ensure potential environmental impacts are properly managed. Share relevant information on the application and innovation of environmental compliance technologies transparently to enhance public trust.

2.5.2 Technological Innovation and R&D

Invest in the research and development of environmental technologies to promote innovative solutions to environmental challenges. Commit to adopting clean production technologies and methods to prevent and reduce the generation and emission of pollutants. Improve the efficiency of resource use, including energy, water, and raw materials, through technological innovation.

2.5.3 Promoting Environmental Technologies

Support the development of innovative environmental protection technologies and extend them to downstream industry chains to promote the development of new green industries. Develop product combinations that do not contain harmful substances, providing customers with a variety of green products and services. Continuously improve environmental compliance technologies to adapt to changing environmental regulations and market demands.

2.5.4 Integrating sustainable techniques

Consider the characteristics of projects and the local environment during the product design and development stages, adopting multiple green technologies to maximize the utilization of resources and energy. Prefer green and environmentally friendly materials over harmful materials, taking into account cost, environmental impact, product performance, regulatory requirements, and customer needs. Actively promote the creation of a circular production model to make positive contributions to environmental protection and sustainable development.

3. Social

3.1 Code of Practice for Labour Regulations

This code of practice aims to guide the Company in establishing and maintaining a fair, safe, and supportive working environment, fostering mutual understanding and trust between labour and management for shared development.

3.1.1 Compliance with Laws and Regulations

Strictly adhere to local labour laws, regulations, and industry standards in all operational areas, ensuring all labour practices are legal and compliant.

3.1.2 Respect for Workers' Rights

Respect workers' rights to work, rest and leave, safety and health, and participation in management. The Company is committed to providing working conditions that meet or exceed industry standards, including reasonable working hours, rest periods, and work environment. Ensure fair treatment for all employees in recruitment, training, promotion, and dismissal, eliminating all forms of discrimination.

3.1.3 Transparent Communication

Establish a transparent communication mechanism to ensure employees are promptly informed about Company policies, operational changes, and other important information. Encourage and support employees in participating in Company decisions through various means to enhance their sense of belonging and involvement. In case of labour disputes, use collective bargaining mechanisms to negotiate working conditions and employment terms with employee representatives to protect employee interests. Provide a minimum notice period and thorough consultation before implementing operational changes that significantly affect employees.

3.1.4 Continuous Improvement

Take on corporate social responsibility, contributing to sustainable social and environmental development through responsible labour practices. Provide career development opportunities for employees, including training, skill enhancement, and career planning. Continuously evaluate and improve labour practices to align with international labour standards and best practices. Regularly publish labour practice reports in sustainability reports, disclosing labour conditions, employee relations, and social responsibility practices to stakeholders.

3.2 Code of Practice for Human Capital and Employee Training

The Company upholds the management philosophy of "people-oriented, talent-driven development," establishing regulations such as the "Talent Pipeline Management Rules" and "Employee Career Development Management Rules," viewing human resources as the primary resource of the Company, and striving for the common development of employees and the Company.

3.2.1 Career Advancement Planning

Set talent pipeline development goals and training programs. Define development pathways and assessment criteria for management, technical, functional, and operational employees. Each level has corresponding score requirements; employees who meet the standard score can enter the talent reserve pool, and those who exceed the standard score are given priority for promotion under equal conditions. Promote the matching development of corporate strategy and employee needs.

3.2.2 Provide Targeted Training

Establish an internal training system and plan targeted training programs. Offer continuous and targeted education and training to employees at all levels, continuously improving their quality and capabilities, laying a solid talent foundation for the Company's long-term

development. In the formulation and implementation of training plans, the Company focuses on the different training needs of grassroots employees, leaders and managers, and technical and functional personnel, building a diversified training system combining internal and external training to achieve better training outcomes.

3.2.3 Employee Incentives

The Company has established a comprehensive incentive system that covers rationalization proposals, technological improvements, and phased assessments and development. This system encourages employees to stimulate work enthusiasm and drive corporate development. Additionally, outstanding employees are arranged to exchange and learn in subsidiaries or affiliated companies, promoting the transfer of knowledge, skills, and experiences within the Company, allowing employees to grow and advance.

3.3 Code of Practice for Customer Relations and Privacy Protection

By following these code of practice, the Company can establish solid customer relationships, enhance customer loyalty, and maintain a competitive edge in the market.

3.3.1 Establish Customer Satisfaction Monitoring System

Always prioritize the needs and interests of customers, ensuring the provision of high-quality products and services. Establish an effective customer feedback mechanism to regularly collect and analyse customer opinions, guiding business decisions. Respond promptly to customer inquiries and feedback, ensuring timely resolution of issues and concerns. Regularly monitor customer satisfaction and take action to address any deficiencies.

3.3.2 Customer Communication and Privacy Protection

Maintain open and honest communication with customers, providing necessary information accurately and promptly. Strictly adhere to data protection regulations to safeguard customers' personal information and privacy.

3.3.3 Continuous Improvement

Continuously innovate and adapt to market changes to meet new customer needs and expectations. Understand and record customer preferences and history, offering personalized service experiences. Improve products and services based on customer feedback to meet their expectations and needs. Build and maintain customer trust through consistent service quality and professional conduct. Provide necessary product usage training and support to help

customers maximize the benefits of products and services. When issues arise, take swift action, communicate transparently, and implement measures to mitigate impacts.

3.4 Code of Practice for Social Investment

This code aims to guide Company in responsibly interacting with local communities during social investment, ensuring that community investment activities have a positive social impact and promote sustainable development.

3.4.1 Community Engagement and Stakeholder Identification

Conduct social and environmental impact assessments and develop development plans based on the results. Actively engage with local communities, identifying and respecting stakeholders within the community, including vulnerable groups. Develop and implement community development plans based on community needs to support sustainable community development.

3.4.2 Risk Management and Mitigation Measures

Identify and assess potential negative impacts on local communities and develop corresponding risk management and mitigation measures. Respect and protect the individual and collective rights of local communities, including but not limited to land rights, cultural rights, and self-determination. Maintain transparent communication with local communities, publicly disclosing environmental and social impact assessment results. Ensure all social investment activities comply with relevant laws, regulations, and international standards.

3.4.3 Gender and Diversity Considerations

In social investments, consider gender equality and cultural diversity, ensuring all community members' benefit. Develop and implement stakeholder engagement plans to ensure the community has a voice in decision-making processes.

3.4.4 Long-term Commitment and Continuous Engagement

Demonstrate long-term commitment to local communities by continuously participating in community development activities. Enhance the capacity of local communities through training and education, strengthening their self-development capabilities. Regularly monitor and evaluate the impact of social investments, reporting progress and outcomes to stakeholders.

3.5 Code of Practice for Supply Chain and Procurement

This code of practice aims to guide the Company and its suppliers in achieving sustainability in procurement activities, ensuring that all procurement activities are conducted honestly, competitively, fairly, and transparently. The code of practice applies to all suppliers of the Company, including but not limited to suppliers of goods and services.

3.5.1 Procurement Management Policy

The Company is committed to maintaining integrity in procurement activities, ensuring value for money in an ethical and sustainable manner. To properly manage supplier-related risks, we strive to build relationships with preferred suppliers who understand the Company's business needs and ensure supplier diversity through effective supplier management methods.

3.5.2 Supplier Code of Conduct

The Company requires suppliers to respect human rights, comply with all relevant laws, and take appropriate measures to identify and eliminate modern slavery. Suppliers must also implement fair and transparent employment practices, promote diversity and inclusion, and operate their businesses in an environmentally responsible manner by adhering to all relevant environmental laws and adopting practices to reduce resource usage, such as improving water and energy efficiency.

3.5.3 Procurement Process and Guidelines

Suppliers will receive purchase orders before providing goods or services. The Company will make payments according to agreed invoice and payment terms upon receiving accurate and valid invoices. The Company strictly follows and implements supplier approval and monitoring processes, including but not limited to all approved suppliers or service providers. In terms of receiving and quality control, the Company will inspect the quantity and quality of received goods and process the corresponding documentation upon confirmation. Additionally, the Company will regularly review suppliers to ensure that logistics arrangements for goods meet the Company's sustainability requirements and maintain relevant records.

3.5.4 Supplier Development

The company requires suppliers to align with key ESG principles: environmental stewardship, social responsibility, and governance integrity. To support this, the company provides ESG training and capacity-building programs, including workshops on

environmental management, social equity, governance practices, and tools for ESG reporting and strategy development.

3.5.5 Sustainability Assessment

To ensure the sustainability of the supply chain, the Company will evaluate and select suppliers based on corresponding sustainability criteria, expecting suppliers to adhere to similar standards and comply with the laws of their countries. Management will regularly assess and monitor supplier performance to ensure the quality of goods provided by suppliers.

3.5.6 On-site Evaluation of Food Factory Suppliers

The Company has established on-site evaluation procedures for food factory suppliers, outlining the assessment items during site inspections. Employees need to inspect the environment, facilities, equipment, products, and related documents of the food factory to ensure that suppliers have food factories that meet standards and provide safe and high-quality food.

3.5.7 Green Procurement

According to the procurement management policy and supplier code of conduct, sustainability and environmental certification are our key concerns. We consider the environmental and social practices of suppliers and aim to hire suppliers responsibly to achieve green procurement goals. The Company has established an environmental policy and provides environmental training for supplier employees. When selecting suppliers, preference is given to those with ISO 50001, 46001, 14001 certification or equivalents, and suppliers are encouraged to regularly review and evaluate their environmental performance, developing action plans to reduce negative environmental impacts.

3.5.8 Environmental Measures

The Company value green procurement practices and carefully assess needs and inventory before making procurement decisions to reduce waste. We strive to purchase items in bulk to reduce packaging material usage and lower transportation carbon emissions. Additionally, we actively seek eco-friendly products and services, including energy-labelled products and products made from recycled or renewable materials, for daily operations.