

AEON CO. (M) BHD.

(Company No. 198401014307 [126926-H])

Food Safety & Quality Policy

1. Overview

Food safety refers to the practices observed during the handling, processing, and distribution of food to ensure contaminants that can cause foodborne illnesses are not present. Fundamental to this is the responsibility to provide the highest quality food products and responsibly sourced from trusted suppliers. We strive to gain our customers' trust by offering products that are safe to consume and meet the requirement of local laws and regulations.

Food safety is an important aspect of food production and handling as it ensures that the health and safety of consumers are protected from any food-related issues. Food safety is a collective effort from all the members of the food supply chain.

We commit to equipping ourselves with a dedicated and highly skilled team to ensure that our customers' expectations are met and often exceeded. The Food Safety & Quality team is constantly working hard on innovating new high-quality food ideas and great in taste to meet customers' demands. By understanding our customers' needs through their persona's analysis, we strive to bring in good-value products without compromising quality into our stores.

We strive to provide detailed procedures to all our food preparation staff on storing, refrigerating, thawing and preparing food safely. This includes effectively cleaning and sanitizing surfaces, equipment, and utensils, and understanding why personal hygiene and appropriate workplace behavior are necessary for food safety.

2. Purpose

The purpose of the Food Safety and Quality Policy (hereinafter referred as "Policy") is to outline the commitment and guidance adopted by AEON CO. (M) BHD. (hereinafter referred to as "AEON").

We want to ensure that we commit to the food safety procedures for all our food handlers and ensure they understand during the preparation and sales of food. This Policy is an overarching Policy and should be read in conjunction with the following:

- Food Safety and Hygiene Policy; and
- Halal Policy.

3. Objective

This Policy aims to set out our commitment to providing safe and suitable food within the supply chain to our customers. This can help to reduce waste due to product spoilage, educate our employees and improve the company's reputation. Food safety is important as it helps to protect consumers from the risk of foodborne illnesses. It also helps to prevent consumers from risks of health-related conditions such as allergy and fatality.

4. Scope

This Policy applies to all AEON businesses, including supply chains that AEON engaged as part of our businesses.

5. Policy Statement

AEON is committed to continually enhancing the reputation of the brands we produce and distribute. We strive to maintain consumer confidence in our portfolio by developing and implementing food safety and quality systems, standards and practices.

In addition to developing innovative products that our customers want, we also have teams dedicated to ensuring the products produced are of good quality. A good example of this is our Food Safety & Quality team's work to support the food business. They support across many business functions and external stakeholders to promote and ensure adherence to the overall AEON health agenda for both customers and colleagues. They achieve this by:

- i. The foodline team creates food and drinks of excellent quality, comprising ingredients customers expect and challenging the levels of salt, fat, sugar and calories where appropriate.
- ii. Actively engaging with the Ministry of Health, Malaysia and their initiatives to improve our product's diets and health.
- iii. Participate in activities around the business, such as ensuring recipes meet our health expectations and that we instil accurate dietary messages through our health campaigns for customers and colleagues.
- iv. Harness technology to guide healthier diets. We strive to guide our customer to select products suited to their dietary needs, including low salt, high fiber, vegan, and low sugar.

It is our primary focus when it comes to food allergens ingredients declaration. Labeling and packaging are essential to display and communicate all the necessary information to our customers so they can make informed choices on the products they purchase.

We strive to ensure the labeling information we provide to customers is always accurate and does not mislead. We achieve this by:

- i. Ensuring our labeling information complies with our labeling procedure and working with the marketing team to ensure our products comply with all relevant labeling legislation.
- ii. Engaging with a wider external network of labeling professionals within the food industry and government to monitor food labeling legislation and promote best practices.
- iii. Engaging as members of industry working groups to ensure consistent implementation of the food labeling requirement.

This Policy is in line with the laws of Malaysia, in particular, the Food Act 1983 to achieve the highest degree of consumer health protection. In line with this Policy, AEON has obtained Hazard Analysis and Critical Control Points (HACCP) certification from SGS (Malaysia) Sdn. Bhd for its Food Safety Management System (FSMS) practiced in AEON's retail outlets and processing centre.

Date: 1 September 2022