



RESPONSIBLE PRODUCT AND SUPPLY CHAIN POLICY OF SA SA INTERNATIONAL HOLDINGS LIMITED (“COMPANY”)

Introduction

We value our customers and are committed to strengthening our ties with them over time by continuously improving the quality of our products and customer experience.

It is also part of our long term strategy to create long-lasting and supportive relationships with our suppliers, as we strive to deliver values to our stakeholders, including our customers, the environment and the society.

This Policy applies to all products and services touchpoint, including our stores and e-commerce platform.

Management Approach

As part of our commitment towards enhancing our supply chain and value chain to ensure

Sa Sa's compliance with regulations and beyond, we are committed to:

- **Product Safety, Quality and Complaint**

Providing customers with products which meet safety, quality and legal requirements. Remedial actions, including product return, withdrawal or recalls would be taken as necessary if there is any product failing to meet our standards. We take every customer's comments and complaints seriously to improve our product and service quality continuously.

- **Responsible Marketing**

Ensuring that the information furnished to our customers about our products and services, including the information given in the product label and any advertisement, throughout our marketing communication channels are unbiased, accurate, presented honestly, fairly, and by proper means.

- **Protection of Customer Privacy**

Ensuring the privacy of our customers. All personal information collected in whichever formats or platforms will only be used for the purposes for which the information have been collected which have been made known to the customers. We will also take appropriate precautions to safeguard customers' personal

information against unauthorised or accidental access, processing, erasure, loss or use.

- **Raising Supplier's Sustainability Performances**

Engage our existing suppliers continuously to improve on environmental and social performance. In acquiring new products, discontinuing existing products and selecting vendors, communicate or embed environmental and social performance as one of the selection considerations, such as:

- Environmental protection;
- Responsible sourcing;
- Labour welfare, right and equal opportunities;
- Protection of third party intellectual property;
- Anti-corruption and anti-bribery;
- No animal testing;
- Free from endangered species as ingredients; and
- Test/proof of ingredient safety.

Implementation and Review

We are committed to enforcing this Policy and to ensuring that this Policy is properly implemented. And we will review, and if necessary revise this Policy and our practices on product responsibility at least annually to ensure continuous improvements of our product and service quality.

This Policy will be made available on the Company's website as well as posted on the Corporate Portal.

Language Version

The text of this Policy appears in both English and Chinese languages. In case of discrepancy, the English version shall prevail.