



RESPONSIBLE BUSINESS POLICY



Table of Contents

1. Policy Statement	2
2. Scope	2
3. Roles and Responsibilities	2
4. Circular Economy	3
5. Operational Excellence.....	3
6. Customer Service	3
7. Health, Safety and Environment	4
8. Product Responsibility and Quality.....	5
9. Responsible Marketing.....	5

1. Policy Statement

- 1.1 EcoCeres, Inc. (the “Company”) and its subsidiaries, joint ventures, affiliates or companies in which the Company holds a controlling interest (hereinafter referred to as the “Group”, or “EcoCeres”) have an unwavering commitment to responsible business practices that prioritize the interests of stakeholders and strive to foster a culture of responsibility throughout all facets of operations.
- 1.2 The *Responsible Business Policy* (the “Policy”) provides a guideline for operational excellence, customer service, health, safety, and environment (HSE), product responsibility and quality, responsible marketing and circular economy. Through clearly defining the responsibilities of relevant personnel and aligning the Group's expectations with employees, EcoCeres endeavors to establish a responsible business culture.
- 1.3 This policy should be adopted in conjunction with the EcoCeres’ *Code of Conduct, People Policy, Environmental Policy*, and other EcoCeres internal handbooks.

2. Scope

- 2.1 The Policy applies to the Group. Overseas subsidiaries may establish policies that are substantially consistent with the principles of the Policy and in accordance with applicable laws and regulations. In jurisdictions where local laws or regulations impose stricter rules than those set out in this Policy, the stricter rules shall prevail and such rules shall be incorporated into the policies (if any) of the relevant jurisdiction.
- 2.2 This Policy applies to the Group, including all directors, employees (including full-time, part-time and contract staff) of the Group (collectively referred to as the “Employees”), and those engaged in business activities on behalf of the Group.

3. Roles and Responsibilities

- 3.1 This table provides an overview of the roles and responsibilities of the Policy.

Responsibility	Responsible Parties
Policy Oversight	The Board
Policy Owner	EVP, Commercial SVP, Corporate Development and Strategy
Policy Preparer	Vice President, Health, Safety, Security, and Environment (HSSE) Lead
Policy Endorser	Chief Executive Officer (CEO)
Execution of Policy	Commercial Team HSSE Team

- 3.2 The Board is responsible for the health and safety strategy and performance.

4. Circular Economy

As a pioneering biomass utilisation company, EcoCeres is actively engaged in the transformation of waste materials into renewable products, aiming to not only reduce waste but also assist our clients in mitigating their carbon handprint. EcoCeres promotes circular economy across our operations, and is committed to:

- Complying with all relevant laws and regulatory requirements pertaining to waste management in our operations and supply chain;
- Integrating waste reduction considerations into daily operations, and implement “5R” principle of Replace, Reduce, Reuse, Recover and Recycle to minimize the environmental impact during our operations and production;
- Monitoring waste reduction target processes, enabling targeted initiatives to minimize waste generation and optimize resource utilization efficiency;
- Engaging with our employees, suppliers, contractors, and customers to minimise waste and the environmental impact of waste generated wherever practicable, and to identify opportunities that promote circularity; and
- Publicly disclosing our circular economy performance regularly.

5. Operational Excellence

EcoCeres is dedicated to fostering a culture that highlights operational excellence and strives for continuous improvement. Our enduring commitment is to promote the harmony of the environment and society while achieving our business goals by:

- Emphasizing the significance of safety, and recognize its imperative nature for the smooth functioning of our operations;
- Maintaining a culture that exemplifies fairness and justice in all aspects of the Group;
- Possessing a comprehensive understanding of hazards, risks, and opportunities, and maintain systematic and effective processes to manage them;
- Empowering everyone with responsibilities and authority to halt work if necessary;
- Empowering everyone with responsibilities to promote the ongoing improvement of operations excellence and fulfil their responsibilities effectively;
- Fostering an environment where open and honest communication is valued, and efficient collaboration is encouraged throughout the Group;
- Maintaining a mindset of vulnerability and actively combat the normalization of deviant behaviour by fostering a healthy attitude of questioning;
- Preventing high-consequence incidents; and
- Learning from our experiences to enhance and cultivate a culture of operations excellence.

6. Customer Service



EcoCeres is committed to delivering exceptional customer service and building strong relationships with our valued customers. To enhance customer satisfaction, loyalty, and overall business success, the measures below should be followed when interacting with customers:

- Comply with all applicable laws, regulations, and standards concerning customer service topics at all our business locations;
- Value and maintain a trusted relationship with all customers by upholding principles of fairness, providing caring assistance, and delivering competent and efficient services;
- Strive to deeply understand customers' needs, preferences, and expectations by actively listening and engaging with them; and
- Maintain a complaint procedure designed to handle customer complaints promptly, fairly, and in a timely manner.

7. Health, Safety and Environment

7.1 EcoCeres places utmost importance on the health, safety and environment (HSE) concerns of its employees, contractors, and supply chain. To create a healthy and safe working environment, the Group has established a Health, Safety, Security and Environment (HSSE) function to coordinate HSE matters at the Group level, and has implemented a range of comprehensive measures which apply to both the Group and its contractors:

- Comply with all applicable occupational and operational HSE-related laws, regulations and compliance standards;
- Achieve a standard of zero accidents through continual improvement of the health and safety management system;
- Maintain an effective management system that guarantees the mitigation of workplace hazards and minimizes their potential impact on the surrounding environment;
- Strengthen the HSE policy by conducting regular audits;
- Monitor the Group and contractors' HSE performance through HSE-related key performance indicators (KPIs) and regularly review KPIs to drive improvement and ensure effectiveness;
- Maintain an Emergency Response Plan to ensure immediate activation and appropriate actions in the event of an accident;
- Provide training programs to enhance awareness and competence in occupational and operational HSE matters; and
- Ensure the occupational health and safety system of our factories certify to international standards (e.g., ISO 45001 or equivalent).

7.2 Management ensures that the HSE-related policies are explained and observed by subordinates and contractors under their supervision. The performance of relevant executive management is judged, in part, by the HSE performance of their unit.

7.3 EcoCeres adopts safety measures to foster a healthy and safety working environments for all employees. We also conduct HSE assessments and audits regularly to help identify any non-compliance and ensure a health and safety working environment throughout our operations.

7.4 For more information, please refer to *Health, Safety and Environment Policy*.

8. Product Responsibility and Quality

EcoCeres is committed to quality and fosters a culture of innovation, respect, and legal compliance. Our primary objective is to consistently deliver high-quality products that effectively meet the needs and exceed the expectations of our customers. To achieve this, EcoCeres implements the following measures:

- Comply with all applicable product-related laws, regulations and international/local standards (e.g., ISO 9001 or equivalent);
- Implement comprehensive training programs on quality control and product safety for employees;
- Maintain quality control procedures to deliver reliable and durable products and report quantitative indicators related to product quality prior to shipment;
- Conduct rigorous testing and evaluation to identify and mitigate potential health and safety hazards;
- Conduct regular assessments to identify areas for enhancement and implement necessary measures to address any product-related issues and continuously improve product quality;
- Conduct comprehensive quality assurance training for our suppliers and contractors to ensure adherence to our high standards;
- Engage with customers to gain insights into their expectations and gather feedback on the quality and safety attributes of our products;
- Maintain product recall procedures to facilitate effective actions in the event of a product issue or safety concern; and
- Respect the intellectual property of others while diligently safeguarding our own intellectual property rights.

9. Responsible Marketing

EcoCeres is committed to conducting responsible marketing practices that align with ethical standards and promote transparency, and ensuring integrity, respect, and fairness in our interactions with customers and the wider community. The actions of our responsible marketing include:

- Adhere to all applicable laws, regulations, and industry standards governing marketing activities;
- Provide truthful and accurate information about our products, and ensure all marketing communications, including advertisements, promotional materials, and online content to be honest, clear, and transparent;
- Provide training programmes to employees on responsible marketing and advertising practices;
- Respect the privacy of customers and handle the non-public information with utmost care and confidentiality;

- Conduct thorough audit procedures regularly to assess and monitor compliance with responsible marketing practices; and
- Ensure no unfair or anti-competitive marketing practices have been engaged.