

Customer Responsibility Policy and Practices

Inter Pharma Public Company Limited and its subsidiaries, hereinafter collectively referred to as the “Company,” as manufacturers, distributors, and providers of products relating to consumer health and well-being, covering pharmaceutical products, health products, dietary supplements, processed foods, beverages, health and beauty innovation products for humans, as well as health products for pets, recognize the importance of product quality and safety, as well as the health, rights, and trust of customers and consumers.

The Company is committed to conducting its business in a responsible, transparent, honest, and fair manner, taking into consideration the interests and safety of customers and consumers throughout the product life cycle, from research and development, raw material selection, manufacturing, quality control, storage, transportation, and distribution, to marketing communications and post-market product monitoring.

Accordingly, the Company establishes the following Customer Responsibility Policy and Practices:

1. Product Quality and Safety

The Company is committed to manufacturing and distributing products that are of high quality, safe, and compliant with applicable laws, standards, and requirements. The Company establishes quality and safety control processes throughout the value chain, covering raw material selection, manufacturing processes, packaging, storage, transportation, and distribution.

For processed foods, beverages, and other products intended for consumption, the Company places particular emphasis on food safety by taking into consideration the quality and safety of raw materials, manufacturing process controls, sanitation and hygiene, contamination prevention, allergen control, shelf-life management, and storage and transportation under appropriate conditions.

The Company complies with applicable food laws and standards, including hygiene and food safety requirements applicable to each type of product, to ensure that products delivered to customers are of appropriate quality and safe for consumption.

2. Accuracy of Product Information and Labelling

The Company places importance on providing product information that is accurate, clear, sufficient, and not misleading to customers. Information provided on labels, packaging, promotional materials, websites, and sales channels shall be consistent with the facts and applicable legal requirements.

For processed foods and beverages, the Company places particular emphasis on information that affects consumers’ purchasing decisions and safety, such as ingredients, nutritional information, net quantity, manufacturing date and expiry date or best-before date, storage instructions, warnings, allergens, and other information required by law.

The Company does not support the concealment of information or the presentation of information that may mislead consumers regarding the quality, benefits, ingredients, or nutritional value of its products.

3. Responsible Advertising and Marketing

The Company conducts advertising and marketing activities based on the principles of accuracy, transparency, fairness, and responsibility toward customers. The Company shall not use statements, images, or communication methods that are exaggerated, misleading, or may cause misunderstanding regarding the characteristics, benefits, or expected results of its products.

For food, beverages, dietary supplements, and health-related products, the Company places particular emphasis on health and nutritional claims. Such claims shall be supported by appropriate information or evidence and shall comply with applicable laws, regulations, and relevant requirements.

4. Consideration of Consumer Health and Safety

The Company recognizes that food, beverages, dietary supplements, and health products may have an impact on consumers' health. Accordingly, the Company places importance on providing information that enables consumers to make appropriate and informed decisions regarding the selection, use, or consumption of its products.

The Company shall not present or market its products in a manner that encourages consumers to use or consume products inappropriately, or creates an understanding that such products can replace necessary healthcare or medical treatment without appropriate information or supporting evidence.

5. Management of Potential Impacts on Customers and Remediation

The Company places importance on preventing and mitigating any adverse impacts that may arise to customers from any type of product or goods, or from the Company's business operations. Where an incident is identified that has caused or may cause a significant impact, the Company shall investigate the root cause, establish corrective and preventive measures, and consider appropriate remediation or other actions in accordance with applicable laws and the facts and circumstances of each case.

6. Product Traceability and Recall

The Company establishes product traceability processes, as appropriate to the nature and type of each product, to ensure that the source, manufacturing processes, and distribution channels can be appropriately traced and monitored.

Where a product is identified as posing a risk or potentially affecting the health and safety of customers, the Company shall take action in accordance with established procedures, which may include suspending distribution or sales, recalling products, notifying relevant parties, and implementing corrective or remedial measures, as appropriate.

7. Customer Feedback and Complaints

The Company provides channels through which customers and consumers may submit comments, suggestions, or complaints regarding product quality, safety, labelling, advertising, sales, and services through the channels designated by the Company.

The Company shall appropriately receive, review, investigate, analyze, and respond to complaints. The Company shall also analyze complaint data, including trends and root causes, in order to improve products, processes, and control measures, as well as to prevent the recurrence of similar incidents.

8. Fair Treatment of Customers

The Company treats customers and consumers with courtesy, fairness, and without discrimination. The Company shall not employ sales practices, promotional activities, or commercial terms that may unfairly exploit or place customers at an unreasonable disadvantage.

The Company places importance on communicating information regarding prices, terms and conditions of transactions, benefits, and promotional terms and conditions in a clear and transparent manner.

9. Personal Data Protection and Privacy

The Company places importance on protecting the personal data of customers and consumers by implementing measures for the collection, use, disclosure, storage, and security of personal data in compliance with applicable laws and relevant policies.

10. Consideration of Vulnerable Customer Groups

The Company takes into consideration consumers who may be vulnerable or have specific needs, such as children, older persons, individuals with health limitations, or persons with limited access to information. The Company shall consider the appropriateness of products, information, warnings, and marketing communications in order to prevent inappropriate impacts on such groups.

11. Employee Training and Awareness

The Company promotes knowledge and awareness of customer responsibility among employees and personnel involved in products, customers, sales, marketing, services, and quality control. The Company provides appropriate and regular training or communication on relevant guidelines to ensure that employees and relevant personnel understand and appropriately implement customer responsibility practices.

12. Monitoring, Evaluation, and Continuous Improvement

The Company shall regularly monitor and evaluate its performance with respect to customer responsibility by considering relevant information, including customer complaints, product safety incidents, product recalls, cases of non-compliance with labelling or advertising requirements, personal data incidents, and customer satisfaction assessment results.

The Company shall use the results of such evaluations to continuously improve its policies, control processes, training programs, and risk management measures, with the aim of enhancing operational standards and building trust and confidence among customers and consumers.

13. Governance and Accountability

The Company assigns management and relevant functions to jointly assume responsibility for implementing this Policy. This includes functions responsible for research and development, quality and safety, manufacturing, procurement, marketing, sales, customer service, legal and regulatory affairs, information technology, and other relevant functions.

The Company shall review this Policy and its related practices at least once a year, or whenever there are significant changes in applicable laws and regulations, products, risks, or stakeholder expectations, to ensure that the Policy remains appropriate and can be implemented effectively.