



# PRODUCT SAFETY AND QUALITY

## QUALITY AND REPUTATION ARE BETRIMEX'S TOP PRIORITIES

Betrimex is dedicated to delivering safe, high-quality, international-standard products that follow the philosophy: **"Quality and reputation are Betrimex's top priorities"**. To fulfill this commitment, Betrimex applies advanced traceability technologies, enforces strict production controls, and upholds multiple sustainability certifications. These efforts not only protect consumer health but also enable Betrimex to showcase our pioneering role in the sustainable coconut value chain.

0.08%<sup>(\*)</sup>

Finished product defect rate

0 cases

Shipments returned due to quality issues

0 incidents

Raw material quality issues

0 cases

Violations related to product health and safety

<sup>(\*)</sup> Assured indicators

## COMMITMENT TO FOOD SAFETY AND QUALITY ASSURANCE

Betrimex is firmly committed to delivering products that uphold the highest standards of quality, food safety, and sustainable responsibility to gain trust with global customers.

Betrimex's quality management system is designed to meet international standards, guided by the following objectives

1

Ensure product quality, authenticity, and food safety in full compliance with legal regulations and customer requirements.

2

Allocate sufficient resources to produce safe, high-quality food while contributing to food security.

3

Cultivate a culture of food safety through training in expertise, ethics, and accountability.

4

Continuously improve the quality management system to enhance production efficiency and overall business performance.

5

Foster communication across the organization and with partners to maintain a transparent supply chain.

With 27 international certifications, Betrimex takes a leading foothold in food safety management and sustainable development. Betrimex's commitment also extends to upholding social responsibility and business ethics while expanding into global markets. Notably, in 2020, Betrimex became Vietnam's first coconut enterprise to achieve Fairtrade Certification, a milestone that underscores our commitment to practicing fair trade, improving farmers' livelihood, and promoting supply chain transparency. And with Rainforest Alliance certification in 2023, Betrimex further reinforces our effort to conserve biodiversity, reduce environmental impact, and advance sustainable agriculture.

### ORGANIC PRODUCT CERTIFICATES



### PRODUCT CERTIFICATES



### MANUFACTURING CERTIFICATES



### MANAGEMENT SYSTEM STANDARDS







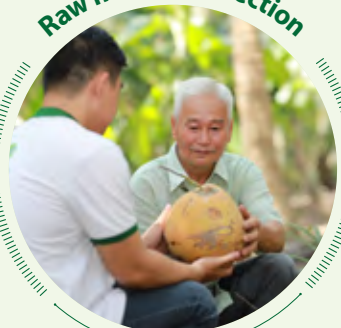
## PRODUCT SAFETY AND QUALITY

### FOOD SAFETY AND QUALITY ASSURANCE POLICY

Betrimex enforces a stringent quality management system, carefully controls input materials to ensure they are GMO-free, rigorously inspects each stage of production, and conducts regular testing of finished products.

#### Raw material selection

Coconut inputs are inspected for maturity, freshness, and nutritional value.



#### Processing control

Impurities are removed through a closed, hygienic system, while the input coconut water is tested to ensure consistent quality.



#### Manufacturing monitoring

Advanced automated control systems are deployed. Microbiological tests and heavy metal screenings are conducted to guarantee product purity.



#### Testing & packaging

The finished product undergoes a final visual inspection, is packaged, and its original nutritional flavor is preserved.



#### Quality monitoring

A real-time dashboard system tracks quality metrics to minimize the chance of quality deviations.

### CONTINUOUS IMPROVEMENT AND POSITIVE IMPACT

Betrimex strives to enhance operational efficiency, reduce costs, improve product quality, and deliver greater value to partners and consumers.

- Strengthen risk control through event-based sampling and **intensified inspections during critical periods.**
- **Reduce raw material and finished product losses** via strict compliance monitoring and integration of the SAP system.
- **Develop AOQL standards** to classify defects and define acceptable quality thresholds.
- **Establish rapid response protocols** to minimize the likelihood of substandard production.
- Reduce turnaround time **from 5 days to 3 days** to improve inventory management.
- **Implement a monitoring dashboard** for non-conforming products to ensure prompt resolution.

These improvements empower Betrimex to enhance our competitiveness, streamline the supply chain, and strengthen our position as a sustainable brand in both domestic and global markets. With a consistent strategy, Betrimex will continue improving product quality, affirming our leadership in the coconut industry, achieving international compliance, and driving forward a vision of sustainable development.



Through these efforts, Betrimex actively contributes to UN SDG 2 (Zero Hunger) while collaborating with partners to build a sustainable food system.

Amid rising global challenges to food security, Betrimex remains steadfast in our commitment to delivering sustainable, high-quality food supplies derived from coconut. To achieve these commitments, Betrimex integrates:

#### Sustainable production

- Adopt environmentally friendly farming practices to preserve land and water resources.
- Utilize climate-resilient, high-yield coconut varieties.

#### Food waste reduction

- Ensure strict quality control from harvest to distribution to reduce defects.
- Optimize processes to extend product shelf life.
- Reuse coconut by-products to minimize waste.

#### Product quality management

- Comply with global standards (such as BRC, IFS, and FDA) to ensure product safety.
- Disclose key product quality and food waste indicators in alignment with sustainability reporting frameworks.

For further details, please refer to the 2024 Sustainable Development Report - Section IV.6: Food waste management.

### FOOD SECURITY