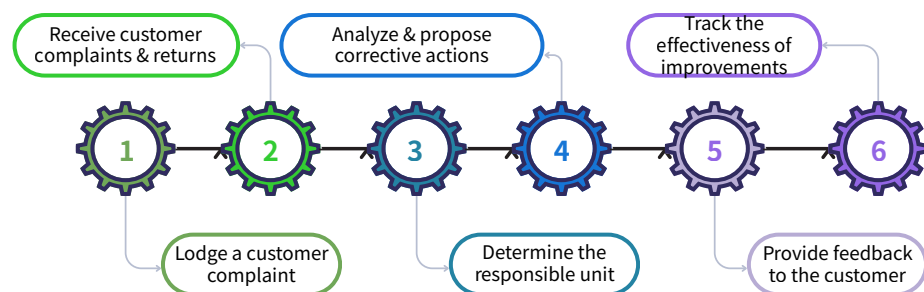


### 3.3 Customer Service GRI 3-3, 418-1

Hon Chuan upholds a policy of "Quality First, Customer Supreme" to provide packaging solutions that comply with global food safety regulations. Through the Customer Service Measures, Customer Complaint Handling Management Procedures, and Customer Satisfaction Evaluation Measures, we have established standardized service processes, with dedicated windows set up by the business and quality assurance units to respond in real time. In addition, the company regularly conducts an annual "Customer Satisfaction Survey" across seven major dimensions to serve as a basis for continuously optimizing service quality.

#### Customer Complaint Handling Management Process

The company has established diverse communication channels through which customers can provide feedback via the website or sales windows. Product complaints are analyzed for causes and anomalies by the quality assurance unit in accordance with the Customer Complaint Handling Procedures. The responsible unit is then determined to propose corrective actions within a specified time limit and track their effectiveness. If it is determined not to be the company's responsibility, the business unit will reply to the customer and close the case after approval by the QA manager.



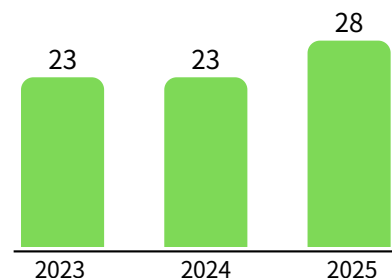
#### Deficiency Improvement and Response Mechanisms

##### Packaging Division

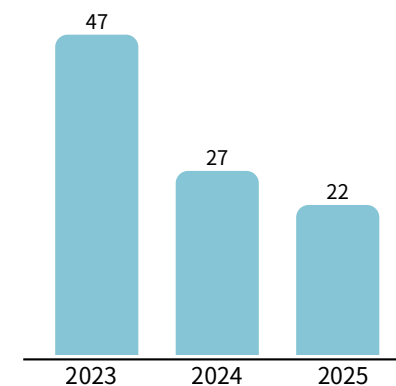
Starting from 2023, customer complaint incidents have continuously decreased, reflecting the steady growth of the quality management system. Through the systematic optimization of equipment stability and the strict enforcement of SOP regulations, we have successfully transformed from rear-end handling to front-end prevention, driving down the complaint rate year after year.

#### Statistics on the Number of Customer Complaints

##### Beverage Division



##### Packaging Division



Note: Targets for the Number of Customer Complaints

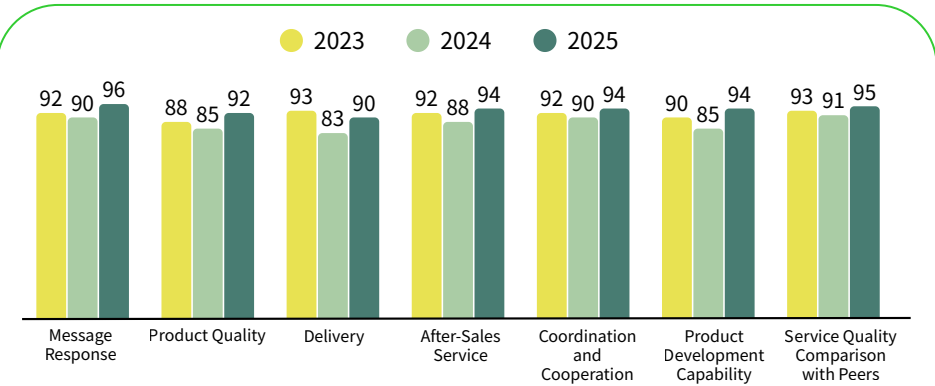
1. Beverage Division: Less than 20 cases in 2023; less than 15 cases in both 2024 and 2025
2. Packaging Division: Less than 20 cases for each year

##### Beverage Division

The main reason for the increase in customer complaint incidents in 2025 compared to 2024 was that damaged parts were not replaced in time and equipment performance was limited. The company has already launched a transformation and improvement plan. Through three core strategies - "upgrading the preventive maintenance plan," "strengthening personnel competency," and "introducing automated inspection equipment" - we carry out specialized project control over flavor and packaging quality. At present, the relevant equipment maintenance and updates have all been completed, thereby consolidating process stability and effectively reducing potential risks.

## Customer Satisfaction Survey

Every year, customers are sampled and invited to fill out the "Customer Satisfaction Survey Form" (covering 7 major dimensions: message response, quality, delivery, after-sales, coordination, development capability, and comparison with peers). Corrective actions are proposed based on the survey results to improve service quality. The overall average score for customer satisfaction in 2025 was 93.33.



Note: The scores shown for each dimension are averages; the calculation of the overall average score excludes the "Service Quality Comparison with Peers" dimension

### Explanation of Changes in Customer Satisfaction Indicators

- Delivery: 83→90**, Stocked inventory in advance during the off-season and increased capacity flexibility to meet customer delivery requirements
- Product Quality: 85→92**, Held regular quality review meetings to enhance process management and quality
- Product Development Capability: 85→94**, Optimized R&D processes to shorten testing schedules
- After-Sales Service: 88→94**, Strengthened cross-departmental collaboration and continuously tracked product usage
- Message Response: 90→96**, Optimized communication workflows across units to increase response efficiency
- Coordination and Cooperation: 90→94**, Planned capacity for peak and off-peak seasons to improve capacity coordination and cooperation

### Competitiveness Indicator

**Service Quality Comparison with Peers: 91→95**, Strengthened service and quality to enhance customer trust and competitiveness

## Data Protection GRI 418-1

To improve the intellectual property management system and enhance technology and brand competitiveness, an Intellectual Property Management Plan was established in 2025. It governs patents, trademarks, copyrights, trade secrets, and other intellectual property rights by creating management practices for data querying, maintenance, inventorying, and early warnings. At least one annual all-hands intellectual property training is held to ensure confidential information security is effectively implemented. In 2025, there were no complaints regarding breaches of customer privacy or losses of data.

| Management Category       | Core Management Item             | Concrete Implementation & Goals                                                                                                                                                                                                                                                                    |
|---------------------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Patent Management         | Portfolio Strategy & Maintenance | <ul style="list-style-type: none"><li>Evaluate patentability of product and technology development directions</li><li>Apply for protection over core technologies to secure market competitiveness</li><li>Regularly review patent status to execute maintenance or abandonment</li></ul>          |
| Trademark Management      | Branding & Maintenance           | <ul style="list-style-type: none"><li>Apply for trademark registration based on business strategies to build brand identity</li><li>Track trademark registration status and renewal schedules across countries</li><li>Prevent infringement, counterfeiting, and market confusion events</li></ul> |
| Trade Secrets             | Confidentiality & Control        | <ul style="list-style-type: none"><li>Establish protection mechanisms (including visitor control and data access permissions)</li><li>Enforce the fulfillment of confidentiality obligations upon employee resignation</li></ul>                                                                   |
| Licensing & Collaboration | Valorization & Contracts         | <ul style="list-style-type: none"><li>Formulate technology licensing or alliance strategies to enhance IP value</li><li>Establish contract management workflows to strengthen risk control</li></ul>                                                                                               |