

INTEGRATED MANAGEMENT SYSTEM POLICY

GENERAL PROVISIONS

This Premium Nexus JSC ("**Company**") Integrated Management System ("**IMS**") Policy ("**Policy**") is the primary document for managing the IMS in alignment with the Company's core strategic objectives.

SCOPE

This Policy applies to the following locations of the Company:

- Head Office – Ulaanbaatar 13312, Bayanzurkh District, 26th Khoroo, Sakura Tower, 7th Floor
- Branch Stores
- Distribution Center (Ambient Products) – Ulaanbaatar 16103, Bayangol District, 20th Khoroo, Industrial Zone 4,
- Distribution Center (Cold Chain) – Ulaanbaatar 13090, Bayanzurkh District, 11th Khoroo, Khonkhriin 82.

POLICY

We remain always open and close to our customers, continuously listening to their desires and interests to meet their evolving expectations, needs, and requirements. We uphold the fundamental principles of sustainable development, continuously provide quality products and services that meet applicable legal and regulatory requirements, always prioritize the health and safety of people and the environment-friendly interests of stakeholders, serve with sincere friendliness, and uphold the principle of becoming the most trusted brand of our customers.

Employees

We strive to provide every employee with opportunities for personal and professional growth, create an accessible and non-discriminatory work environment, uphold a healthy organizational culture based on mutual trust, respect, and continuous innovation that fosters teamwork, and work tirelessly to improve the satisfaction and quality of life of all our employees.

Customer Satisfaction

While adhering to food safety standards, we continuously improve by offering new and diverse product selections, keep our branch stores clean and orderly to meet customer satisfaction, and strive to create a pleasant shopping environment for our customers.

Responsibility

We strictly comply with state laws and the corporate governance code, uphold human rights, freedom, gender equality, and equal employment opportunities, adhere to the principle of being socially and environmentally friendly, and ensure a healthy and safe environment for our customers, partners, and employees.

Cooperation

We prioritize aligning the operations of our partners, suppliers, and contractors with standard requirements, emphasize mutually beneficial development based on trust, promote accident-free operations and production, strive to create a clean and transparent fair business environment, and work with mutual effort.

Investors and Shareholders

We respect investors and shareholders, and dedicate all our efforts to increasing profitable investment and work productivity for the Company, thereby providing shareholders with long-term profitability.

Leadership

We develop the Company sustainably through transparent and righteous management practices, adhering to the principle of consistently increasing the Company's market valuation. We strive to cultivate an organizational culture that upholds quality standards, occupational health and safety, food safety, information security, and environmental protection in our operations.

We optimally integrate advanced technology and automation into business processes, continuously improve our operations, business processes, and quality management system, and focus on achieving long-term sustainable results.

Guiding Principles

- We do everything necessary to implement the required activities aimed at meeting customer needs and expectations in order to increase customer satisfaction.
- We operate in compliance with laws and ethical standards.
- On the basis of mutual trust, we regard all companies we work with equally as important business partners, provide equal opportunities, and strive to grow together.
- We interact with all stakeholders in a fair, just, and ethical manner.
- We develop our Company sustainably through transparent and honest management practices, respect shareholder rights, and work diligently to deliver long-term returns.

We create a healthy organizational culture based on mutual trust and respect that upholds human rights, and strive to improve the quality of life of all employees.