



Soup Holdings Limited

(Incorporated in the Republic of Singapore)
(Company Registration No. 199103597Z)

RESPONSE TO QUERIES FROM A SHAREHOLDER ON THE ANNUAL REPORT

The Board of Directors (the “**Board**” or “**Directors**”) of Soup Holdings Limited (the “**Company**” and together with its subsidiaries, the “**Group**”) refers to the queries raised by a shareholder of the Company in relation to the Group’s Annual Report for the financial year ended 31 December 2023 (“**FY2023**”) and appends the replies as follows:

(I) RESPONSE TO QUERIES FROM A SHAREHOLDER

From page 26 of AR: Notwithstanding our best efforts, there was 5 (FY2022:1) incidents of non-compliance with regulations resulting in a warning issued by the Singapore Food Agency (“SFA”) and 1 incident resulting in a letter of intended summons (FY2022: Nil) in FY2023. We take it very seriously and brought it to the attention of our Executive Directors.

There appears to be an increase in non-compliance with SFA regulations. This non-compliance even escalated till a formal letter of intended summons from the SFA.

Question 1

Can the company explain what are the implications of the issuance of the letter of intended summons (for those people who are not in the F&B industry)? What is the meaning and significance of it? Does it mean the company might be suspended from operating? Please explain and elaborate clearly.

Company’s response

The issuance of the letter of intended summons indicates a breach of SFA’s food safety regulations. SFA regulates all retail food establishments, markets, and hawkers to ensure the safety of food and drinking water. SFA administers a Points Demerit System (PDS) for food retail businesses, which is used to manage the suspension and cancellation of licences for food safety infringements. If a licensee accumulates 12 demerit points or more within 12 months, their licence will either be suspended for two to four weeks, or cancelled, depending on their past record of suspension. The outlet was not suspended from operating since we are within the 12 demerit points allowance.

Question 2

Can you please illustrate and elaborate what exactly transpired and lead the SFA to issue a letter of intended summons? Did SFA inspections spot cockroaches or rats in our kitchen? Did our staff adopt unhygienic practices like spitting on the food? What exactly happened that led SFA to issue a letter of intended summons? Please illustrate and elaborate clearly.

Company's response

During the regular inspection, SFA observed small cockroaches at one of our Cafe O outlets within the seams of one of the wooden cabinets used to store paper rolls.

Question 3

Lastly, what steps have been done to address the issues/problems identified by SFA? And the status of the rectification steps taken? Please explain and elaborate clearly.

Company's response

Our company has contracted pest control companies to conduct regular inspections and implement pest control and extermination measures at all outlets. There are also standard operating procedures for staff to carry out daily cleaning and housekeeping tasks. Notwithstanding the above, it was unfortunate that this incident has occurred.

Immediate corrective measures were taken, including intensified pest extermination actions. The pest issue was resolved, and it has not recurred since.

BY ORDER OF THE BOARD

Chong In Bee
Company Secretary
21 April 2024