Petrano Supply Inc.
441-100 Innovation Drive, Winnipeg, Manitoba R3T 6A8, Canada | 204-202-3242 ext. 100 | info@petrano.ca

Petrano Supply Inc.

Petrano Supply Inc. Corporate Policy Manual

Petrano Supply Inc. is a Canadian technical supplier of scientific instruments, laboratory equipment, industrial equipment, spare parts and related services, with its head office, customer service desk, technical team, service base and depot in Winnipeg, Manitoba, serving customers door to door across Canada. This manual sets out the policies that govern how Petrano serves its customers, deals with its suppliers and runs its own operations.

Application. The policies apply to every customer, every order and every employee, contractor and agent acting for Petrano, in every province where Petrano supplies goods or services. Where a customer agreement, standing offer, framework agreement or purchase order sets a term that is stricter for Petrano or more favourable to the customer, that term prevails for that customer. Policy P10 does not apply where a customer agreement, standing offer or framework agreement exists. No policy limits a customer's contractual rights of inspection, rejection, warranty, remedy, confidentiality, audit or termination. Where a law sets a stricter requirement than a policy, the law prevails.

Applicable law register. Petrano keeps a register of the laws, standards and contract terms that apply to its operations, with the reason each applies, the responsible role and the control used, reviewed every year. A law named in this manual applies where Petrano activities fall within it. ISO standards are followed as guidance and are not claimed as certifications.

Policy index

No.	Policy	Area	Main subjects	Main laws and standards
P1	Customer Service and Complaint Resolution	Customers	Channels, service layers, dedicated contact, response standards, complaints, escalation, records	ISO 10002 principles
P2	Returns, Defective Goods and Restocking	Customers	Return authorization, 30 day returns, no restocking fee, defects, transit damage, non returnable items, decontamination, credits	TDG Act, WHMIS 2015
P3	Product Substitution, Change Notification and Recall	Customers	Approval before substitution, discontinuation, product change notices, traceability, recalls, safety notices	Manufacturer and regulatory notices
P4	Shipping, Delivery, Packaging and Dangerous Goods	Customers	Delivery terms, lead times, back orders, installation, packaging, dangerous goods, electrical approval	TDG Act, WHMIS 2015, Canadian Electrical Code
P5	Warranty and After Sales Service	Customers	Warranty term, claims, response times, exclusions, extended warranty, maintenance, spare parts	Manufacturer warranties
P6	Sustainability and Environmental Management	Environment	Packaging, end of life, emissions, green procurement, reporting, initiatives and timelines	ISO 14001 and ISO 14021 principles, GHG Protocol
P7	Code of Business Conduct, Anti Bribery and Conflict of Interest	Ethics	Bribery, gifts, fair competition, conflicts, procurement integrity, records, reporting concerns, no reprisal	CFPOA, Criminal Code, Competition Act, federal Integrity Regime, Ontario BPS Supplier Code of Ethics

No.	Policy	Area	Main subjects	Main laws and standards
P8	Privacy, Information Security and Accessibility	Compliance	Personal information, consent, safeguards, breaches, anti spam, information security, accessible service	PIPEDA, CASL, FIPPA, AMA, AODA
P9	Quality Management and Supplier Qualification	Operations	Quality objectives, supplier approval, genuine and traceable goods, technical review, nonconformance, corrective action	ISO 9001:2026
P10	Terms and Conditions of Sale	Commercial	Quotations, prices, payment, title and risk, acceptance, cancellation, intended use, liability, force majeure, disputes	Sale of Goods Acts, Interest Act
P11	Trade Compliance, Export Controls and Sanctions	Compliance	Classification, screening, permits, sanctions, re export, customs, records	EIPA, SEMA, JVCFOA, United Nations Act, Customs Act, US EAR flow down
P12	Forced Labour and Child Labour Prevention	Ethics	Own operations, supplier due diligence, declarations, remediation, training	S-211 Act, Customs Tariff item 9897.00.00
P13	Health and Safety	People	Workplace safety, customer sites, contractors, hazardous products, incidents	Manitoba WSH Act, Ontario OHSA, WHMIS 2015
P14	Diversity, Inclusion and Respectful Workplace	People	Equal opportunity, accommodation, harassment, complaints, supply chain	Manitoba and Ontario Human Rights Codes
P15	Business Continuity and Disaster Recovery	Operations	Critical functions, recovery targets, controls, incident response, customer communication, testing	ISO 22301 principles
P16	Social Responsibility and Community Engagement	Community	Community support, STEM education, volunteering, governance, reporting	Registered charity rules

Policies P1 to P8 keep the numbers used in earlier Petrano documents, so existing references remain valid. Policies P9 to P16 complete the manual. This manual consolidates and replaces the earlier stand alone documents on recyclable packaging, end of life management, greenhouse gas reduction, carbon neutrality, diversity and inclusion, community engagement, business continuity and forced labour prevention.

Document control

Item	Detail
Document	Petrano Supply Inc. Corporate Policy Manual, policies P1 to P16
Version	1.1
Approved and effective	October 29, 2026
Approved by	Ali Hakan, Operational and Supply Director
Review	At least once a year, and after any incident, complaint trend, audit finding or change in law. Changes are recorded with version, date and reason

Item	Detail
Changes in version 1.1	October 29, 2026: P1, P2, P5 and P15, on site service by the manufacturer service engineer coordinated by Petrano; P1, manufacturer engineering changes in place of redesign; P6, emissions method stated: FY2026 spend based footprint and freight baseline by 30 June 2027; P9, ISO 9001:2026 quality management system and definition of a configured system

Approved for Petrano Supply Inc.	Signature	Date
Ali Hakan, Operational and Supply Director		October 29, 2026

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P1. Customer Service and Complaint Resolution

Policy	Version	Approved and effective	Owner	Review
P1	1.1	October 29, 2026	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Give every customer one accountable contact, fast answers and a clear route to resolve any problem.

Scope. All customers, all products and services, all channels, before and after sale.

1. Service hours and channels

- Hours: Monday to Friday, 8:00 to 18:00 Eastern Time, except statutory holidays.
- Orders and requests by email or web form are received 24 hours a day and processed from the next opening hour.
- Channels: telephone 204-202-3242 ext. 100, toll free (877) 431-6736, customercare@petrano.ca, info@petrano.ca, and the contact and quotation request web form at petrano.ca.
- Service is provided in English. Documents in French and accessible formats are provided on request under Policy P8.

2. Service structure and dedicated contacts

Service is delivered in 3 layers, and Petrano stays accountable to the customer at every layer. Layer 1 is the Petrano customer service desk and the Petrano technical team, the first line for every request: quotations, orders, delivery status, returns, warranty claims, technical triage, remote diagnosis, coordination of on site repair, installation and training, and spare parts. Layer 2 is the technical team of the manufacturer, engaged and managed by Petrano: factory diagnosis, firmware and software, factory service engineer and parts not held at the Winnipeg depot. Layer 3 is Petrano management with the engineering team of the manufacturer: unresolved problems, design or quality issues, manufacturer engineering changes, replacement decisions and recalls. Each institutional customer has a dedicated technical support team member, whose direct telephone and email are given to the institution when its agreement is signed, with a named backup during absence. Field visits are coordinated under Policy P5 section 4.

3. Response standards

Request	Standard
Acknowledgement of any request, order or complaint	Within 1 business hour
Quotation for a listed product	Within 1 business day
Quotation for a configured system	Within 3 business days, or a date agreed with the customer when the manufacturer must design the configuration
Purchase order acknowledgement	Same business day. Confirmed ship date within 2 business days of the purchase order
Back order or delay notice	Within 1 business day of Petrano becoming aware, with a revised date
Technical problem	Reply by telephone or remote session the same business day

Request	Standard
On site service when remote support does not resolve the problem	Manufacturer service engineer coordinated by Petrano, visit date confirmed within 1 business day of diagnosis
Spare part not held at the Winnipeg depot	Ordered from the manufacturer, delivery date confirmed at diagnosis
Request for documents: certificates, Safety Data Sheets, manuals, warranty records	Within 2 business days

4. Complaint procedure

- A complaint is any expression of dissatisfaction about a product, a delivery, an invoice, a person or a process. It can be made through any channel, by anyone acting for the customer.
- Every complaint is logged with a reference number, the customer, the order, the issue, the owner and the next action, and acknowledged within 1 business hour.
- The owner investigates, proposes a resolution and keeps the customer informed at least every 2 business days until closure.
- A complaint is closed only when the agreed action is complete and the customer confirms the resolution in writing. Until then the case stays open as resolved awaiting customer confirmation, with an owner and a follow up date. Silence from the customer does not count as acceptance.
- If a level does not resolve the complaint within its target, it moves up automatically. The customer can ask for escalation at any time.
- Resolution targets run from the original receipt of the complaint and do not restart when the complaint moves to another level. Business days are Monday to Friday, excluding statutory holidays in the customer’s province.

Level	Owner	Resolution target
1	Petrano customer service desk and Petrano technical team	2 business days
2	Manufacturer technical team, managed by the Petrano technical supervisor	5 business days
3	Petrano management with the engineering team of the manufacturer	10 business days

5. Records and improvement

- Complaint, request and service records are kept for at least 6 years.
- Records are reviewed every quarter to find and remove recurring causes, under the corrective action process in Policy P9.
- Customer satisfaction is surveyed at least once a year for each institutional customer, and results are shared with the customer on request.

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P2. Returns, Defective Goods and Restocking

Policy	Version	Approved and effective	Owner	Review
P2	1.1	October 29, 2026	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Make returns simple and free of charge for the customer, while handling returned goods safely and lawfully.

Scope. All goods supplied by Petrano, whether unused, defective, damaged in transit, wrong or short shipped.

1. General terms

- No restocking fee is charged on any return, at any time.
- Unused listed items in original condition and packaging, with manuals and accessories, can be returned within 30 days of delivery for full credit. This period applies to voluntary returns of conforming goods only and does not limit the customer's contractual rights of inspection, rejection or warranty.
- Made to order and configured systems are confirmed in writing at order and are covered by the defect terms in this policy and by Policy P5.
- Equipment built or configured to a user specification is confirmed in writing at order. If it arrives defective or out of specification, Petrano repairs or replaces it at no cost.

2. Return procedure

- The customer requests a return by telephone, email or web form, quoting the purchase order number.
- Petrano issues a return authorization within 1 business day, with packing and labelling instructions.
- Petrano books and pays the return pickup from the customer location.
- Credit is issued within 5 business days of receipt of the returned item, to the original payment method or as a credit note.
- Return delivery is always arranged and paid by Petrano, for defective items as well as unused returns.

3. Defective, damaged, wrong or short shipped items

- The customer reports the issue with photos where possible. Petrano acknowledges within 1 business hour.
- Visible transit damage should be noted on the delivery receipt. Concealed damage, wrong items and shortages should be reported within 5 business days of delivery. Later reports are still accepted and investigated as shortages, wrong items, transit damage or defects, without loss of the customer's contractual rights.
- Petrano arranges the replacement, or an on site repair under warranty by the manufacturer service engineer, and confirms the replacement or repair date within 1 business day of diagnosis.
- Freight in both directions is paid by Petrano. The customer does not pay any cost.
- Damage in transit is claimed by Petrano with the carrier. The customer is not asked to wait for the outcome of the claim.

4. Items that cannot be returned for credit unless defective

- Items made, configured, cut or calibrated to a user specification, and items ordered specially from the manufacturer at the customer's request, once confirmed in writing at order.
- Opened chemicals, reagents, consumables and items with a broken sterile or tamper seal.

- Refrigerated, frozen or temperature controlled products, and products past their expiry date.
- Software and licences once the licence key is delivered or activated.
- Used equipment, and any item returned contaminated or without the decontamination certificate required below.
- These limits never apply to a defective, damaged or wrong item, which is always replaced, repaired or credited under section 3. The decontamination and safe transport rules in section 5 still apply to every return, and where an item cannot be returned safely, Petrano arranges the remedy on site.

5. Safety of returned goods

- Equipment that has been used with chemical, biological or radioactive materials is returned only with a signed decontamination certificate, provided by Petrano with the return authorization.
- Hazardous products are returned only under the Transportation of Dangerous Goods Act and Regulations, packed and documented by trained personnel. Petrano arranges a certified carrier when needed.
- Petrano may decline to open a package that appears contaminated until it is made safe. The customer is told the same business day.

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Petrano Supply Inc.

P3. Product Substitution, Change Notification and Recall

Policy	Version	Approved and effective	Owner	Review
P3	1.0	December 10, 2025	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Protect customers from unapproved changes and act fast on any safety or quality issue.

Scope. All goods supplied by Petrano, including catalogue items in customer eProcurement systems.

1. Substitution

- Petrano never substitutes a product, part number, quantity or package content without the written approval of the person who placed the order, or of the customer's authorized procurement representative where the customer requires it.
- When a product is discontinued or unavailable, Petrano offers an alternative with its specification, price and lead time. The user accepts or refuses it. Refusal carries no charge, and the user may cancel the affected line.
- An approved substitute is equal or better in function and specification and is priced no higher than the original, unless the user accepts a higher price in writing.
- Catalogue changes in a customer eProcurement system are made only with the approval of that customer.

2. Product change and discontinuation notices

- When a manufacturer announces a change in form, fit, function, specification, model number or country of origin, Petrano informs affected customers within 5 business days of the notice.
- When a product is discontinued, Petrano gives the last order date, the support period for spare parts and service, and the recommended successor.
- Open orders affected by a change are confirmed again with the user before shipment.

3. Traceability

Petrano records the manufacturer, model, serial or lot number, delivery date and location of every instrument and traceable item it delivers, by customer. Records are kept for the life of the product and at least 6 years.

4. Recall and safety notices

- On a manufacturer recall, safety notice or regulatory notice, Petrano notifies every affected user and the procurement office within 1 business day of receiving the notice, with the risk, the affected serial or lot numbers and the immediate action required.
- Affected stock at the Winnipeg depot is quarantined the same day.
- Petrano arranges repair, replacement or credit at no cost to the customer, coordinates with the manufacturer, and confirms closure in writing for each affected unit.
- If Petrano learns of a safety problem from any other source, it informs the manufacturer and affected customers without waiting for a formal notice.
- Each recall is recorded with notices sent, units affected, actions taken and closure evidence.

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P4. Shipping, Delivery, Packaging and Dangerous Goods

Policy	Version	Approved and effective	Owner	Review
P4	1.0	December 10, 2025	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Deliver safely, on time and in full compliance with federal and provincial rules.

Scope. All shipments to customers, from the Winnipeg depot or directly from the manufacturer, and all returns.

1. Delivery

- Delivery is DDP, Incoterms 2020, door to door anywhere in Canada, to the campus, room of use or location named on the purchase order, unless the customer specifies another term. Petrano is the importer of record and pays duties, brokerage and import costs. Delivery is free, with no minimum or maximum order, no minimum value and no fuel or insurance surcharge.
- Courier and LTL freight for standard orders. Dedicated freight with delivery to the room of use for large equipment, arranged with the customer in advance, including any dock, elevator, tailgate or rigging needs.
- Petrano ships every business day. Stocked items and spare parts ship from the Winnipeg depot within 2 business days of the purchase order and reach any campus within 5 business days. Made to order systems ship from the Winnipeg depot within 2 business days of arrival from the manufacturer, or directly from the manufacturer when this is faster and agreed.
- The tracking number is emailed at dispatch. Each order is packed separately with a packing slip showing the purchaser name, ship to location and purchase order number.
- Invoices show stock number, quantity ordered, description, unit price and extended price.

2. Lead times and back orders

- Lead time is stated on every quotation and order acknowledgement, from the purchase order date.
- A back order or delay is notified within 1 business day of Petrano becoming aware, with a revised date. The user can cancel any back order without charge.
- Partial shipments are made only with the user’s agreement, and freight on the balance is paid by Petrano.

3. Installation and site readiness

- For equipment that needs installation, Petrano gives the site requirements at quotation: space, floor loading, power, gases, water, ventilation and network.
- Petrano and the customer agree the installation date once the site is ready. Installation follows the manufacturer procedure, so that every warranty is preserved.
- Electrical equipment is supplied with a CSA, cUL or other accepted certification mark, or with field evaluation by an accredited body under CSA SPE-1000 arranged by Petrano before the equipment is energized, as required by the Canadian Electrical Code.

4. Packaging

- Packaging is reusable, returnable or recyclable, and is specified to manufacturers as a condition of order under Policy P6.
- Wooden crates and pallets from large equipment are taken back by Petrano on request.
- International shipments use wood packaging treated and marked under ISPM 15.

5. Dangerous goods and hazardous products

- Any item classed as dangerous goods ships under the Transportation of Dangerous Goods Act and Regulations, packed, marked and documented by trained personnel or by a certified carrier. Air shipments also follow the IATA Dangerous Goods Regulations.
- Hazardous products carry WHMIS 2015 labels at receipt, with a current Safety Data Sheet supplied with each shipment and on request.
- Lithium batteries, compressed gases, cryogens and radioactive sources are shipped only under the specific rules that apply to them, and only after the customer confirms it can receive them.
- Installation and service work at customer sites follows the occupational health and safety law of the province and the safety rules of the site under Policy P13.

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Ali Hakan, Operational and Supply Director		December 10, 2025

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P5. Warranty and After Sales Service

Policy	Version	Approved and effective	Owner	Review
P5	1.1	October 29, 2026	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Stand behind every product Petrano supplies for its working life.

Scope. All new equipment, parts and services supplied by Petrano.

1. Standard warranty

- Minimum 1 year parts and labour against defects in manufacture, workmanship and installation, from installation, or from delivery when no installation is ordered.
- Where the manufacturer warranty is longer, the longer warranty applies.
- Consumables are warranted to their stated shelf life or expiry date. Services, including installation, are warranted for at least 1 year from completion.
- Installation is carried out so that every manufacturer warranty is preserved for the customer.
- Petrano is the first line of warranty service. The customer deals with Petrano, not with the manufacturer.
- The warranty follows the equipment if it is moved within the same institution in Canada.

2. Warranty claims

- Claims are made through any channel in Policy P1 and acknowledged within 1 business hour.
- Remote diagnosis is offered the same business day for every product.
- When remote support does not resolve the problem, Petrano coordinates an on site visit by the manufacturer service engineer, with the spare parts needed, and confirms the visit date within 1 business day of diagnosis. A spare part not held at the Winnipeg depot is ordered from the manufacturer and its delivery date is confirmed at diagnosis.
- Defects are remedied promptly at no cost to the customer, including parts, labour and freight. If a defect cannot be remedied within a reasonable time, Petrano replaces the product or refunds its price.
- Every claim is recorded with the fault, the action, the parts used and the closing date.

3. Exclusions

- Normal wear parts and consumables used beyond their rated life, such as lamps, seals, filters, fuses and electrodes.
- Damage from misuse, accident, neglect, improper storage, operation outside the manufacturer specification, unsuitable power or utilities, or a site that does not meet the agreed requirements.
- Repair, modification or relocation by anyone other than Petrano or the manufacturer, or the use of parts not approved by the manufacturer, where this caused the fault.
- Problems caused by third party equipment or software not supplied by Petrano.
- Petrano tells the customer in writing why a claim is excluded and offers a quotation for the repair. Where the cause is unclear, Petrano gives the customer the benefit of the doubt.
- Exclusions never reduce the remedies of a customer under its agreement, including its right to have a defect remedied at Petrano’s cost if Petrano does not act promptly.

4. Field service coordination

On site service is performed by the manufacturer service engineer and coordinated by Petrano. Petrano remains the single point of contact: it schedules the visit with the customer, follows the work and records the result under Policy P1. Each institution is told at order which manufacturer provides field service for each product line.

5. Extended warranty and after sales service

- Extended warranty of 1 to 5 additional years is available on selected product lines, depending on the manufacturer, and quoted with each instrument. Coverage includes parts, labour and remote technical support.
- After warranty, Petrano provides repair, preventive maintenance, calibration coordination and spare parts supply, with manufacturer support. Service agreements are offered for planned maintenance visits.
- Spare parts and service are supported for at least the period the manufacturer supports the product, and Petrano gives notice of the end of support under Policy P3.

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P6. Sustainability and Environmental Management

Policy	Version	Approved and effective	Owner	Review
P6	1.1	October 29, 2026	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Reduce the environmental impact of what Petrano supplies and how it supplies it, and report honestly on progress.

Scope. Petrano operations, packaging, logistics, end of life management and supplier selection. Petrano's scope 3 inventory includes the upstream emissions of the goods it buys, which manufacturers also report as their own direct emissions. Petrano influences them through supplier selection.

1. Environmental commitments

- Comply with all environmental laws that apply to Petrano and prevent pollution in its own operations.
- Reusable, returnable or recyclable packaging on every order, with crate take back for large equipment.
- Consolidated shipments, and ground or sea freight instead of air wherever the delivery date allows, to cut freight trips and emissions.
- Electronic quotations, invoices and documentation by default.
- Preference for manufacturers that hold ISO 14001 or publish RoHS, energy and consumables data. Energy and consumables data is shown in quotations where the manufacturer publishes it, and the lower impact option is offered alongside the standard option when one exists.
- Petrano follows the principles of ISO 14001. It does not claim a certification it does not hold.

2. Packaging

- Recyclable packaging is specified to the manufacturer as a condition of order. Plastic packaging should carry a resin identification code.
- Environmental claims about packaging or products are made only when they can be supported, following ISO 14021.
- Petrano complies with the extended producer responsibility rules for packaging in each province where it is the first importer.

3. End of life

- Petrano supplies the manufacturer documentation needed to decommission equipment safely, including refrigerants, batteries and data storage.
- End of life equipment is taken back on request for reuse, refurbishment or recycling through recyclers certified to R2v3 or e-Stewards, or through the provincial electronics stewardship program. Working equipment can be donated to schools or charities.
- Data storage is sanitized following NIST SP 800-88 before reuse or recycling, and a certificate is given to the customer on request.

4. Emissions

- Petrano measures its scope 1, 2 and 3 emissions each financial year using the GHG Protocol Corporate Standard. The FY2026 footprint uses a spend based method for purchased goods and is published in the GHG Emissions Reduction Strategy PSI-ENV-GHG-02. A freight emissions baseline from carrier data follows by 30 June 2027 under section 6.
- Petrano sets reduction actions each year against that inventory. Any carbon neutrality claim will be made only after independent verification under ISO 14068-1. No offset based claim replaces actual reduction.

5. Tracking and reporting

Petrano provides each institution, on request, an annual report showing eco certified or EPEAT registered products ordered against total purchases where data exists, shipments consolidated, packaging recovered and freight emissions estimated from carrier data.

6. Initiatives and timelines

Initiative	Timeline
Packaging take back for large equipment crates	From the first delivery under each customer agreement
Accessibility customer service training for all staff	Before the first order under each customer agreement
Supplier code of conduct accepted by every manufacturer	By 31 March 2027
Supplier sustainability questionnaire to every manufacturer	By 31 March 2027
Freight emissions baseline	By 30 June 2027
First annual sustainability report	12 months after the first order under each customer agreement

Fair labour, health and safety and anti corruption standards across the supply chain are covered by Policies P7, P12 and P13.

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P7. Code of Business Conduct, Anti Bribery and Conflict of Interest

Policy	Version	Approved and effective	Owner	Review
P7	1.0	September 11, 2025	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Keep every Petrano dealing honest, lawful and fair.

Scope. All employees, contractors, agents and representatives of Petrano, in all dealings with customers, public officials, suppliers and competitors.

1. Anti bribery and gifts

- No one acting for Petrano offers, promises, gives, requests or accepts a bribe, kickback, secret commission or any other improper advantage, directly or through a third party.
- No gift, hospitality or gratuity is given to or accepted from any employee, officer or official of a public customer. With other parties, only modest business courtesies are allowed, and they are recorded.
- No facilitation payments are made in any country.
- Petrano complies with the Corruption of Foreign Public Officials Act, the Criminal Code of Canada including sections 121 and 426, and the anti corruption laws of each country where it does business.
- Agents and representatives are selected after due diligence and are bound in writing by this policy.

2. Fair competition and procurement integrity

- No bid rigging, price fixing, market allocation, collusion or sharing of pricing or bid information with competitors, as prohibited by sections 45 and 47 of the Competition Act.
- No lobbying or contact with customer personnel outside the channels a procurement process allows. Petrano follows the Supplier Code of Ethics of the Ontario Broader Public Sector Procurement Directive and the procurement rules of every public customer.
- Petrano gives accurate and complete information in every quotation, response and declaration, and corrects any error as soon as it is found.
- Confidential information of customers and competitors is never sought or used improperly.
- Petrano complies with the federal Ineligibility and Suspension Policy administered by the Office of Supplier Integrity and Compliance of Public Services and Procurement Canada, where it applies, and declares any matter required by a customer.

3. Conflict of interest

- Any actual, potential or perceived conflict of interest is disclosed in writing to the customer before or as soon as it arises, and the person concerned withdraws from the matter.
- Petrano does not employ or engage a current or recent employee of a customer on matters involving that customer without disclosure and approval.
- Employees declare outside interests in suppliers, customers or competitors to the Operational and Supply Director.

4. Records, money laundering and fraud

- Books and records are accurate and complete. No false invoice, credit note or document is ever made.

- Payments are made only to the contracting party, in its country, through traceable banking channels. Unusual payment requests are verified by telephone before payment.
- Petrano does not accept payment in cash, and reports suspicious transactions as the law requires.

5. Supply chain

- Manufacturers supplying Petrano must respect human rights, prohibit forced and child labour, provide safe working conditions, comply with environmental law and avoid conflict minerals, under Policy P12.
- Products are supplied new, genuine and traceable to the manufacturer unless the customer agrees otherwise in writing.

6. Reporting concerns

Concerns can be raised in confidence with the Operational and Supply Director at ali@petrano.ca or by telephone at 204-202-3242 ext. 100, or with the company's independent chartered accountant, Yann Kessi, whose contact details are given to every employee and posted at the head office and depot. A concern that involves the Operational and Supply Director goes to Yann Kessi, who decides how it is investigated, independently of the Director. Every report is reviewed and answered. No one is penalized for raising a concern in good faith. A breach of this policy leads to discipline up to dismissal or termination of the contract, and may be reported to the authorities.

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Ali Hakan, Operational and Supply Director		September 11, 2025

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P8. Privacy, Information Security and Accessibility

Policy	Version	Approved and effective	Owner	Review
P8	1.0	July 30, 2025	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Protect personal and confidential information, and serve every person with dignity and equal access.

Scope. All personal information and customer confidential information handled by Petrano, all electronic messages Petrano sends, and all service to customers and the public.

1. Privacy

- Petrano complies with the Personal Information Protection and Electronic Documents Act, and assists institutional customers in complying with the Freedom of Information and Protection of Privacy Act and similar provincial laws.
- The Operational and Supply Director is the Privacy Officer, reachable at ali@petrano.ca.
- Personal information is collected only for identified purposes, with consent, and only as much as needed to quote, deliver, invoice and support. Personal information received from a customer is used only to fulfil that customer's orders and is never used to cross market.
- Access is restricted to staff who need it. Records are stored securely and returned or destroyed at the end of the work or on request, subject to legal retention periods.
- Where a service provider outside Canada processes personal information, Petrano protects it by contract and tells individuals on request.
- Where a customer agreement requires prior written consent before Petrano accesses, copies, stores outside the province or discloses the customer's information, including to a manufacturer, Petrano obtains that consent first. Customer information is returned or destroyed when the agreement requires, and requests from individuals about a customer's information are referred to that customer when the agreement requires.
- Individuals can ask to see and correct their personal information, and receive an answer within 30 days. Complaints go to the Privacy Officer, and may also be made to the Office of the Privacy Commissioner of Canada.

2. Breaches

- Any suspected breach is reported to the affected customer without delay, and in any case within 24 hours of discovery.
- A breach that creates a real risk of significant harm is reported to the Office of the Privacy Commissioner of Canada and to the affected individuals as soon as feasible. Every breach is recorded and the record kept for at least 24 months.

3. Information security

- Multi factor authentication on email, file storage, banking and business systems. Unique passwords held in a password manager.
- Devices are encrypted, patched promptly and protected by current security software. Business data is held on cloud platforms with version history and backup under Policy P15.
- Customer confidential information, including drawings and specifications, is shared with a manufacturer only when needed for the order and under a confidentiality obligation.

- Staff complete security awareness training each year. Petrano follows the Baseline Cyber Security Controls for Small and Medium Organizations of the Canadian Centre for Cyber Security.

4. Electronic messages

Commercial electronic messages are sent only with express or implied consent under Canada's Anti Spam Legislation. Every message identifies Petrano and includes a working unsubscribe, which is honoured within 10 business days.

5. Accessibility

- Petrano provides goods and services in a way that respects the dignity and independence of persons with disabilities, under the Accessibility for Manitobans Act and its Customer Service, Employment, and Information and Communication standards.
- When serving Ontario customers, Petrano also follows the Accessibility for Ontarians with Disabilities Act and Ontario Regulation 191/11, Integrated Accessibility Standards, including the Customer Service Standards.
- Every employee completes accessibility customer service training before the first order under each customer agreement. Training records are kept and proof of completion is provided to customers on request.
- Petrano communicates in accessible formats and with communication supports on request, at no cost, welcomes service animals and support persons at any meeting or site visit, and gives notice of any service disruption.
- Feedback on accessibility can be given through any channel in Policy P1 and is answered within 2 business days.

Approved for Petrano Supply Inc.	**Signature**	**Date**
Ali Hakan, Operational and Supply Director		July 30, 2025

Petrano Supply Inc.
441-100 Innovation Drive, Winnipeg, Manitoba R3T 6A8, Canada | 204-202-3242 ext. 100 | info@petrano.ca

Petrano Supply Inc.

P9. Quality Management and Supplier Qualification

Policy	Version	Approved and effective	Owner	Review
P9	1.1	October 29, 2026	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Supply products and services that meet the agreed specification every time, and improve continuously.

Scope. All products and services supplied by Petrano, all manufacturers and service providers it uses, and all internal processes from quotation to after sales service.

1. Quality commitments

- Meet the customer specification, the order and the applicable law and standards on every order.
- Measure performance and act on the results: on time and complete delivery, response times, complaints, returns and warranty claims.
- Petrano operates a quality management system to ISO 9001:2026, described in the Quality Manual PSI-QM-01. It does not claim a certification it does not hold.

2. Supplier qualification

- Petrano buys from original manufacturers or their authorized channels. Each new manufacturer is assessed before the first order for legal status, technical capability, certifications, product compliance for Canada, warranty and service support, financial stability and acceptance of Policies P7 and P12.
- Approved manufacturers are recorded with their scope, certifications and authorization letters, and reviewed each year. A manufacturer that fails quality, delivery or conduct requirements is placed on corrective action, then suspended if the problem is not fixed.

3. Technical review of orders

- Every quotation for a configured system is checked line by line against the customer specification and the manufacturer datasheet or written confirmation. Any deviation is shown to the customer before order. Compatibility is confirmed by the manufacturer, never assumed. A configured system means a set of manufacturer standard options confirmed in writing by the manufacturer; Petrano does not design products or systems.

4. Inspection, nonconformance and corrective action

- Goods received at the Winnipeg depot are inspected for identity, quantity, damage and documents before dispatch.
- Calibration certificates are traceable to national or international standards when calibration is part of the order.
- Any nonconforming product is segregated, recorded and resolved with the manufacturer. A nonconforming product is never shipped on notice alone. It ships only after it is corrected, or after the customer’s authorized representative approves the deviation in writing, with all legal and safety requirements met. The same hold applies to direct shipments from the manufacturer and to catalogue items.
- Recurring complaints, returns and claims trigger a root cause review and a corrective action with an owner and a due date, checked for effect. Management reviews quality results, supplier performance and corrective actions at least once a year.

Approved for Petrano Supply Inc.	Signature	Date
Ali Hakan, Operational and Supply Director		October 29, 2026

Petrano Supply Inc.
441-100 Innovation Drive, Winnipeg, Manitoba R3T 6A8, Canada | 204-202-3242 ext. 100 | info@petrano.ca

Petrano Supply Inc.

P10. Terms and Conditions of Sale

Policy	Version	Approved and effective	Owner	Review
P10	1.0	April 29, 2025	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. State clearly and fairly the commercial terms that apply to every sale.

Scope. Quotations, orders and sales by Petrano where no customer agreement, standing offer or framework agreement exists. Where one exists, this policy does not apply and that agreement alone governs. Printed terms on a purchase order apply only where they are agreed.

1. Quotations and orders

- Quotations are valid for 30 days unless they state otherwise, and state the price, currency, taxes, delivery terms, lead time, warranty and any installation or training included.
- An order is accepted when Petrano sends its order acknowledgement. Changes after acceptance are agreed in writing.

2. Prices

- Prices are in Canadian dollars, DDP, Incoterms 2020, to the ship to address, including duties, brokerage and import costs, with applicable taxes shown separately, unless the quotation or the customer states another term.
- Prices under a customer agreement change only as that agreement allows. Price lists are reviewed twice a year, and any change is given to the customer in advance as the agreement requires.

3. Payment

- Payment is due 30 days from the date of a correct invoice, or from delivery if later.
- Payment against purchase order by electronic funds transfer or cheque, or by credit card, debit card or purchasing card, with no processing fee.
- Overdue amounts may bear interest at 1.5 percent per month, which is 18 percent per year, after written notice. Interest is not charged on amounts the customer disputes in good faith.
- For large configured systems, a milestone payment schedule may be agreed in the quotation.

4. Delivery, title and risk

- Title and risk of loss pass to the customer on delivery to the ship to address, unless the agreement states otherwise.
- Delivery dates are given in good faith. Delays are handled under Policy P4 and never charged to the customer.

5. Inspection and acceptance

The customer may inspect goods on delivery. For installed equipment, acceptance follows the acceptance test agreed at order, or 30 days after installation if no test is agreed and no defect is reported. Acceptance does not limit the warranty.

6. Cancellation

- Stocked and listed items may be cancelled before shipment at no charge. Any back ordered item may be cancelled at no charge.
- Made to order or configured items may be cancelled at no charge until the order is placed with the manufacturer. After that, the customer pays only the documented costs that cannot be recovered, which Petrano works to reduce.

7. Intended use and compliance

- Products marked for research use only are not for diagnostic, therapeutic, clinical or human use.
- Products are supplied with the certification marks and documents needed for use in Canada, or with the approval arranged under Policy P4.
- The customer agrees not to export or re export products in breach of the laws in Policy P11.

8. Liability

- Neither party is liable to the other for indirect, special or consequential losses, such as loss of profit, data or research time.
- Petrano's total liability for any order is limited to the price paid for the products or services giving rise to the claim, except for death or personal injury caused by negligence, wilful misconduct, fraud, breach of confidentiality and any liability that cannot be limited by law.
- Petrano maintains commercial general liability insurance and provides a certificate on request.

9. Force majeure

Neither party is responsible for delay caused by events beyond its reasonable control, such as fire, flood, pandemic, war, labour disruption, government action or carrier failure. The affected party gives notice promptly, limits the delay and resumes performance as soon as possible. Petrano allocates available stock fairly among customers. If the delay exceeds 60 days, the customer may cancel the affected order at no charge.

10. Intellectual property, law and disputes

- Software is supplied under the licence of its publisher. Petrano does not grant rights it does not hold.
- These terms are governed by the laws of Manitoba and the federal laws of Canada, or by the law named in the customer agreement. The United Nations Convention on Contracts for the International Sale of Goods does not apply.
- Disputes are first escalated under Policy P1, then to senior management of both parties, then to mediation, before any court proceeding.

Approved for Petrano Supply Inc.	Signature	Date
Ali Hakan, Operational and Supply Director		April 29, 2025

Petrano Supply Inc.
441-100 Innovation Drive, Winnipeg, Manitoba R3T 6A8, Canada | 204-202-3242 ext. 100 | info@petrano.ca

Petrano Supply Inc.

P11. Trade Compliance, Export Controls and Sanctions

Policy	Version	Approved and effective	Owner	Review
P11	1.0	April 29, 2025	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Import, export and supply goods, software and technology only in full compliance with Canadian and applicable foreign trade laws.

Scope. All imports, exports, re exports and transfers of goods, software and technical data by Petrano, and all customers, end users and suppliers.

1. Laws

Petrano complies with the Export and Import Permits Act and its Export Control List and Area Control List, the Special Economic Measures Act, the Justice for Victims of Corrupt Foreign Officials Act, the United Nations Act, the Criminal Code listings of terrorist entities, the Customs Act and the Customs Tariff. Where goods are of United States origin, Petrano follows the re export conditions of the United States Export Administration Regulations and passes them to the customer.

2. Controls

- Each product is checked against the Export Control List before any export or transfer, using the manufacturer classification where available.
- Every foreign customer, end user, consignee and supplier is screened against the Consolidated Canadian Autonomous Sanctions List and the applicable United States lists before the first transaction and before each shipment.
- Petrano does not deal with sanctioned persons or embargoed destinations, and does not supply goods where it knows or suspects a military, nuclear, chemical, biological or missile end use that is not authorized.
- Export permits are obtained before shipment when required. End use statements are requested when the manufacturer or the law requires them.
- Imports are declared accurately for classification, origin, value and preferential tariff treatment.

3. Red flags and records

- Unusual requests, such as reluctance to give end use, cash payment, routing through third countries or specifications that do not fit the stated use, are escalated to the Operational and Supply Director before any action.
- Trade records, including screening results, permits, invoices, customs entries and end use statements, are kept for at least 6 years.

Approved for Petrano Supply Inc.	Signature	Date
Ali Hakan, Operational and Supply Director		April 29, 2025

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Petrano Supply Inc.

P12. Forced Labour and Child Labour Prevention

Policy	Version	Approved and effective	Owner	Review
P12	1.0	April 29, 2025	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Prevent and reduce the risk that goods Petrano supplies are made, in whole or in part, with forced labour or child labour.

Scope. Petrano operations and every manufacturer, supplier, freight forwarder and service provider Petrano uses.

1. Commitment

Petrano does not tolerate forced labour, child labour, prison labour or human trafficking in any form, in its own operations or anywhere in its supply chain. Petrano applies the measures below in line with the Fighting Against Forced Labour and Child Labour in Supply Chains Act. Petrano assesses each year whether it meets the reporting entity tests of that Act and keeps the assessment on record. It is not currently a reporting entity and applies these measures voluntarily, and provides a statement of its measures to any customer on request.

2. Own operations

All work at Petrano is voluntary, paid and documented, and complies with federal and provincial employment and human rights law. Petrano does not retain identity documents, charge recruitment fees or use debt bondage. Workforce disclosures requested by customers are given accurately on the forms they prescribe.

3. Supplier due diligence

- Before the first order, Petrano identifies the manufacturer and the main manufacturing or final assembly site of the goods, and assesses the risk by country, sector and materials.
- Petrano prefers manufacturers in jurisdictions with enforced labour standards and plants with recognized management system certifications.
- Manufacturers accept the Petrano supplier code of conduct. For goods supplied to public customers, Petrano requests a written declaration of the manufacturer measures against forced labour and child labour, and passes it to the customer where required.
- Petrano does not knowingly source goods, components or materials produced by forced labour or child labour, and does not import goods prohibited under tariff item 9897.00.00 of the Customs Tariff.

4. Remediation

If Petrano learns of a credible allegation, it suspends the affected procurement, asks the supplier to investigate and respond, informs affected customers, and requires a corrective action plan that protects the workers concerned, including their income. The relationship is ended where the allegation is substantiated and not remedied.

5. Training and review

Staff who buy from suppliers are trained on these risks each year. The effectiveness of these measures is reviewed every year with this policy.

Approved for Petrano Supply Inc.	Signature	Date
Ali Hakan, Operational and Supply Director		April 29, 2025

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Petrano Supply Inc.

P13. Health and Safety

Policy	Version	Approved and effective	Owner	Review
P13	1.0	April 29, 2025	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Protect the health and safety of employees, contractors, customers and the public.

Scope. Petrano premises including the Winnipeg depot, all work at customer sites, all contractors and all products Petrano handles.

1. Commitments

- Comply with the Workplace Safety and Health Act of Manitoba and its regulations, the Occupational Health and Safety Act of Ontario when working in Ontario, and the safety law of every other province where Petrano works.
- Identify hazards, assess risks and control them before work starts. Provide training, equipment and supervision for every task.
- Every worker has the right to know about hazards, to take part in safety, and to refuse unsafe work without reprisal.

2. Work at customer sites

- Technicians follow the site safety rules, permits and inductions of the customer, and the manufacturer procedures for installation and service.
- Lockout, electrical safety, lifting, working with pressurized systems and work with laboratory hazards are planned in advance with the customer.
- Contractors working for Petrano meet the same standards and carry valid insurance and workers compensation coverage.

3. Hazardous products

- Hazardous products are labelled, stored and handled under WHMIS 2015, with a current Safety Data Sheet available at the depot and supplied to customers.
- Staff handling hazardous products are trained under WHMIS 2015, and those shipping dangerous goods are trained under the Transportation of Dangerous Goods Regulations.

4. Incidents

Every incident and near miss is reported at once, investigated and recorded, with corrective action. Serious incidents are reported to the regulator as the law requires, and to the customer the same day when they occur at its site.

Approved for Petrano Supply Inc.	Signature	Date
Ali Hakan, Operational and Supply Director		April 29, 2025

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Petrano Supply Inc.

P14. Diversity, Inclusion and Respectful Workplace

Policy	Version	Approved and effective	Owner	Review
P14	1.0	April 14, 2025	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Give every person equal opportunity and a workplace free of discrimination and harassment.

Scope. All employees, contractors and applicants, and all dealings with customers, suppliers and the public.

1. Equal opportunity

- Petrano does not discriminate on any ground protected by the Human Rights Code of Manitoba, the Human Rights Code of Ontario or the Canadian Human Rights Act.
- Recruitment is advertised openly, assessed on job related criteria and documented. Pay is set by role and performance, and reviewed for fairness.
- Petrano welcomes applications from women, Indigenous peoples, persons with disabilities, members of visible minorities and other under represented groups, and works with community organizations to widen its candidate pool.

2. Accommodation

Petrano accommodates the needs of employees and applicants related to disability, religion, family status and other protected grounds, up to the point of undue hardship. Requests are handled promptly and in confidence.

3. Respectful workplace

- Harassment, including sexual harassment, bullying and violence, is not tolerated from or toward any employee, contractor, customer or supplier.
- Concerns can be raised with the Operational and Supply Director, or with the company's independent chartered accountant, Yann Kessi. A complaint that involves the Director goes to Yann Kessi, who arranges an impartial investigation, and the Director takes no part in it. Concerns can also be raised anonymously in writing. Every complaint is investigated promptly, fairly and confidentially. No one is penalized for a complaint made in good faith.
- Breaches lead to discipline up to dismissal or termination of the contract.

4. Supply chain

Petrano expects its manufacturers and service providers to apply equal opportunity and respectful workplace standards, and considers diverse and Indigenous owned suppliers when selecting service providers.

Approved for Petrano Supply Inc.	Signature	Date
Ali Hakan, Operational and Supply Director		April 14, 2025

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Petrano Supply Inc.

P15. Business Continuity and Disaster Recovery

Policy	Version	Approved and effective	Owner	Review
P15	1.1	October 29, 2026	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Keep serving customers through any disruption, and recover critical functions quickly.

Scope. All Petrano functions, people, systems, premises including the Winnipeg office and depot, and the suppliers and carriers Petrano depends on.

1. Critical functions and recovery targets

Critical function	Recovery time	Maximum data loss
Customer communication: telephone, email, web form	4 hours	15 minutes
Order management, acknowledgements and delivery tracking	24 hours	24 hours
Technical support and field service	Remote support the same business day. Field visits by the manufacturer service engineer, coordinated by Petrano	Not applicable
Depot dispatch of stocked items and spare parts	2 business days, by direct shipment from the manufacturer if the depot is unavailable	Not applicable
Invoicing, payments and banking	48 hours	24 hours
Records: contracts, technical files, warranty and traceability records	24 hours	Continuous cloud backup with version history

2. Prevention and preparedness

- Business data is held on cloud platforms with version history and geographic redundancy, with multi factor authentication under Policy P8.
- Every person has a named backup. Active orders, supplier contacts and service files are documented so that another team member can take over at once. Staff are cross trained across order management, customer service and logistics.
- Critical products have an alternate source or a direct manufacturer shipment route. Lead times include realistic buffers.
- Office and depot can operate remotely or from alternate premises. Telephone lines can be forwarded to mobile devices.
- Petrano maintains commercial insurance appropriate to its operations.

3. Incident response

- Any person who learns of a disruption reports it at once to the Operational and Supply Director, or to the designated backup.

- The incident is assessed for its effect on customers and deadlines, and the recovery action for the function is started without waiting for a formal declaration.
- For a cyber incident, affected devices are isolated, credentials are changed from a clean device, systems are restored from clean backups, and any data exposure is handled under Policy P8.

4. Customer communication

If a disruption affects a delivery, a service visit or any commitment, Petrano informs the affected customer within 1 business day, states plainly what happened, the revised date and when the next update will follow, and keeps updating until recovery. Petrano does not delay disclosure to present a more favourable picture.

5. Testing and review

Activity	Frequency
Backup and restore test	Twice a year
Contact list and access review	Every quarter
Exercise on one disruption scenario with the whole team	Once a year
Review of any real incident, with lessons recorded	Within 2 weeks of closure
Full review of this policy	Once a year

Petrano follows the principles of ISO 22301. It does not claim a certification it does not hold.

Approved for Petrano Supply Inc.	Signature	Date
Ali Hakan, Operational and Supply Director		October 29, 2026

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Petrano Supply Inc.

P16. Social Responsibility and Community Engagement

Policy	Version	Approved and effective	Owner	Review
P16	1.0	April 14, 2025	Ali Hakan, Operational and Supply Director	Annually, and after any incident, complaint trend or change in law

Purpose. Give back to the communities where Petrano works, in ways connected to what Petrano does.

Scope. Company giving, in kind support and volunteering made in the name of Petrano.

1. Commitments

- Focus support on science, technology, engineering and skilled trades education, and on communities in Manitoba and the provinces where Petrano serves customers.
- Support Indigenous and under represented students in science and technical careers through partnerships, mentoring and work placements.
- Donate working equipment that customers retire, with their agreement, to schools, colleges and charities under Policy P6.
- Give employees paid time each year to volunteer for causes supported under this policy.

2. Governance

- Support goes only to organizations whose legitimacy is verified, and to registered charities where a tax receipt is involved.
- The level of support is set each year in proportion to Petrano results, and approved by the Operational and Supply Director.
- No support is given to a customer employee personally, or in connection with a procurement decision, under Policy P7.
- Petrano keeps an annual action register showing each program, owner, budget or staff time, recipient, approval, activity delivered and result, and shares a summary with customers on request. Planned initiatives are labelled as planned. Petrano does not claim activity that has not taken place.

Approved for Petrano Supply Inc.	Signature	Date
Ali Hakan, Operational and Supply Director		April 14, 2025