



Appeal Mechanism for Sustainable Development of Supply Chain

To ensure fairness and transparency across all supply chain stages, the following grievance mechanism is established to effectively safeguard the legitimate rights and interests of suppliers, employees, and other stakeholders:

1. Scope of Complaints

- a. ESG compliance disputes (including environmental protection, labor rights, and business ethics issues)
- b. Unfair treatment or discriminatory behavior
- c. Objection to the audit evaluation results
- d. Other actions violating the principles of sustainable development

2. Appeal Channel

- a. Written submission: Submit appeal materials via the designated email or formal correspondence.
- b. Hotline: Establish a 24-hour complaint hotline
- c. Online platform: Submit electronic appeals through the company's official website or supply chain management system.

3. Treatment Flowsheet

- a. Registration of acceptance: Upon receipt of the appeal, confirmation of acceptance shall be made within 2 working days, and the appellant shall be notified.
- b. Investigation and assessment: Verification by an independent ESG committee, with on-site investigations conducted when necessary
- c. Feedback on results: A written investigation report and handling recommendations shall be issued within 15 working days.
- d. Rectification Implementation: If violations are confirmed, the responsible party shall be ordered to rectify within a specified period and the results shall be publicly disclosed.

4. Confidentiality and Protection

Strictly protect the personal information of complainants and prohibit any form of retaliation. For major controversial matters, third-party institutions may be engaged for audit intervention.

5. Upgrade Monitoring

If there are doubts about the processing results, a request for review may be submitted to the highest management level of the enterprise or the industry regulatory authority.

This mechanism undergoes periodic third-party audits to ensure its effectiveness and compliance