

Sustainable Supply Chain Grievance Mechanism

To uphold fairness and transparency throughout the supply chain, Yingfa Ruineng has established the following grievance mechanism to protect the legitimate rights of suppliers, employees, and other stakeholders:

1. Scope of Grievances

- a. ESG compliance issues, such as environmental protection, labor rights, and business ethics
- b. Unfair treatment or discriminatory practices
- c. Disputes regarding audit or assessment results
- d. Any other actions that violate sustainable development principles

2. Grievance Channels

- a. Written Submission: Submit grievances via the designated email (yfsu@yingfaruineng.com) or through formal correspondence
- b. Hotline: A 24-hour grievance hotline is available at 0831-6410309
- c. Online Submission: Submit grievances electronically via the corporate website or supply chain management system

3. Handling Process

- a. Receipt and Registration: Grievances are acknowledged within 2 business days, and the complainant is notified.
- b. Investigation and Evaluation: An independent ESG committee conducts verification, including on-site inspections if necessary.
- c. Result Feedback: A written investigation report with recommendations is provided within 15 business days.
- d. Rectification and Implementation: Confirmed violations require the responsible party to complete corrective actions within a set timeframe, and results are disclosed publicly.

4. Confidentiality and Protection

The personal information of complainants is strictly protected, and any form of retaliation is prohibited.

For significant disputes, third-party auditing may be requested.

5. Supervision and Escalation

If there are any doubts regarding the outcome of the matter, a request for review may be submitted to the company's senior management or the relevant industry regulatory authorities. This mechanism undergoes periodic third-party audits to ensure its effectiveness and compliance.