

《供应链管理申诉与沟通机制》

Supply Chain Management Complaint and
Communication Mechanism

厦门海辰储能科技股份有限公司

Xiamen HiTHIUM Energy Storage Technology Co., Ltd.

为了持续提升供应链治理水平,加强同受影响地区、供应链上下游企业、政府部门、非政府组织、媒体等利益相关方的沟通协作,及时有效回应各方关切,我司正式建立“供应链管理申诉与沟通机制”。

In order to continuously improve the level of supply chain governance, strengthen communication and collaboration with stakeholders such as affected regions, upstream and downstream companies in the supply chain, government departments, non-governmental organizations, and the media, and respond to the concerns of all parties in a timely and effective manner, our company has formally established a "Supply Chain Management Complaint and Communication Mechanism."

一、目的 Purpose

本制度旨在：

This mechanism aims to:

1. 构建公开透明的沟通平台，接收并回应利益相关方对供应链治理的诉求与建议；

Establish an open and transparent communication platform to receive and respond to stakeholders' concerns and suggestions regarding supply chain governance;

2. 建立规范的申诉处理流程，确保相关事项得到及时审核与妥善处理；

Implement a standardized grievance-handling process to ensure timely review and proper resolution of issues;

3. 通过持续对话与磋商，提升供应链治理能力；

Enhance supply chain governance through continuous dialogue and consultation;

4. 增强供应链信息透明度，促进多方协作共赢。

Improve supply chain transparency and foster multi-stakeholder collaboration.

我们期待通过这一机制的建立，与各利益相关方保持开放、高效的沟通，共同推动供应链可持续发展。

We look forward to maintaining open and efficient communication with all

stakeholders through the establishment of this mechanism and jointly promoting the sustainable development of the supply chain.

二、 适用范围 Scope of Application

本制度适用于与我司存在直接或潜在关联的外部利益相关方，包括但不限于：

This system applies to external stakeholders who have direct or potential contact with our company, including but not limited to:

- 1、 公共部门（包括政府部门）及其代表；

Public sector entities (including government agencies) and their representatives;

- 2、 客户、供应商、合作商、股东、投资者、员工、社区居民等；

Customers, suppliers, business partners, shareholders, investors, employees, and community residents.

三、 申诉与沟通范围 Scope of complaint and communication

该机制受理符合以下条件的实名或匿名申诉：

This mechanism accepts real-name or anonymous complaint that meet the following criteria:

- 1、 与我司供应链相关的已识别风险与挑战；

Identified risks and challenges related to our supply chain;

- 2、 我司供应链管理体系和措施中存在的不足；

Deficiencies in our supply chain management system and measures;

- 3、 其他有充足证据支持的供应链相关建议或意见。

Other supply chain-related suggestions or opinions supported by sufficient evidence.

四、 申诉与沟通渠道 Chanel for complaint and communication

申诉者需填写《供应链尽责管理申诉书》（附件 1），并发送邮件至我司 ESG 管理部与采购管理部邮箱。

The complainant needs to fill out the “supply Chain Due Diligence Management Compliant Form” (Attachment 1) and send an email to the email addresses of our ESG Management Department and Procurement Management Department.

邮箱：HC-SRC-SCM@hithium.cn

Email: HC-SRC-SCM@hithium.cn

五、 信息提交要求 Requirements for information submission

1. 申诉人信息（可匿名）：如实名申诉，可注明是否要求保密；

Complainant information (can be anonymous): If you are filing a complaint under your real name, you can indicate whether confidentiality required;

2. 代表申诉：若由代表提交，需提供授权人信息及有效联系方式（电话、邮箱）；

Representative complaint: If submitted by a representative, you must provide the information of the authorized person and valid contact information (phone number, email address);

3. 申诉内容：详细说明事项，并提供支持性证据，建议可行的解决方案；

Complaint content: Describe the matter in detail, provide supporting evidence, and suggest feasible solutions;

4. 语言要求：建议使用中文或英文提交，其他语言可能影响处理进度。

Language requirements: It is recommended to submit in Chinese or English.

Other languages may affect the processing progress.

六、 申诉与沟通流程 Complaint and Communication Process

收到申诉材料后，我司将按以下步骤开展工作：

After receiving the complaint materials, our company will carry out work in the following steps:

步骤一：初步评估

Step 1: Preliminary evaluation

收到申诉后，我司将评估其是否符合受理范围，并转交相关部门。

After receiving the complaint materials, our company will evaluate whether it meets the acceptance scope and transfer it to the relevant department.

步骤二：申诉确认

Step 2: Complaint confirmation

在 7 个工作日内向申诉人发送回复邮件，确认受理并说明后续处理步骤及时间。

Send a reply email to the complainant within 7 working days, confirming the

acceptance and explaining the subsequent processing steps and time.

步骤三：调查与处理

Step 3: Investigation and handling

申诉案件自受理之日起 30 日内完成调查并形成最终结论。经办人应根据调查结果，依据《供应链尽责申诉处理意见书》(附件 2) 内容，向申诉方出具书面回复，同时完成相关材料的归档工作。

The complaint case shall be investigated and concluded within 30 days from the date of acceptance. The person in charge shall issue a written reply to the complainant based on the investigation results and the "Opinion on Handling Complaints on Responsible Supply Chain Management" (Appendix 2), and complete the archiving of relevant materials.

调查情况包括：

The investigation includes:

- 1) 申诉不成立：驳回；

The complaint is not established: rejection;

- 2) 申诉成立但无需改进：说明原因；

The complaint is established but no improvement is required: explain the reason;

- 3) 申诉成立需改进：制定纠正措施。

The complaint is established and needs improvement: formulate corrective measures.

步骤四：改进行动

Step 4: Improvement action

如申诉对方对调查结果不满，我司将进行进一步研究，必要时引入第三方调解或专家评审。

If the other party of the complaint is dissatisfied with the investigation results, our company will conduct further research and introduce third-party mediation or expert review if necessary.

七、 其他规定 Other provisions

1. 利益冲突回避：申诉者可要求与申诉事项存在利益冲突的公司人员回避；

Avoidance of conflict of interest: The complaint can request the company personnel who have a conflict of interest with the complaint to avoid the complaint;

2. 匿名申诉：允许匿名，但实名申诉有助于调查。如申诉者要求保密，我司承诺保护其身份，并严禁任何报复行为；

Anonymous complaint: Anonymity is allowed, but real-name complaints are helpful for investigation. If the complainant requests confidentiality, our company promises to protect his/her identity and strictly prohibits any retaliation;

3. 公正处理：所有申诉均以独立、客观的方式处理，并严格归档。

Fair handing: All complaints are handled in an independent and objective manner and strictly archived.

我司期待与各利益相关方保持开放、高效的沟通，共同推动供应链可持续发展。

Our company looks forward to maintaining open and efficient communication with all stakeholders to jointly promote the sustainable development of the supply chain.

附件 1 Attachment 1

供应链尽责管理申诉书

Supply Chain Due Diligence Complaint Form

申诉人姓名 Complainant's Name		申诉人单位 Complainant's Organization	
申诉人职位 Complainant's position			
申诉人联系方式 Complainant's Contact Information		申诉日期 Date of appeal	
<p>申诉事实经过及诉求内容 (可另附页)</p> <p>Description of the Incident and Complaint Content (additional pages can be attached)</p>			

附件 2 Attachment 2:

供应链尽责申诉处理意见书

Supply Chain Due Diligence Complaint Resolution Form

申诉人姓名 Complainant's Name		申诉人单位 Complainant's Organization	
申诉人职位 Complainant's position			
经办人姓名 Name of person in charge		经办人职位 Position of person in charge	
申诉日期 Date of appeal		申诉处理周期 Complaint handling cycle	示例：2025.2.5- 2025.2.21
申诉事实经过及诉求内容概述： Summary of the Incident and Complaint Content:			

处理经过及结论 (可另附页)

Processing Details and Conclusion (additional pages can be attached)

申诉人意见

Complainant's comments

申诉人签名：

日期：

Signature of Complainant:

Date:

复核人员姓名

Name of reviewer

复核人员职位

Position of reviewer

复核日期

Review date

复核人员签名

Signature of reviewer