

Ningbo Zhenyu Technology Co., Ltd. Responsible Mineral Due Diligence Management Appeal Mechanism

1 Grievance Mechanism

Ningbo Zhenyu Technology Co., Ltd. adheres to taking fair and impartial measures to handle appeals with mineral related suppliers and other stakeholders, in order to promote communication between Zhenyu Technology and mineral related suppliers and stakeholders, and safeguard the rights and interests of Zhenyu Technology and mineral related suppliers and stakeholders. Ningbo Zhenyu Technology Co., Ltd. promises to comply with relevant documents such as the OECD Guidelines, China Guidelines, Ningbo Zhenyu Technology Co., Ltd.'s Responsible Supply Chain Management Policy, and Responsible Mineral Due Diligence Management Measures, and to develop and implement the responsible mineral declaration mechanism of Ningbo Zhenyu Technology Co., Ltd.

1.1 Appeal scope:

Ningbo Zhenyu Technology Co., Ltd. accepts an appeal that meets all of the following conditions:

- 1) Responsible mineral management related to Ningbo Zhenyu Technology Co., Ltd;
- 2) Damage to the interests of relevant parties due to the lack of responsible mineral management;
- 3) Violating the OECD Guidelines, China Guidelines, Ningbo Zhenyu Technology Co., Ltd.'s Responsible Supply Chain Management Policy, Responsible Mineral Due Diligence Management Measures, and other relevant policy requirements for responsible mineral supply chain management of Ningbo Zhenyu Technology Co., Ltd;
- 4) Having sufficient reasonable and objective evidence to support the appeal.

Ningbo Zhenyu Technology Co., Ltd. does not accept any appeal under any of the following conditions:

- 1) Not related to responsible mineral management of Ningbo Zhenyu Technology Co., Ltd;
- 2) Inability to provide sufficient evidence to support the pointed issue;
- 3) Malicious appeal;
- 4) For appeals beyond the scope of internal mechanism resolution of Ningbo Zhenyu Technology Co., Ltd., Ningbo Zhenyu Technology Co., Ltd. cannot accept appeals, but will coordinate with external agencies to handle them.

1.2 Complaint channels:

Tel: +86 (0) 574 65172919; + 86 (0) 574 83519206;

Fax: +86 (0) 574 65172929 ext.0

Email: irm@zhenyumould.com

1.3 Appeal handling:

The Responsible Mineral Due Diligence Management Office shall promptly report to the Supply Chain Sustainable Development Committee upon receiving appeals from the public; According to the content of the appeal, members of the Responsible Mineral Due Diligence Management Office are responsible for tracking and handling it. If necessary, both parties to the appeal can be required to engage in dialogue and mediation, and within 15 working days, they can reply to the complainant whether the appeal content falls within the scope of the appeal. If the appeal content is true, Ningbo Zhenyu Technology Co., Ltd. will implement the risk response mechanism in accordance with the "Responsible Supply Chain Management Policy" and the "Responsible Mineral Due Diligence Management Measures", and inform the complainant of the appeal processing results. Archive the materials related to the appeal handling process and keep them for at least 5 years

1.4 Claim protection:

Ningbo Zhenyu Technology Co., Ltd. promises to keep the complainant's information completely confidential. For employees who fail to comply with the principle of confidentiality and cause harm to the interests of the complainant, Ningbo Zhenyu Technology Co., Ltd. will impose penalties based on the severity of the situation. In severe cases, the labor contract can be terminated and transferred to judicial authorities for handling; Anyone who retaliates or instructs others to retaliate against the informant will be dealt with seriously by Ningbo Zhenyu Technology Co., Ltd. Those suspected of committing illegal crimes will be transferred to judicial authorities.