Huayou encourages stakeholders to responsibly and seriously provide comments or suggestions on the company's ESG management and sustainable development practices, including supply chain due diligence, to help improve operations. Huayou accepts complaints from stakeholders and ensures fair, transparent, and proper channels for resolution to maintain orderly ESG and sustainability management.

Stakeholders may submit comments, suggestions or complaints to Huayou by telephone, email or written letter.

1. Company Complaint Channels

Tel: 0573-88587878
Email:CSR@huayou.com
Address: Huayou Cobalt R&D Building, No. 79, Wuzhen East Road, Tongxiang City (Group Headquarters ESG and Sustainable Development Department)

(1) Acceptable Complaints must meet the following criteria:

a. Related to Huayou's ESG, sustainable development, or supply chain due diligence (including identified risks);

b. Identify deficiencies or inconsistencies in ESG or supply chain management systems;

Supported by sufficient objective evidence;

c. Involve violations of the requirements of the Human Rights and Labor Practices Policy and the Environmental, Health, and Safety Policy;

d. Involve violations of the requirements of the Business Ethics Code of Conduct;

e. Submitted in good faith.

(2) We do not accept complaints that meet the following conditions:

a. Unrelated to tHuayou's ESG, sustainable development, or supply chain due diligence;

b. Issues related to matters beyond the control, influence

If

Name Company

Phone Numberee