

华友供应商行为准则

Huayou Supplier Code of Conduct

1. 总则 General Provisions

华友在业务开展过程中始终坚持高标准。我们期望供应商能够秉持相同的价值观和承诺。本《华友供应商行为准则》（以下简称“本《准则》”）借鉴《联合国工商企业与人权指导原则》《国际劳工公约》《经合组织跨国企业负责任商业行为准则》《联合国全球契约十项原则》等国际公认准则制定，明确了华友对供应商在劳工与人权、健康与安全、环境保护与气候变化、治理与商业道德等方面的要求。本《准则》亦构成华友与供应商所签订合同的重要组成部分。供应商在与华友合作期间，须严格遵守适用的法律法规及本《准则》的规定，并采取有效措施确保其供应商同样遵循本《准则》的要求。

Huayou upholds high standards in the conduct of its business activities and expects its suppliers to embrace the same values and commitments. This Huayou Supplier Code of Conduct (hereinafter referred to as this “Code”) is developed with reference to internationally recognized standards including the UN Guiding Principles on Business and Human Rights, the International Labour Conventions, the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct, and the Ten Principles of the United Nations Global Compact. This Code outlines Huayou’s requirements for suppliers regarding, among other things, labor and human rights, health and safety, environmental protection and climate change, governance, and business ethics. This Code also forms an integral part of any contract between Huayou and its suppliers. During their cooperation with Huayou, suppliers must strictly comply with applicable laws and regulations as well as the provisions of this Code, and take effective measures to ensure that their own suppliers adhere to the same requirements.

1.1. 适用范围 Scope of Application

本《准则》适用于向浙江华友钴业股份有限公司及其全资子公司和控股子公司（以下简称“华友”“本公司”或“我们”）提供原材料、产品或服务的任何实体。

This Code applies to any entity providing raw materials, products, or services to Zhejiang Huayou Cobalt Co., Ltd., its wholly-owned subsidiaries, and its controlled subsidiaries (hereinafter collectively referred to as “Huayou”, “the Company”, or “we”).

1.2. 监督与评估 Monitoring and Assessment

华友有权在必要时对供应商进行现场检查或书面评估，以确保其符合本《准则》要求。供应商应积极配合并提供相关记录、文件及其他必要支持。如发现不符合项，供应商须按要求及时整改并反馈结果。

Huayou reserves the right to conduct on-site inspections or written assessments of its suppliers as necessary to ensure their compliance with this Code. Suppliers shall cooperate proactively and provide relevant records, documentation, and other necessary support. If any non-compliance is identified, suppliers must implement corrective actions in a timely manner as required and report the results.

1.3. 违反后果 Consequences of Violation

如供应商违反本《准则》规定的义务或承诺，华友有权根据实际情况要求其限期整改、赔偿损失、支付违约金等；情节严重者，华友可中止或终止合作关系。

If a supplier violates the obligations or commitments set forth in this Code, Huayou reserves

the right to, depending on the circumstances, request rectification within a specified period, claim compensation, impose penalties or, where the circumstances are serious, suspend or terminate the business relationship.

1.4. 治理结构 Governance Structure

ESG与可持续发展管理委员会负责本《准则》的批准、解释、指导和持续改进，负责监督和指导本《准则》的实施。ESG与可持续发展部及采购中心负责具体工作事项的开展，将《准则》管理工作融入日常运营中，定期汇报工作进展和成效。

The ESG and Sustainable Development Management Committee is responsible for the approval, interpretation, guidance, and continuous improvement of this Code, and for overseeing and guiding its implementation. The ESG and Sustainable Development Department and the Procurement Center are responsible for the implementation of specific tasks and for integrating core compliance into daily operations, and reporting on progress and outcomes on a regular basis.

1.5. 修改变更 Amendments and Revisions

本《准则》自发布之日起生效。华友保留根据法律法规、监管要求或公司政策调整对本《准则》进行修订的权利。修订后的版本将及时发布于华友官方网站 (<https://www.huayou.com/>)，恕不另行通知。供应商应持续关注并遵守经修订后的各项条款。

This Code takes effect from the date of publication. Huayou reserves the right to revise this Code in accordance with laws, regulations, regulatory requirements, or internal policies. Updated versions will be published on the Huayou official website (<https://www.huayou.com/>) without further notice. Suppliers are expected to remain informed of and comply with the most recent version of the Code.

2. 劳工与人权 Labor and Human Rights

- 2.1. 禁止童工：供应商雇佣员工必须符合当地法律法规及相关国际劳工公约规定的最低就业年龄。

No Child Labor: Suppliers must hire employees in compliance with the minimum age requirements set by local laws and regulations and international labor conventions.

- 2.2. 强迫或强制劳动：供应商应确保其所雇佣的所有员工的劳动均为自愿劳动，禁止任何形式的强迫或强制劳动，包括但不限于以胁迫、债务约束、契约限制或非自愿监狱劳动等形式实施的用工。供应商须杜绝通过暴力、威胁或限制人身自由等手段迫使员工工作的行为。

No Forced or Compulsory Labor: Suppliers shall ensure that all employment must be voluntary. Any form of forced or compulsory labor, including but not limited to coerced labor, bonded labor, indentured labor, or involuntary penal labor, is strictly prohibited. Suppliers must prohibit the use of violence threats, or any form of restriction of personal freedom to compel employees to work.

- 2.3. 工作时间：供应商应严格遵守与工作时间相关的国际劳工公约及当地的法律法规。员工的工作时长不得超过当地法律规定的最大限度。

Working Hours: Suppliers shall strictly comply with international labor conventions and

local laws and regulations concerning working hours. Employees shall not be required to work more than the maximum hours allowed by local laws.

- 2.4. 工资与福利：供应商应严格遵守适用的国家及地区关于工资与福利的相关法律法规，包括但不限于关于最低工资、加班时间及其它补偿相关的法律法规，向员工提供公平、合理的报酬及福利。所有员工的报酬不得低于法定最低工资标准。

Wages and Benefits: Suppliers shall strictly comply with all applicable national and local laws and regulations concerning wages and benefits, including but not limited to minimum wage, overtime hours, and other compensation. Employees must be provided with fair and reasonable compensation and benefits, which shall not be lower than the statutory minimum wage.

- 2.5. 人道待遇：供应商应尊重并维护员工的尊严，营造一个安全、尊重、平等的工作环境。严禁任何形式的骚扰、虐待、体罚、精神或身体胁迫，以及侮辱性语言或其他有辱人格的行为。

Humane Treatment: Suppliers shall respect and protect the dignity of their employees, and create a safe, respectful, and equitable work environment. Any form of harassment, abuse, corporal punishment, mental or physical coercion, and degrading language or demeaning conduct is strictly prohibited.

- 2.6. 反歧视：供应商在招聘、录用、晋升、培训、薪酬福利等方面应为所有员工及应聘者提供平等机会，不得因种族、肤色、民族、宗教信仰、年龄、国籍、性取向、性别、婚姻状况、孕产状态、政治立场或残障情况等其它类似因素而实施任何形式的歧视。

Non-Discrimination: Suppliers shall provide equal opportunities to all employees and candidates in recruitment, employment, promotion, training, and compensation and benefits. Discrimination on the basis of race, color, ethnicity, religion, age, nationality, sexual orientation, gender, marital status, pregnancy status, political affiliation, disability, or any other similar factor is strictly prohibited.

3. 健康与安全 Health and Safety

- 3.1. 职业健康与安全：供应商应通过合理的设计、过程控制和预防维护来识别、评估、消除安全隐患。应当向员工提供与工作相关且适当的个人防护装备，并开展相关培训和指导。供应商特种作业人员应当接受与其所从事的特种作业相应的安全技术理论培训和实际操作培训，并依法取得特种作业操作证或同等效力的从业资格证明，方可上岗作业。

Occupational Health and Safety: Suppliers shall identify, assess, and eliminate safety hazards through proper design, process control, and preventive maintenance. Appropriate personal protective equipment relevant and suitable for work must be provided to employees along with related training and guidance. Workers performing special operations must receive adequate theoretical and practical safety training on the special operations and legally possess special operation permit or equivalent certification before commencing work.

- 3.2. 应急管理：供应商应识别并评估潜在的紧急情形和紧急事件，并通过实施应急方案及应对机制，最大程度降低对人员安全、财产和环境可能造成的影响。供应商应根据作业过程中各类风险及应急方案，准备相应的应急物资及急救设备、设施。

Emergency Management: Suppliers shall identify and assess potential emergency scenarios and incidents, and implement response plans and mechanisms to minimize potential impact on personal safety, property, and environment. Emergency supplies and first aid equipment and facilities shall be prepared according to risks in operations and response plans.

- 3.3. 工伤和疾病：供应商应当建立健全管理制度和操作流程以预防、管理、跟踪和报告工伤和职业病事件。

Occupational Injuries and Illnesses: Suppliers shall establish and improve systems and procedures to prevent, manage, track, and report occupational injuries and occupational diseases.

- 3.4. 生活条件：供应商应当为员工提供符合基本生活需求的设施与环境，包括干净的卫生间设施和饮用水。若供应商为员工提供宿舍，应确保其居住环境洁净安全，并配备适当的紧急出口、洗浴热水、有效的供暖与通风系统，以及合理的出入方便的私人空间。夏季高温天气期间，供应商应为员工提供防暑降温的条件。

Living Conditions: Suppliers shall provide facilities and conditions that meet basic living needs of employees, including clean toilet facilities and potable water. If dormitories are provided, they must be clean and safe, with appropriate emergency exits, hot water for bathing, effective heating and ventilation systems, and reasonable and accessible personal space. During periods of extreme heat, suppliers shall provide appropriate heat prevention and cooling measures.

- 3.5. 健康与安全信息沟通：供应商应向员工提供以员工主要语言授课的适当的健康安全培训。与健康与安全相关的重要信息，应在工作现场的醒目位置进行张贴或展示，确保员工能够随时查阅与遵循。

Health and Safety Communication: Suppliers shall offer appropriate health and safety training in employees' primary languages. Important health and safety information must be clearly posted or displayed at work sites for easy access and adherence.

- 3.6. 机器防护：供应商须对生产设备和其他相关机械设施进行安全危害评估，并为可能导致员工伤害的机械提供物理防护装置、连锁装置及安全屏障，并应进行定期维护与检查。

Machine Safeguarding: Suppliers shall conduct safety hazard assessments of production equipment and other related machinery. Physical guards, interlock devices, and safety barriers must be installed on machinery that may pose a risk of employee injury. Such safeguards shall be regularly maintained and inspected.

4. 环境 Environment

- 4.1. 供应商应遵守所有适用的环境保护法律法规，并主动向华友披露近三年发生的重大环境事故或事件，不得隐瞒任何环境违法违规行。

Suppliers shall comply with all applicable environmental protection laws and regulations and proactively disclose any major environmental accidents or incidents occurring in the past three years to Huayou. Concealment of environmental violations is prohibited.

- 4.2. 防止污染及节约资源：供应商应致力于通过源头控制和管理（如改进生产、升级施工工艺、替换材料、节约资源、材料回收和再利用等）减少和努力消除所有类型的资源消耗和环境污染（包括水和能源）。

Pollution Prevention and Resource Conservation: Suppliers shall be committed to minimizing and eliminating all types of resource consumption and environmental pollution (including water and energy) through source control and practice management such as production improvements, facility/process upgrades, material substitution, resource conservation, material recycling and reusing.

- 4.3. 有害物质管理：供应商应当识别和控制释放到环境中可能对环境或人体健康造成潜在危害的化学物质及其他有害物质，确保这些物质得到安全处理、运输、存储、使用、回收或再利用和处置。

Hazardous Substances Management: Suppliers shall identify and control chemical and hazardous substances released into the environment that may harm human health or the environment, ensuring their safe handling, transport, storage, use, recycling, reusing, and disposal.

- 4.4. 控制和处理废水及固体废物：供应商在日常经营、工业加工和清洁设施中产生的废水及固体废物在排放或处置前，应当按照适用的法律法规及技术规范对其进行监测、控制和处理。

Wastewater and Solid Waste Control and Treatment: Suppliers shall monitor, control, and treat wastewater and solid waste generated during daily operations or in industrial processing and sanitation facilities in accordance with applicable laws, regulations and technical standards before discharge or disposal.

- 4.5. 气体排放：供应商在经营过程中产生的挥发性有机化学物质、腐蚀性气体、微粒、臭氧消耗化学物质以及燃烧副产品等废气在排放之前，应当按照适用的法律法规及技术规范对其进行鉴别、监测、控制和处理。

Air Emissions: Volatile organic compounds, corrosive gases, particulates, ozone-depleting substances, and combustion by-products generated during operations must be identified, monitored, controlled, and treated in accordance with applicable laws, regulations and technical standards before emission.

- 4.6. 材料限制：供应商应当遵守有关在产品及其制造过程中有关禁用或限用某些特定物质（包括回收和处置标志的合规使用）的相关法律法规和客户要求。

Material Restrictions: Suppliers shall comply with applicable laws, regulations and client requirements concerning restricted or prohibited use of substances in products or manufacturing processes, including the proper use of recycling and disposal marks.

- 4.7. **保护水资源：** 供应商应采取适当和合理的措施，在业务开展过程中，最大限度地减少其业务开展过程中的水资源消耗。

Water Resource Protection: Suppliers shall adopt appropriate and reasonable measures to minimize water consumption during operations.

- 4.8. **能源消耗及可再生能源：** 供应商应在工厂和/或公司层级跟踪、记录和分析能源消耗情况。建议供应商通过自产、合作和外购的形式，提高可再生能源使用比例；采取节能降耗、循环利用等措施，探索具有成本效益的方法以提高能源利用效率，持续降低单位产品能耗并最大程度地减少能源消耗。

Energy Consumption and Renewable Energy: Suppliers shall track, record and analyze energy consumption at the factory and/or company level. Suppliers are expected to increase the proportion of renewable energy through self-generation, cooperation, or procurement, and to adopt energy-saving, consumption-reducing and recycling measures, explore cost-effective methods to improve energy efficiency, continuously reduce energy intensity per unit of product and minimize energy consumption.

- 4.9. **气候变化应对行动：** 鼓励供应商建立并维护有关温室气体排放的数据管理系统，通过定期地收集与核算，按照国际通用的标准或方法报告和披露在生产过程中产生的直接或间接温室气体排放情况。建议供应商根据产品全生命周期的温室气体排放数据，计算、核证并向华友提供其产品碳排放情况，即每单位产品所产生的二氧化碳当量。建议供应商根据自身温室气体排放情况，制定并落实温室气体减排目标、路径计划，并定期评估和回顾计划完成情况，积极向华友披露碳排放现状及成果。

Climate Change Actions: Suppliers are expected to establish and maintain data management systems for greenhouse gas emissions, and to report and disclose direct and indirect greenhouse gas emissions during production process using internationally recognized standards or methods by regular data collection and calculation. Suppliers are advised to calculate and verify product-level carbon emissions based on the greenhouse gas emissions data throughout the product life cycle and provide Huayou with the carbon footprint (CO₂ equivalent) per unit. Suppliers are advised to develop and implement greenhouse gas emissions reduction targets and roadmap based on their own greenhouse gas emissions, and regularly assess and review progress while actively disclosing current emissions and outcomes to Huayou.

- 4.10. **生物多样性与土地保护：** 供应商在采购原材料和规划土地使用时，禁止在自然保护区、生态脆弱区、原始森林等敏感区域开展采购或生产活动，禁止违法砍伐森林，积极维护森林资源不受侵害，加强森林保护和减少毁林风险，并应优先考虑环保标准和生态影响，分析项目或者活动对生物多样性及土地的潜在影响，制定相应的生态预防和修复补偿措施。

Biodiversity and Land Protection: In the procurement of raw materials and planning of land uses, suppliers shall avoid procurement or production in sensitive areas such as nature

reserves, fragile ecosystems, and primary forests. Illegal logging is strictly prohibited. Suppliers shall actively protect forest resources, strengthen forest protection, reduce the risk of deforestation, prioritize environmental standards and ecological impact, analyze the potential impact of projects or activities on biodiversity and land, and implement corresponding ecological prevention and restoration measures.

5. 商业道德 Business Ethics

- 5.1. 反商业贿赂及反腐败：供应商应在其所有业务运营活动中严格遵守反商业贿赂及反腐败的法律法规，禁止任何形式的贿赂、回扣、不当利益输送行为，包括但不限于向政府官员、商业伙伴、第三方中介或其他相关方提供现金、礼品、娱乐招待或其他可能影响商业决策的不正当利益。

Anti-Bribery and Anti-Corruption: Suppliers shall strictly comply with all applicable anti-bribery and anti-corruption laws and regulations in all of their business operations, and prohibit any form of bribery, kickbacks or improper transfer of benefits, including but not limited to offering cash, gifts, entertainment or any other improper benefits that may influence business decisions to government officials, business partners, third-party intermediaries or other related parties.

- 5.2. 知识产权保护：供应商应尊重他人知识产权，遵守所在国家或地区的知识产权法律法规以及国际公约等，严禁任何形式的侵权、盗用或滥用，为华友提供的产品或服务不得使用未经授权或非法途径获取的知识产权及其他形式的技术、信息等。供应商应建立完善的知识产权管理体系，在为华友提供产品或服务过程中，应尊重和保护华友知识产权，防止交易过程中的知识产权被不当泄露或非法使用。

Intellectual Property Protection: Suppliers shall respect intellectual property rights of others and comply with all applicable intellectual property laws and regulations of the countries or regions in which they are located as well as international conventions. Any form of infringement, misappropriation or abuse is strictly prohibited. Products or services provided to Huayou shall not incorporate any intellectual property or any other forms of technology or information obtained without authorization or through illegal means. Suppliers shall establish a sound intellectual property management system. Suppliers shall respect and protect Huayou's intellectual property rights in the course of providing products or services to Huayou, and shall prevent any improper disclosure or illegal use of such intellectual property rights in the course of transactions.

- 5.3. 数据及隐私保护：供应商有义务尊重并保护华友及其他合作方、客户的数据安全，该等数据包括但不限于个人信息、商业资料、财务信息等。供应商不得收集、使用、存储、传输或披露任何与合作无关或超出合作范围的隐私信息。供应商应建立健全信息安全管理制度，采取必要的技术与组织措施，防止数据泄露、滥用或未经授权的访问，确保所有信息在整个处理周期内的安全性与合规性。

Data and Privacy Protection: Suppliers are obligated to respect and protect the security of data of Huayou and its partners and clients, including but not limited to personal information, business information and financial information. Suppliers shall not collect, use, store, transmit or disclose any private information that is not related to or beyond the scope of cooperation. Suppliers must implement a robust information security

management system and implement necessary technical and organizational measures to prevent data leakage, misuse or unauthorized access, ensuring the security and compliance of all information throughout its entire processing lifecycle.

- 5.4. 公平竞争：供应商应严格遵守适用的反垄断与反不正当竞争法律法规，公平地参与市场竞争，避免参与或实施任何垄断或其他不正当竞争行为。

Fair Competition: Suppliers shall strictly comply with applicable anti-monopoly and anti-unfair competition laws and regulations, participate in market competition in a fair manner, and refrain from engaging in or committing any monopolistic or other unfair competition practices.

- 5.5. 利益冲突：供应商应主动识别并避免与华友或华友员工之间发生任何可能影响其客观判断或公正行为的利益冲突。如供应商与本公司或本公司员工存在亲属关系、股权合作、雇佣关系或其他可能构成关联利益的情形，应在知悉后第一时间向本公司如实报告，并按照本公司的要求采取相应的措施。

Conflict of Interest: Suppliers shall proactively identify and avoid any conflict of interest with Huayou or Huayou's employees that may impair objective judgment or impartial conduct. If a supplier has a familial relationship, equity partnership, employment relationship, or any other form of potential conflict of interest with the Company or its employees, the supplier shall truthfully report to the Company as soon as becoming aware of the situation and take corresponding measures as required by the Company.

- 5.6. 经济制裁和贸易管制：供应商应严格遵守所有适用的国家和地区贸易管制与经济制裁的法律法规，确保其在全球范围内的业务活动符合法律要求。供应商不得直接或间接与受制裁的国家、地区、组织、实体、个人或部门进行任何形式的商业活动。

Economic Sanctions and Trade Controls: Suppliers shall strictly comply with all applicable trade control and economic sanction laws and regulations of relevant countries and regions, ensuring that their business activities worldwide are conducted in compliance with legal requirements. Suppliers shall not, directly or indirectly, engage in any form of business activities with sanctioned countries, regions, organizations, entities, individuals or sectors.

- 5.7. 反洗钱：供应商应严格遵守适用的反洗钱法律法规与监管要求，防止其产品、服务或商业交易被用于洗钱、恐怖融资或其他非法资金活动。

Anti-Money Laundering: Suppliers shall strictly comply with applicable anti-money laundering laws and regulations and regulatory requirements to prevent their products, services or transactions from being used for money laundering, terrorist financing or other illicit financial activities.

6. 负责任的矿物采购：Responsible Mineral Sourcing

- 6.1. 具体要求请参照华友《负责任矿产采购的供应商标准》，该标准参照经济合作与发

展组织（OECD）发布的《经济合作与发展组织关于来自受冲突影响和高风险区域的矿石的负责任供应链尽责管理指南》（第三版）开发。

For specific requirements, please refer to Huayou's Supplier Standard for Responsible Mineral Sourcing, which is developed by referring to the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas (Third Edition) published by the Organization for Economic Co-operation and Development (OECD).

7. 社会责任 **Social Responsibility**

社区发展： 供应商应尊重业务所在地社区的文化、传统和合法权益，避免任何可能破坏社区和谐或损害居民生计的行为，应积极参与社区发展与建设，以推动社区的社会和经济发展。

Community Development: Suppliers shall respect the culture, traditions and legitimate rights of communities in which they operate, and refrain from any actions that may disrupt community harmony or jeopardize residents' livelihoods. Furthermore, suppliers shall actively engage in community development and construction to promote social and economic development of the communities.

- 7.1. **利益相关方参与：** 供应商应识别受其业务影响的利益相关方，建立双向沟通渠道，定期向利益相关方披露环境、社会及治理（ESG）相关信息，并与利益相关方合作，共同解决因业务活动引发的争议或负面影响，并采取补救措施。

Stakeholder Engagement: Suppliers shall identify stakeholders affected by their operations, establish two-way communication channels with such stakeholders, regularly disclose environmental, social and governance (ESG) related information, collaborate with stakeholders to resolve disputes or negative impacts arising from business activities, and take remedial measures when necessary.

- 7.2. **土地：** 供应商须确保所有土地取得和使用符合当地法律法规，持有合法权属证明或租赁协议，不得侵占他人土地，应通过协商解决土地争议。

Land: Suppliers must ensure that all land acquisition and use comply with local laws and regulations, and shall maintain valid title certificates or lease agreements, and shall refrain from any unauthorized occupation of third-party land, and shall resolve land disputes through negotiation.

8. 公司治理 **Corporate Governance**

- 8.1. **管理责任和义务：** 供应商应设有ESG部门或类似岗位，直接向行政管理层报告，承担并拥有管理企业的社会和环境合规要求的责任及权力。

Management Responsibilities and Obligations: Suppliers shall establish an ESG department or equivalent function, reporting directly to executive management, with the responsibility and authority to manage the company's social and environmental compliance obligations..

- 8.2. 风险评估与管理：供应商应制定并维护与业务相关的劳工权利与人权、健康与安全、环境、商业道德及法律合规风险的制度，并执行适当的程序和控制措施来缓解已识别的风险。

Risk Assessment and Management: Suppliers shall establish and maintain systems to identify risks related to labor rights, human rights, health and safety, environment, business ethics and legal compliance associated with their operations, and implement appropriate procedures and control measures to mitigate identified risks.

- 8.3. 信息公开与披露：供应商应依据适用的法律法规和行业惯例，及时、准确地披露有关其商业活动、治理结构、财务状况、劳工状况、健康与安全、环境保护等相关信息。供应商应拥有向员工、供应商和客户清晰、准确传达其绩效、实践、政策和期望等相关信息的流程。

Publicity and Disclosure of Information: Suppliers shall disclose information on their business activities, governance frameworks, financial status, labor conditions, health and safety and environmental protection, etc in a timely and accurate manner in accordance with applicable laws and regulations and industry practices. Suppliers shall maintain procedures to clearly and accurately communicate information about their performance, practices, policies and expectations to their employees, suppliers and customers.

- 8.4. 纠正措施流程：对于通过内部和外部审核、评估、检查、调查或评审等发现的不足或违规行为，供应商应拥有及时开展纠正措施的流程。

Corrective Action Procedures: Suppliers shall maintain procedures to promptly take corrective actions for deficiencies or violations identified through internal and external audits, assessments, inspections, investigations or reviews.

9. 申诉机制 **Grievance Mechanism**

- 9.1. 供应商应建立适当的申诉渠道，以接收员工、社区和利益相关方的申诉。申诉渠道应便捷、可靠，支持匿名投诉，确保申诉人身份信息的保密性与安全性，禁止任何形式的打击报复行为。

Suppliers shall establish appropriate grievance channels to receive complaints from employees, communities and stakeholders. These grievance channels shall be accessible and reliable, incorporate anonymous reporting mechanisms, ensure confidentiality and security of identity information of complainants, and prohibit any form of retaliation.

- 9.2. 供应商应在收到申诉后合理时间内完成调查与反馈，积极协商解决申诉问题。

Suppliers shall complete investigations and provide responses within a reasonable timeframe upon receiving grievances and actively engage in dialogue to resolve the issue .