

Supply Chain Management Complaint and Communication Mechanism

Xiamen HiTHIUM Energy Storage Technology Co., Ltd.

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."

1. Purpose

This mechanism aims to:

- 1.1 Establish an open and transparent communication platform to receive and respond to stakeholders' concerns and suggestions regarding supply chain governance;
- 1.2 Implement a standardized grievance-handing process to ensure timely review and proper resolution of issues;
- 1.3 Enhance supply chain governance through continuous dialogue and consultation;
- 1.4 Improve supply chain transparency and foster multi-stakeholder collaboration.

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.

2. Scope of Application

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

- 2.1 Public sector entities (including government agencies) and their representatives;
- 2.2 Customers, suppliers, business partners, shareholders, investors, employees, and community residents.

3. Scope of complaint and communication

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

- 3.1 Identified risks and challenges related to our supply chain;

- 3.2 Deficiencies in our supply chain management system and measures;
- 3.3 Other supply chain-related suggestions or opinions supported by sufficient evidence.

4. Chanel for complaint and communication

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.

Email: HC-SRC-SCM@hithium.cn

5. Requirements for information submission

- 5.1 Complainant information (can be anonymous): If you are filing a complaint under your real name, you can indicate whether confidentiality required;
- 5.2 Representative complaint: If submitted by a representative, you must provide the information of the authorized person and valid contact information (phone number, email address);
- 5.3 Complaint content: Describe the matter in detail, provide supporting evidence, and suggest feasible solutions;
- 5.4 Language requirements: It is recommended to submit in Chinese or English. Other languages may affect the processing progress.

6. Complaint and Communication Process

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

Step 1: Preliminary evaluation

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

Step 2: Complaint confirmation

Send a reply email to the complainant within 7 working days, confirming the acceptance and explaining the subsequent processing steps and time.

Step 3: Investigation and handling

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.

The investigation includes:

- 1) The complaint is not established: rejection;
- 2) The complaint is established but no improvement is required: explain the reason;
- 3) The complaint is established and needs improvement: formulate corrective measures.

Step 4: Improvement action

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.

7. Other provisions

- 7.1 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;
- 7.2 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;
- 7.3 Fair handing: All complaints are handled in an independent and objective manner and strictly archived.

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

Attachment 1**Supply Chain Due Diligence Complaint Form**

Complainant's Name		Complainant's Organization	
Complainant's position			
Complainant's Contact Information		Date of appeal	
<p>Description of the Incident and Complaint Content (additional pages can be attached)</p>			

Attachment 2:**Supply Chain Due Diligence Complaint Resolution Form**

Complainant's Name		Complainant's Organization	
Complainant's position			
Name of person in charge		Position of person in charge	
Date of appeal		Complaint handling cycle	Eg:2025.2.5-2025.2.21
Summary of the Incident and Complaint Content:			

Processing Details and Conclusion (additional pages can be attached)

Complainant's comments

Signature of Complainant:

Date:

Name of reviewer

Position of reviewer

Review date

Signature of reviewer