


Goode EIS (Suzhou) Corp., Ltd.		
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1. Objective

The objective of establishing this grievances procedure is to timely identify and address various potential risks and hazards in the supply chain, further strengthen the transparency and compliance of supply chain responsibility management, ensure smooth communication between internal and external stakeholders and the company, safeguard the legitimate rights and interests of all stakeholders and the company, optimize the internal and external environment for corporate development, and comply with the "OECD Guidelines" and the company's Responsible Mineral Supply Chain Responsibility Management Policy.

2. Scope

1. Related to the company's mineral supply chain responsibility management.
2. Resulting in damage to the interests of stakeholders due to deficiencies in mineral supply chain responsibility management.
3. Violating the requirements of the "OECD Guidelines for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas" (OECD) or the company's related policies on mineral supply chain responsibility management.


Complaints that meet any of the following criteria will not be accepted:

1. Unrelated to the company's mineral supply chain responsibility management.
2. Unable to provide sufficient evidence or witnesses to support the identified issues.
3. Malicious complaints or complaints initiated to gain a competitive advantage.
4. If the issue raised in the complaint falls outside the scope of what can be resolved by the company's internal procedures, we will actively coordinate with external agencies to resolve it.

3. Definitions

3.1 Grievant

The individual who raises a grievance against the company's mineral supply chain responsibility management policies, management activities, or related management behaviors is referred to as the "grievant" hereafter. This includes but is not limited to the company's customers, suppliers, affected community residents, employees, board members, etc., regardless of whether they have a direct or indirect relationship with the company. If they believe there are supply chain responsibility management issues within the scope of grievances listed in the complaint process, and if they have experienced or anticipate negative impacts on themselves (or the stakeholders they represent)

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in the past year or in the foreseeable future, they are eligible to file a grievance with the company's Responsible Mineral Supply Chain Responsibility Management Group. If the grievance is submitted by an organization or individual representing the affected party, the organization or individual should clearly state the entity they represent and provide clear evidence of their authority to represent them.

3.2 Grievance

Refers to a form of communication where employees or other stakeholders of the company express opinions or concerns regarding the company's mineral supply chain responsibility management policies and related activities in writing or through the company's official website.

3.3 Mineral

Refers to mica.

4. Grievance Methods

4.1 Internal Grievance:

Internal grievances can be submitted by company employees through filling out the "Mineral Supply Chain Responsibility Grievance Form" and depositing it in the company's suggestion box, sending it to the company's email, or submitting it through the company's website. Grievance boxes are placed in the locker rooms and cafeteria, and grievance channels are posted at the main entrances and exits of the company.

4.2 External Grievance:

External grievances can be submitted by company customers, government departments, media, and other stakeholders by filling out the "Mineral Supply Chain Responsibility Grievance Form" via email or through the company's official website.

5. Grievance Channels


5.1 Company Grievance Public Email: goode@goodeeis.com Grievance Hotline: 0512-63263180

Grievance Authority: Mineral Supply Chain Responsibility Management Committee

5.2 Company Grievance Website: <https://www.goodeeis.com>

6. Grievance Handling Organization

6.1 The company establishes the Responsible Mineral Supply Chain Grievance Management Committee, which is the specific department responsible for receiving, processing, and responding to external grievances. It coordinates with relevant departments of the company to propose solutions for grievance resolution.

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6.2 The company establishes the Grievance Handling Committee, composed of personnel from the Administration and Human Resources Department, supported by the Responsible Mineral Supply Chain Grievance Management Team.

6.3 The Grievance Handling Committee does not directly receive grievances. According to the grievance procedure, when a grievance is reported to the Grievance Handling Committee, it proposes the final interpretation of the grievance on behalf of the company.

7. Principles of Grievance

The complainant's submission of a grievance to the company, as well as the company's acceptance and handling of the grievance, should adhere to the following five principles:

7.1 Principle of Facts

The grievance raised by the complainant should be based on specific facts rather than the company's strategies, policies, or guidelines. They should provide comprehensive evidence and materials based on facts. The principle followed by the company in accepting and handling grievances should be based on clarifying the facts and handling them accordingly.

7.2 Principle of Relevance


All stakeholders (employees, customers, suppliers, government agencies, news media, neighboring residents, etc.) can file grievances related to supply chain responsibility management within the scope of Clause 2. Areas outside the scope of grievances can choose other grievance channels and are not suitable for management under this system.

7.3 Principle of Procedure

Complainants should strictly follow the procedures and processes of this procedure when filing and participating in grievances. The company should also strictly adhere to the requirements of this procedure when accepting and handling grievances.

7.4 Principle of Confidentiality

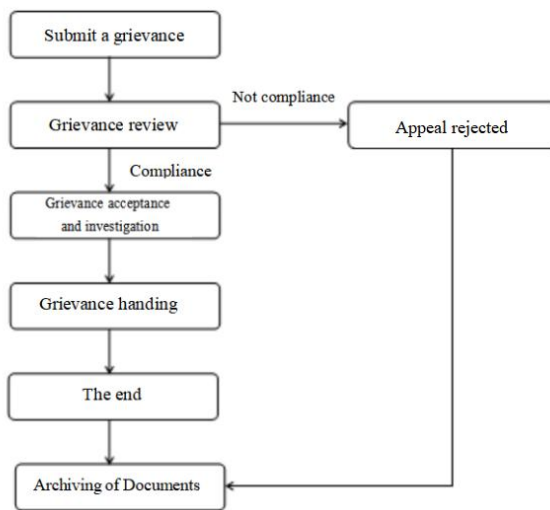
Both the complainant and the company should handle grievances seriously and confidentially. During the grievance handling process, all individuals involved should maintain confidentiality. The Responsible Mineral Supply Chain Grievance Management Team will fully respect the complainant's wishes and keep their identity and information confidential.

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7.5 Principle of Timeliness:

Complainants should file grievances promptly within a reasonable time after becoming aware or should have become aware of the relevant facts, to facilitate investigation and handling. Upon receiving a grievance, the company should promptly process and provide a response. However, the company will not accept grievances that the complainant became aware or should have become aware of the relevant facts more than two years ago.

8. The Grievance Process



9. The Grievance Procedure

9.1 Submission of Grievance:


This refers to the grievance raised by the appellant through the appeal channels publicly disclosed by the company.

9.2 Grievance Review:

Upon receiving the grievance, the Responsible Mineral Supply Chain Governance Committee will conduct a review of the scope and content of the grievance raised by the appellant within 5 working days to determine if it meets the acceptance criteria. If the grievance does not meet the acceptance criteria, the appellant will be informed of this decision, and the grievance will be terminated. The committee will then fill out the "Mineral Supply Chain Responsibility Grievance Opinion Handling Form."

9.3 Grievance Acceptance and Investigation:

If the grievance meets the acceptance criteria, the Responsible Mineral Supply Chain Governance Committee will submit the grievance materials to the Grievance Handling Committee, which will collaborate with relevant

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departments to discuss, research, investigate, and gather evidence. If necessary, the committee will seek opinions and support from senior management of the company.

9.4 Grievance Handling:

The Grievance Handling Committee will discuss and verify the information and investigation collected in the previous stages. If necessary, it may request dialogue between the parties to facilitate resolution. Within 15 working days, the committee will provide a response to the appellant. If the parties reach a consensus on a resolution, the committee will supervise the implementation of the agreed-upon solution. Both parties will accept the execution results of the solution and sign the "Mineral Supply Chain Responsibility Grievance Opinion Handling Form" (two copies), thereby concluding the grievance process. If the parties fail to reach a consensus, they may seek alternative dispute resolution methods outside the company, including but not limited to mediation by third parties, engaging external experts for review and consultation, or resorting to legal avenues.

9.5 Grievance Archiving:

The Grievance Handling Committee will archive all documentation related to the grievance process, including grievances that were not accepted, to facilitate future reference. The grievance documentation will be retained for a minimum period of 5 years.

9.6 Grievance Conflict Avoidance procedure:

If the appellant believes that any member of the committee has a conflict of interest with the grievance, they may request recusal in the grievance submission.


10. Grievance Protection

10.1 Confidentiality of Appellant Information

Appellant information is registered and handled by designated personnel, who pledge to strictly maintain the confidentiality of the appellant's information. Except for the responsible leader, it is strictly prohibited to disclose appellant information to others. Grievance materials are treated as highly confidential documents within the company and are not accessible to anyone other than the responsible leader, nor are they allowed to be disseminated to stakeholders involved in the grievance.

10.2 Protection of Appellant Rights

The purpose of the Supply Chain Responsibility Grievance Management System is to enhance the company's supply chain governance capabilities. Therefore, grievances based on objective facts are helpful for our governance

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improvement. The company encourages such grievances and ensures the protection of appellant rights. Retaliating against appellants for their grievances is strictly prohibited, and appellants have the right to be informed about the effectiveness of their grievances and the final disposition results.

10.3 Handling of Leaks and Retaliation

Failure to comply with the above confidentiality requirements or retaliating against appellants will be considered a serious violation of discipline. The company will terminate the labor contract and refer the matter to judicial authorities for legal action.

The company pledges: to firmly protect the rights of appellants from infringement!

10.4 The Responsible Mineral Supply Chain Governance Committee guarantees to handle, investigate, respond to, and archive received grievance materials in an independent, fair, and objective manner.

10.5 Integrating Grievance Feedback into Continuous Improvement Processes

Grievance feedback will be integrated into the continuous improvement process, and corrective and preventive action plans will be proposed for accepted complaints if necessary. The feedback will be incorporated into the due diligence management system for continuous improvement.

11. Related Documents

11.1 "Supply Chain Responsibility Grievance Form"

11.2 "Supply Chain Responsibility Grievance Handling Opinion Form"

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Supply Chain Responsibility Grievance Form

Grievant's Full Name		Occupation	
The connection between grievances and the company.			
Grievant's Contact Information		Date of Grievance Occurrence	
Description of Grievance Incident, Reasons, and Grievance Requests (may attach additional pages and provide supporting evidence for the grievance):			
Applicant's Signature:		Date of Grievance:	
Grievance Acknowledgement, and Response on Acceptance:			
Grievance Committee:		Date:	

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Supply Chain Responsibility Grievance Handling Opinion Form

Grievant's Full Name		Occupation	
The connection between grievances and the company.			
Grievant's Contact Information		Date of Grievance Occurrence	
Description of Grievance Incident, Reasons, and Grievance Requests (may attach additional pages and provide supporting evidence for the grievance):			
Applicant's Signature:		Date of Grievance:	
The Grievance Handling Committee's Process and Conclusion:			
Head of the Grievance Handling Committee:		Date:	
Final Decision at the Company Level (if necessary):			
Person in Charge:		Date:	
Applicant Confirmation:			
Applicant:		Date:	