
	<b>Supply chain due diligence grievance mechanism</b>	Document number	MEM-EHSP-02
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## Supply chain due diligence grievance mechanism

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## 1 Purpose

In order to discover and deal with all kinds of potential risks and hidden dangers in the supply chain in a timely manner, further strengthen the transparency and compliance of supply chain due diligence management, ensure smooth communication between internal and external stakeholders and the Company, safeguard the legitimate rights and interests of all stakeholders and the Company, and optimize the internal and external environment for the development of the enterprise, this grievance mechanism is formulated in accordance with the OECD Guidelines and the Company's Responsible Mineral Supply Chain Due Diligence Management Policy.

## 2 Scope

1. Related to the due diligence management of the company's mineral supply chain;
2. Damage to the interests of relevant parties due to lack of due diligence management in the mineral supply chain;
3. Mineral supply chain due diligence violates the requirements of the Organisation for Economic Co-operation and Development Guidance on Responsible Supply Chain Due Diligence (OECD) for Minerals from Conflict-Affected and High-Risk Areas or the Company's policies on responsible management of mineral supply chains.

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

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1. It has nothing to do with the due diligence management of the Company's mineral supply chain.

2. Inability to provide sufficient evidence or witnesses to support the issues pointed out.


3. Malicious grievances or appeals initiated to gain a competitive advantage.

4. If the issue of the complaint is not within the scope of the Company's internal system, we will actively coordinate with an external organization to resolve the issue.

### 3 Definitions

#### 3.1 Complainant

That is, the person who complains about the company's mineral supply chain due diligence management policies, management activities and other related management behaviors, hereinafter collectively referred to as: "complainants" include, but are not limited to, the company's customers, suppliers, affected community residents, employees, board members, etc., regardless of whether they are directly or indirectly related to the company, if they believe that the company or the supply chain has supply chain due diligence management issues listed in the scope of the complaint, and has caused a negative impact on themselves (or the stakeholders they represent) in the past year or possible future, can file a complaint with the Company's Responsible Minerals Supply Chain Due Diligence Management Team. If the complaint is filed by an institution or individual representing the affected party, the agency or individual should clearly state who it represents and provide clear evidence of representation.

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### 3.2 Grievances

It refers to a communication method in which employees or other stakeholders of the Company raise comments or doubts about the Company’s mineral supply chain due diligence management policy and related activities in writing or through the Company’s official website.

### 3.3 Minerals

Refers to mica.

## 4 Methods of Appeal

### 4.1 Internal Grievances:


Internal complainants, i.e., employees of the company, can fill in the “Mineral Supply Chain Due Diligence Complaint Form” into the company’s suggestion box or send it to the company’s mailbox and on the company’s website to complain, the company has a suggestion box on the first floor of the belt-making workshop and the canteen, and publicly post the complaint channel at the company’s main entrances and exits.

### 4.2 External Grievances:

External complainants, i.e., the company’s customers, government departments, media and other stakeholders, can fill in the “Mineral Supply Chain Due Diligence Complaint Form” to file a complaint by email or on the company’s official website.

## 5 Grievance Channels

5.1 Public mailbox for complaints by the company: mica@goodeeis.com  
Complaint telephone: 0660-5663092

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Grievance Authority: Minerals Supply Chain Due Diligence Committee

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

## 6 Grievance Handling Organizations

6.1 The company has set up a responsible mineral supply chain due diligence management committee, which is the specific responsible department for receiving, handling and replying to external complaints, and coordinates the relevant departments of the company to propose complaint solutions.

6.2 The company has set up a grievance handling committee, which is composed of personnel from the administrative and personnel department, and is supported by the due diligence management team of the responsible mineral supply chain.


6.3 The Grievance Handling Committee does not directly receive the complaint, and according to the grievance procedure, when the complaint is submitted to the Grievance Handling Committee, it shall submit the final explanation plan of the complaint on behalf of the company.

## 7 Principles of Appeal

The complainant's complaint to the Company, as well as the Company's acceptance and handling of the complaint, shall be governed by the following five principles:

### 7.1 Principle of Facts:

The complainant shall file a complaint based on specific facts rather than the company's strategy, policies or guidelines, and provide sufficient and complete evidence and materials based on facts, and the company's acceptance and handling of

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complaints shall be based on the basic starting point of ascertaining the facts and handling the complaint according to the ascertained facts;

### **7.2 Principle of association:**

Relevant parties of the enterprise (employees, customers, suppliers, government agencies, news media, surrounding residents, etc.) can appeal for the content related to supply chain due diligence within the scope of Article 2, and other complaint channels can be selected for areas outside the scope of complaint, which are not suitable for the management scope of this system;


### **7.3 Procedural Principles:**

The complainant shall strictly follow the procedures and procedures of this mechanism when submitting and participating in the complaint, and the company shall accept and handle the complaint in strict accordance with the requirements of this mechanism;

### **7.4 Confidentiality:**

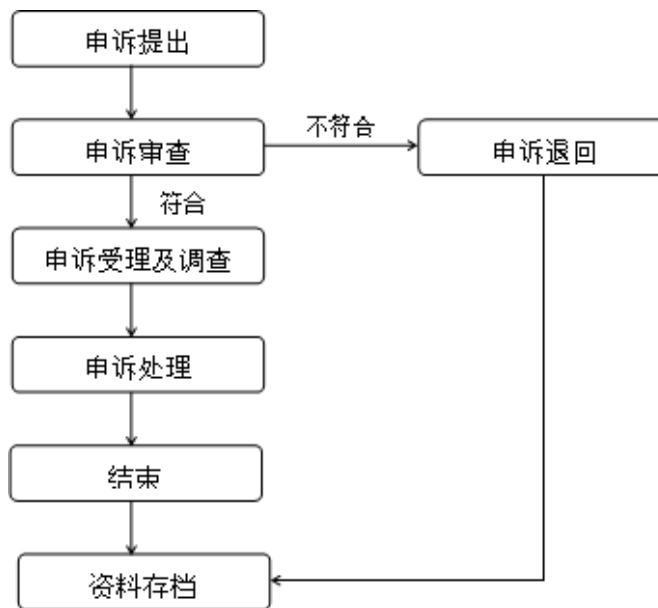
Both the complainant and the company shall handle the complaint seriously and seriously under the principle of confidentiality, and in the process of handling the complaint, the complainant and the relevant personnel of the company shall keep it confidential, and the responsible mineral supply chain due diligence management team will respect 100% of the complainant's wishes and keep his identity and information confidential;

### **7.5 Principle of timeliness:**

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The complainant shall file a complaint within a reasonable time after knowing or ought reasonably to know the relevant facts for investigation and handling, and the Company shall promptly handle and respond to the complaint after receiving the complaint, but the Company will not accept the complaint for more than two years since the complainant knew or should have known the relevant facts.

## 8 Grievance Process




## 9 Grievance Steps

### 9.1 Lodge a complaint:

That is, if the complainant files a complaint against the company through the publicly announced complaint channel, the complainant can choose whether to remain anonymous or not;

### 9.2 Review of Grievances:



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That is, if the mineral supply chain due diligence management team reviews the scope and content of the complaint submitted by the complainant within 5 working days after receiving the complaint, it shall confirm with the complainant that the complaint does not meet the conditions for acceptance and the complaint shall be terminated, and shall fill in the "Mineral Supply Chain Due Diligence Appeal Opinion Handling Form";

### **9.3 Complaint Acceptance and Investigation:**

If the complaint meets the conditions for acceptance, the Mineral Supply Chain Due Diligence Management Team will submit the appeal materials to the Grievance Handling Committee, which will discuss and study, investigate and collect evidence with relevant departments, and obtain the opinions and support of the company's senior management if necessary.

### **9.4 Grievance Handling:**

The Grievance Handling Committee discusses and verifies the data, information and investigation collected in the previous stage, and if necessary, it may request the complainant parties to carry out dialogue for mediation, and reply to the complainant within 15 working days, and the complainant and the complainant cooperate to implement the agreed solution, and the committee is responsible for supervising the implementation of the agreement, and the complainant accepts the implementation of the solution, and signs the "Mineral Supply Chain Due Diligence Complaint Opinion Handling Form", fills in (in duplicate), and the complaint is over. If the two parties do not reach an agreement, they can seek other means of resolution other than the enterprise, including but not limited to third-party

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mediation, hiring external experts to participate in review and consultation, and judicial channels;

### **9.5 Grievance Archiving:**

The Grievance Handling Committee will archive the materials of the whole process of the appeal and form a directory (including the appeals that have not been accepted) for future reference, and the appeal materials shall be kept for at least 5 years.

### **9.6 Conflict avoidance mechanism is used for appeals:**

If you believe that any member of the Panel has a conflict of interest with respect to the appeal, you may request recusal in the appeal.


## **10 Grievance Protection**

### **10.1 Confidentiality of Complainant's Information**

The complaint information is to be registered and handled by a special person, and the handler promises to keep the complainant's information strictly confidential, and it is strictly forbidden to disclose the complainant's information to other personnel except for the leader in charge. The appeal materials are handled as the company's top secret information, and no one is allowed to access them except for the leader in charge, let alone circulate to the appeal stakeholders.

### **10.2 Protection of the Rights and Interests of the Complainant**

The starting point of the supply chain due diligence complaint management system is to improve the company's supply chain governance capabilities, so appeals based on objective facts are also helpful to our company's governance, the company

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encourages such complaints, and effectively protects the rights and interests of complainants, strictly prohibits retaliation against complainants for complaints, and ensures their right to know, that is, whether the complaint is valid and the final disposal result and other information.

### 10.3 Disclosure and Retaliation

If the complainant fails to maintain confidentiality in accordance with the above requirements, or retaliates against the complainant, the company will be deemed to have committed a serious violation of discipline, terminate the labor contract, and hand it over to the judicial authority for handling in accordance with the law.

The company promises: resolutely protect the rights and interests of the complainant from infringement!

10.4 The Responsible Minerals Supply Chain Due Diligence Team undertakes to process, investigate, respond to and file complaints received in an independent, impartial and objective manner.


10.5 Integrate feedback from representations into the continuous improvement process and, if necessary, propose a corrective and preventive action plan for accepted complaints. Feedback will be incorporated into the due diligence management system as a continuous improvement.

## 11 Related Documents

11.1 Supply Chain Due Diligence Complaint Form

11.2 Supply Chain Due Diligence Complaint Handling Opinion Form



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### Supply Chain Due Diligence Complaint Handling Opinion Form

Name of complainant		occupation	
Grievance contact with the company			
Contact details of the complainant		The date on which the	
The facts and reasons for the complaint and the appeal of the complaint (can be attached with evidence of appeal):			
Grievance Handling Panel's Handling Process and Conclusions:			
Final conclusion at the company level (if necessary):			
The complainant confirms that:			