

Ganzhou YiHao Umicore Industries Co., Ltd.

Grievance Mechanism

(Version: V1.1 | Release Date: February 8, 2025 | Revision Date: May 22, 2025)

1. Purpose

To promptly identify and address potential risks within the mineral supply chain, establish smooth communication channels between stakeholders and the company's management, build collaborative and mutually beneficial stakeholder relationships, and effectively safeguard the legitimate rights and demands of all relevant parties, Ganzhou YiHao Umicore Industries Co., Ltd. (hereinafter referred to as "GYHU") establishes this Grievance Mechanism in accordance with international due diligence standards. By identifying and resolving grievances in a timely manner, we aim to mitigate risks related to human rights violations, environmental damage, and business ethics violations, thereby optimizing our supply chain management system and due diligence practices.

2. Grievance Channels

- Online: Dedicated Email: rmi.service@gzhongsheng.com
- Offline: Cobalt Raw Material Supply Chain Due Diligence Office
- Phone/SMS: +86-797-8256668

3. Grievance Handling Process

3.1 Receipt and Registration

- Inform the complainant that they need not fear retaliation; the company will strictly maintain the confidentiality of their identity.

- All grievances are assigned a unique reference number and archived by the relevant department to ensure traceability.
- Categorize and tag the issue type (Human Rights / Environment / Compliance).

3.2 Preliminary Assessment (within 5 business days)

Conduct a preliminary assessment to determine whether the grievance falls within the scope of this mechanism, if the content is clear, and if the evidence is sufficient and credible.

- If, upon review and assessment, the grievance is deemed outside the scope of this mechanism, a decision to reject the application will be communicated to the complainant.
- If, upon review and assessment, the grievance content is unclear or evidence is insufficient, the complainant will be requested to supplement relevant materials and information within a specified timeframe. A re-review will be conducted upon receipt of the supplementary materials.
- If, upon review and assessment, the grievance content is clear and evidence sufficient, a decision to accept the grievance will be communicated to the complainant.

3.3 Resolution and Feedback

- Develop a corrective action plan (e.g., compensation, policy revision, supply chain adjustment) and provide preliminary feedback to the complainant within 15 business days.
- Continuously track the implementation of measures and provide a final resolution report within 30 days.

3.4 Grievance Closure

If the complainant raises no objections to the final resolution report within 15 days, the grievance will be deemed closed and archived accordingly.

4. Improvement Mechanism and Preventive Measures

4.1 Improvement Mechanism

Policy Revision: Adjust due diligence policies or supplier audit standards based on case learnings.

4.2 Preventive Measures

- Risk Assessment Tools: Utilize risk assessment templates provided by RMI to proactively identify high-risk areas.
- Transparent Disclosure: Publish grievance handling statistics and improvement outcomes in the company's annual due diligence report.

5. Record Keeping and Confidentiality

5.1 Record Keeping Requirements

Complete records of all grievances (including submission time, content, handling process, outcome) shall be preserved for at least 5 years.

5.2 Confidentiality Principles

- The identity of the complainant shall be kept strictly confidential. Retaliation against complainants is prohibited; protective measures shall be implemented when necessary.
- Access to complainant information is restricted to authorized personnel only. Disclosure to third parties is prohibited without consent.
- Complainant identities shall be stored using encryption. Anonymous grievances shall not record any personal information.

Prepared by: Cobalt Raw Material Supply Chain Due Diligence Office, Ganzhou
YiHao Umicore Industries Co., Ltd.