



China Hongqiao Group Limited

中国宏桥集团有限公司

(Incorporated in the Cayman Islands with limited liability)

(the “Company”)

(Stock Code: 1378)

STAKEHOLDER COMPLAINT HANDLING GUIDELINE

(Adopted by the Sustainability Committee of the Company on 15 August 2025)

I. General Provisions

1. Purpose of Formulation

To regulate the relationship between China Hongqiao Group Limited and its subsidiaries (hereinafter referred to as "China Hongqiao" or "the Group") with stakeholders, and through handling complaints, opinions and suggestions from stakeholders, maintain or improve compliance in aspects including governance, environment, social responsibility, so as to achieve the effects of improving customer satisfaction, preventing occupational health hazards, reducing environmental pollution and enhancing social responsibility.

2. Scope of Application

This guideline applies to all stakeholders' management of China Hongqiao, including all employees of the Group headquarters and subsidiaries with operational control (full-time employees, part-time employees, interns, and dispatched workers, including board members and senior management), covering the entire value chain, including production, operations, sales, and services, and targeting feedback on complaints, suggestions and opinions of the Group. China Hongqiao actively promotes implementation of this guideline by its relevant contractors, suppliers and partners. In the event of a conflict between this policy and applicable local laws and international standards, the higher standard shall prevail.

II. Core Guidelines

1. Responsibilities

1.1 The General Office is responsible for collecting complaint information from stakeholders, assigning complaint information to relevant departments for reception and handling according to the type of business. It is primarily responsible for handling complaints from national and local government departments, higher supervisory departments, surrounding enterprises, institutions and residents.

1.2 The Sales Headquarters is responsible for handling sales-related complaints from stakeholders.

1.3 The Procurement Department is responsible for handling complaints from stakeholders in relation to material procurement.

1.4 The Human Resources Department is responsible for handling complaints from employees, following up and handling them in accordance with internal systems, and promptly taking corrective and preventive measures to ensure that reporters are not threatened with retaliation, intimidation or harassment.

1.5 The department being complained against is responsible for analyzing the reasons for the complaints from stakeholders, replying to the feedback information of complaints, formulating and implementing corresponding corrective measures and making reports.

2. Definitions

2.1 Stakeholders

Employees of the Group, and individuals or groups with interests in business dealings with the Group. They mainly include:

- (1) Employees of the Group;
- (2) Suppliers of raw and auxiliary materials;
- (3) Suppliers of equipment and spare parts;
- (4) Customers (clients);
- (5) Units providing technical services, technical exchanges, transportation services, banks or service organizations with contractual or lending relationships, etc.;
- (6) External contractors and construction units;
- (7) Related transaction service units (including hospitals, third-party testing and inspection departments, etc.);
- (8) National and local government departments and higher supervisory departments;
- (9) External units for visits, learning, internships, interviews, and exchanges;
- (10) Surrounding enterprises, institutions and residents.

2.2 Valid Complaints

Complaints raised by stakeholders to our Group in various forms or channels involving product quality, environmental management, occupational health and safety, social responsibility, etc. of the Group. The receiving department and personnel shall make the judgment. If the information reflects that the Group has omissions or quality problems in product provision and service process, which cause dissatisfaction among stakeholders, the information shall be fed back to the relevant departments. All information meeting the above conditions shall be regarded as valid complaints.

3. Work Procedures

3.1 Classification of Stakeholder Complaints

Stakeholder complaints are classified by means as: phone calls, visits, letters (including emails), etc.

Complaint phone: 86-543-4161355

Complaint email: zbjjcc@163.com

Mailing address: Economic Supervision Department, Huixian First Road, Zouping Economic Development Zone, Zouping City, Shandong Province

3.2 Handling of Complaints

3.2.1 Set up relevant complaint phones and opinion collection emails, assign special personnel to be responsible for information collection, and feedback the collected opinions and information to the relevant departments according to the management authority (see the responsibility part). The primary responsible department is in charge of following up and handling complaints from stakeholders and providing feedback on the handling results.

3.2.2 When receiving a complaint, the relevant department shall promptly fill in the *Complaint Tracking and Handling Form* and assign it to the relevant department for reception and handling according to the type of business. The relevant department is responsible for handling it. If it is a written complaint, the complaint letter shall be attached, and the department shall be responsible for follow-up return visits.

3.2.3 After receiving a complaint from a stakeholder, the complaint reception personnel:

(1) The complaint reception personnel shall promptly fill in the *Complaint Tracking and Handling Form* and submit it to the supervisor for review and signature. Major complaints shall be promptly reported to the Group's general manager and chairman;

(2) The complaint reception personnel shall promptly forward the recorded *Complaint Tracking and Handling Form* to the leader of the relevant department being complained about;

(3) The department (or individual) being complained against shall attach great importance to the complaints from stakeholders, promptly take corrective and preventive measures, and fill in the measures in the *Complaint Tracking and Handling Form*;

(4) The relevant department is responsible for follow-up visits to complaint handling, record the visit situation in the *Complaint Tracking and Handling Form*, and relevant personnel shall register the complaint handling situation;

(5) Time limit for complaint handling: Generally, it is required to be handled within 1-3 days; if it cannot be handled within 3 days, the complainant shall be informed in a timely manner, and the maximum time shall not exceed one month.

3.3 Evaluation of Stakeholder Complaints

3.3.1 Conduct an overall assessment of the *Complaint Tracking and Handling Form* every year, classify and analyze according to the content of complaints, formulate preventive measures and management methods, and strengthen internal management.

3.3.2 The assessment shall make a complete evaluation of the causes, responsible persons, consequences of the complaint incident and matters needing attention in the future, draw inferences from one instance, so as to minimize such opinions and complaints in the future.

III. Supplementary Provisions

1. Continuous Improvement

When necessary, revise the guideline according to regulatory and legal changes, industry standards and feedback from stakeholders, and update the content that is publicly disclosed through the official website, ESG reports, etc., to ensure the adaptability and effectiveness of the guideline.

2. Approval Authority

The guideline is reviewed and approved by the Sustainability Committee under the Group's Board of Directors and shall come into force on the date of issuance.

3. Interpretation

The guideline shall be interpreted by China Hongqiao. The document is prepared in both Chinese and English. In case of any discrepancy between the Chinese and English versions, the Chinese version shall prevail.