
 Goode 固德电材	Supply Chain Due Diligence Management Complaint Mechanism	Document number	MEM-EHSP-02
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Supply Chain Due Diligence Management Complaint Mechanism

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1 Purpose

To promptly identify and address various potential risks and hidden dangers in the supply chain, further enhance 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 company's development. In accordance with the *OECD Guidelines* and the company's Responsible Mineral Supply Chain Due Diligence Policy, this Complaint Mechanism is formulated.

2 Scope


1. Related to the company's mineral supply chain due diligence management.
2. Damages to the interests of relevant parties caused by the lack of mineral supply chain due diligence management.
3. Violations of the requirements in the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas (OECD) or the company's policies related to mineral supply chain due diligence management in the practice of mineral supply chain due diligence management.

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

1. Unrelated to the company's mineral supply chain due diligence management.
2. Failure to provide sufficient evidence or witnesses to support the stated issue.
3. Malicious complaints or complaints filed to gain a competitive advantage.
4. If the issue raised in the complaint is beyond the scope that can be resolved by the company's internal mechanism, we will actively coordinate with external institutions to resolve it.

3 Definitions

3.1 Complainant

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Refers to a person who files a complaint regarding the company's mineral supply chain due diligence policies, management activities, and other related management behaviors. Hereinafter collectively referred to as the "Complainant", including but not limited to the company's customers, suppliers, affected community residents, employees, board members, etc. Regardless of whether they have a direct or indirect connection with the company, if they believe that the company or its supply chain has the supply chain due diligence issues listed in the complaint scope and that such issues have caused or may cause negative impacts on themselves (or the stakeholders they represent) within the past year or in the future, they may file a complaint with the company's Responsible Mineral Supply Chain Due Diligence Team. If a complaint is filed by an institution or individual representing an affected party, the institution or individual shall clearly state the party they represent and provide clear evidence of their representative authority.

3.2 Complaint

A form of communication through which the company's employees or other stakeholders submit opinions or raise doubts about the company's mineral supply chain due diligence policies and related activities in writing or via the company's official website.


3.3 Mineral

Refers to Mica.

4 Complaint Methods

4.1 Internal Complaint

Internal complainants, i.e., company employees, can file a complaint by filling out the Mineral Supply Chain Due Diligence Complaint Form and submitting it to the company's suggestion box, sending it to the company's email address, or via the company's website. The company has set up suggestion boxes on the first floor of the Tape Production Workshop and in the canteen, and publicly posts complaint channels at

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the main entrances and exits of the company.

4.2 External Complaint

External complainants, i.e., stakeholders such as the company's customers, government departments, and media, can file a complaint by filling out the Mineral Supply Chain Due Diligence Complaint Form and sending it via email or through the company's official website.

5 Complaint Channels

5.1 The company's public complaint email: mica@goodeeis.com; Complaint phone: 0660-5663092; Complaint Institution: Mineral Supply Chain Due Diligence Committee

5.2 The company's complaint website: <https://www.goodeeis.com>

6 Complaint Handling Organizations


6.1 The company has established a Responsible Mineral Supply Chain Due Diligence Committee, which is the specific department responsible for receiving, handling, and responding to external complaints, and coordinates with relevant departments of the company to propose complaint solutions.

6.2 The company has established a Complaint Handling Committee, composed of personnel from the Administrative and Human Resources Department, with support from the Responsible Mineral Supply Chain Due Diligence Team in its work.

6.3 The Complaint Handling Committee does not directly receive complaints. According to the complaint procedures, when a complaint is submitted to the Complaint Handling Committee, it shall, on behalf of the company, propose the final explanation plan for the complaint.

7 Complaint Principles

When a complainant files a complaint with the company, and when the company accepts and handles the complaint, the following five principles shall be followed:

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7.1 Principle of Factuality:

The complainant shall file a complaint based on specific facts rather than the company's strategies, policies, or guidelines, and fully and completely provide evidence and materials based on facts. The company shall take clarifying the facts as the basic starting point when accepting and handling complaints, and make handling decisions based on the clarified facts.

7.2 Principle of Relevance

Relevant parties of the enterprise (employees, customers, suppliers, government agencies, news media, neighboring residents, etc.) may file complaints regarding the content related to supply chain due diligence within the complaint scope specified in Article 2. For areas outside the complaint scope, other complaint channels may be chosen, which are not within the management scope of this system.

7.3 Principle of Procedure


The complainant shall file and participate in the complaint in strict accordance with the procedures and processes of this mechanism, and the company shall also accept and handle the complaint in strict accordance with the requirements of this mechanism.

7.4 Principle of Confidentiality

Both the complainant and the company shall handle the complaint seriously and earnestly under the principle of confidentiality. During the complaint handling process, the complainant and relevant personnel of the company shall maintain confidentiality. The Responsible Mineral Supply Chain Due Diligence Team will respect the complainant's wishes 100% and keep their identity and information confidential.

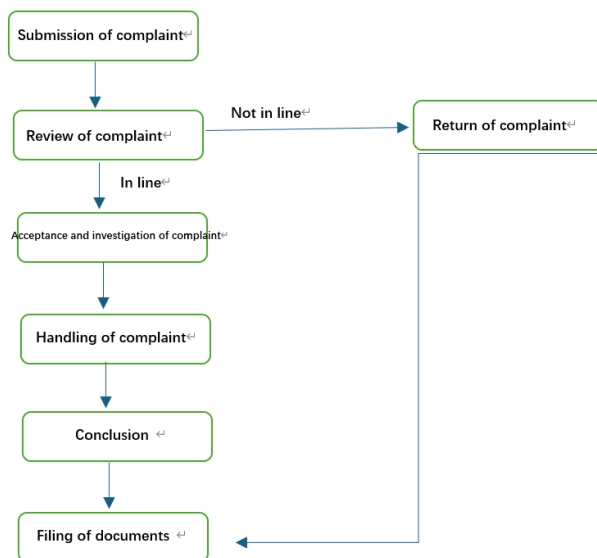
7.5 Principle of Timeliness

The complainant shall file a complaint in a timely manner within a reasonable time after knowing or should have known the relevant facts to facilitate investigation and handling. The company shall handle the complaint and give a reply in a timely manner after

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receiving it. However, the company will not accept complaints where more than two years have passed since the complainant knew or should have known the relevant facts.

8 Complaint Process




9 Complaint Steps

9.1 Submitting a Complaint

That is, the complainant files a complaint through the publicly announced complaint channels of the company, and the complainant may choose to remain anonymous.

9.2 Complaint Review

After receiving the complaint, the Mineral Supply Chain Due Diligence Team shall review within 5 working days whether the scope and content of the complaint filed by the complainant meet the acceptance criteria. If it does not meet the acceptance criteria, the team shall, while confirming with the complainant that the complaint has been received, inform the complainant that the complaint does not meet the acceptance criteria, terminate the complaint process, and fill out the Mineral Supply Chain Due Diligence Complaint

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Handling Form.

9.3 Complaint Acceptance and Investigation

If the complaint meets the acceptance criteria, the Mineral Supply Chain Due Diligence Team shall submit the complaint materials to the Complaint Handling Committee. The Complaint Handling Committee shall conduct discussions, research, investigations, and evidence collection in conjunction with relevant departments, and obtain the opinions and support of the company's senior management if necessary.

9.4 Complaint Handling


The Complaint Handling Committee shall conduct discussions and verification based on the materials, information, and investigation results collected in the previous stage. If necessary, it may request both parties involved in the complaint to conduct dialogue for mediation, and give a reply to the complainant within 15 working days. Both parties involved in the complaint shall cooperate to implement the mutually agreed solution. The committee shall be responsible for supervising the implementation of the agreed solution. Both parties involved in the complaint shall accept the implementation result of the solution and sign the Mineral Supply Chain Due Diligence Complaint Handling Form (filled out in duplicate), and the complaint process shall end here. If the two parties fail to reach an agreement, they may seek other external solutions, including but not limited to mediation by a third party, engaging external experts to participate in the review and consultation, and judicial channels.

9.5 Complaint Archiving

The Complaint Handling Committee shall archive the materials of the entire complaint process and form a catalog (including complaints that were not accepted) for future reference. The retention period of complaint materials shall be at least 5 years.

9.6 Conflict of Interest Avoidance Mechanism for Complaints

If you believe that any member of the team has a conflict of interest with the complaint, you may request their avoidance in the complaint form.

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10 Complaint Protection

10.1 Confidentiality of Complainant's Information

Complaint information shall be registered and handled by designated personnel, who shall commit to strictly keeping the complainant's information confidential. Except for the person in charge of the relevant department, it is strictly prohibited to disclose the complainant's information to other personnel. Complaint materials shall be treated as the company's top-secret materials. Except for the person in charge of the relevant department, no other person shall have access to them, and they shall not be circulated to the stakeholders related to the complaint.

10.2 Protection of Complainant's Rights and Interests

The purpose of the Supply Chain Due Diligence Complaint Management System is to improve the company's supply chain governance capabilities. Therefore, complaints based on objective facts are also helpful for the improvement of the company's governance. The company encourages such complaints, earnestly protects the rights and interests of complainants, and strictly prohibits retaliation against complainants due to their complaints. At the same time, the company ensures the complainant's right to know, i.e., information such as whether the complaint is valid and the final disposal result.


10.3 Handling of Confidentiality Breaches and Retaliation

Anyone who fails to maintain confidentiality in accordance with the above requirements or retaliates against the complainant shall be regarded by the company as having committed a serious violation of discipline. The company shall terminate the labor contract with such person and transfer the case to the judicial authorities for handling in accordance with the law.

The company undertakes to resolutely protect the rights and interests of complainants from infringement!

10.4 The Responsible Mineral Supply Chain Due Diligence Team shall all ensure that the received complaint materials are handled, investigated, replied to, and archived in an independent, fair, and objective manner.

10.5 Integrate complaint feedback into the continuous improvement process. If


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necessary, propose a corrective and preventive action plan for accepted complaints. The feedback shall be incorporated into the due diligence management system for continuous improvement.

11 Relevant Documents


11.1 《Supply Chain Due Diligence Complaint Form》

11.2 《Supply Chain Due Diligence Complaint Handling Form》

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Supply Chain Due Diligence Complaint Form

Complainant's Name		Occupation	
The Complainant's Connection with the Company			
Complainant's Contact Information		Date of the Complaint Incident	
Facts, reasons and demands of the appeal (Additional pages and appeal evidence can be attached): <div style="display: flex; justify-content: space-around; margin-top: 20px;"> Signature of the complainant: Date: </div>			
Confirm the appeal and respond whether it meets the acceptance conditions: <div style="display: flex; justify-content: space-around; margin-top: 20px;"> Complaint team: Date: </div>			

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Supply Chain Due Diligence Appeal Handling Opinion Form

Complainant's Name		Occupation	
The Complainant's Connection with the Company			
Complainant's Contact Information		Date of the Complaint Incident	
Facts, reasons and demands of the complainant (Additional pages and appeal evidence can be attached)			
Signature of the complainant: Date:			
Handling process and conclusion of the appeal handling team			
Team lead: Date:			
Final conclusion at the company level (if necessary)			
Responsible person: Date:			
Complainant's confirmation:			
Signature of the complainant: Date:			