

申诉机制

Grievance Mechanism

为确保矿产供应链的透明性和合规性，保障人权、环境和道德标准。湖北平安电工科技股份有限公司特制订此申诉机制。

To ensure the transparency and compliance of the mineral supply chain, and to safeguard human rights, environmental, and ethical standards, Pamica Technology Corporation has established this grievance mechanism.

一、 申诉管理：

I. Grievance Management:

1、 申诉渠道：

1. Grievance Channels:

针对云母供应链的利益相关方，开通内外部申诉渠道，发布尽责管理公用邮箱地址：IR@pamica.com.cn；(86)715-4637899，鼓励内部员工和商业伙伴等利益相关方参与，接收相关方尽责管理方面的投诉或联络、调查、通告等事宜。接收到相关方的关注或不满投诉后，由证券事务部主导，转达对应责任部门进行处理，并将处理结果回复相关方或公示发布。

1. For stakeholders involved in the mica supply chain, both internal and external grievance channels have been established. A dedicated email address for responsible management has been published: IR@pamica.com.cn, along with a contact number: (86)715-4637899. Internal employees and business partners are encouraged to participate by submitting complaints, inquiries, or reports related to responsible management. Upon receiving concerns or complaints, the Securities Affairs Department will take the lead in forwarding the issue to the relevant responsible department for handling. The results will be communicated to the concerned parties or publicly disclosed.

2、 申诉范围：

2. Scope of Grievances:



任何内外部的利益相关方可就公司产品中涉及到的涵盖在本手册中的云母物料的开采、贸易、处理和出口过程中，存在的侵犯人权，助长冲突，治理，环境保护等问题提出意见、建议或申诉。

Any internal or external stakeholder may raise opinions, suggestions, or complaints regarding human rights violations, conflict facilitation, governance, or environmental protection issues related to the mining, trade, processing, and export of mica materials covered in this manual.

3、申诉接收：

3. Grievance Reception:

证券事务部负责主导本渠道收到的申诉以及相关的处理和跟进。

The Securities Affairs Department is responsible for leading the handling and follow-up of grievances received through this channel.

4、申诉审查：

4. Grievance Review:

4.1 可接受满足以下条件的申诉：与公司的供应链尽责管理，包括任何已识别的风险相关；指出尽责管理系统的缺陷、不一致或不足；包括足够的客观证据以合理地支持提交申诉人员的指控；存在侵犯人权，助长冲突，治理、环境保护等问题；

4.1 Grievances meeting the following conditions will be accepted: Related to the company's supply chain due diligence management, including any identified risks. Pointing out defects, inconsistencies, or deficiencies in the due diligence management system. Supported by sufficient objective evidence to reasonably substantiate the allegations Involving human rights violations, conflict facilitation, governance, or environmental protection issues.

4.2 不接受符合以下条件的申诉：与公司的供应链尽责管理不相关；与公司控制、影响或职责以外的问题相关；缺少合理支持申诉的足够客观证据；

4.2 Grievances meeting the following conditions will not be accepted: Unrelated to the company's supply chain due diligence management. Related to issues beyond the company's control, influence, or responsibility. Lacking sufficient objective evidence to reasonably support the grievance.

4.3 所有申诉必须具有事实依据和真实内容，不得以臆测及虚假的内容作为申诉的依据，不得恶意攻击与诽谤。

4.3 All grievances must be based on factual and truthful content. Speculation, false information, malicious attacks, or defamation will not be accepted.

5、申诉的处理和跟进：

5. Grievance Handling and Follow-up:

5.1: 收到申诉后，证券事务部在五个工作日内对接收到的申诉内容进行调查并做出判定：拒绝申诉或接收申诉。

5.1 Upon receiving a grievance, the Securities Affairs Department will investigate and make a determination within five working days: either rejecting or accepting the grievance.

5.2 经调查属实的申诉，证券事务部在十五个工作日内确定处理办法，必要时与利益相关方进行沟通，确定纠正措施并进行整改。符合申诉条件但不存在该申诉的问题或问题已经解决的，无需采取纠正或改进措施。

5.2 For grievances confirmed through investigation, the Securities Affairs Department will determine a resolution within fifteen working days. If necessary, communication with stakeholders will be conducted to determine corrective actions and implement improvements. If the grievance meets the criteria but no issue is found or the issue has already been resolved, no corrective or improvement measures will be taken.

5.3 申诉处理完成后五个工作日内将申诉的调查结果，处理办法，纠正措施和结果告知申诉方（通知结果的方式遵循申诉者保护原则）。

5.3 Within five working days of completing the grievance handling, the investigation results, resolution, corrective actions, and outcomes will be communicated to the complainant (in a manner that adheres to the principle of protecting the complainant).

6、申诉者保护：

6. Complainant Protection:

公司在处理申诉时将遵循事实、程序、保密、及时原则，受理人员对申诉信息严格保密。申诉材料应作为机密级资料严格管理，未经公司主要领导或分管领导批准，任何人不得调阅。严禁将申诉材料转到被申诉方手中，严禁打击报复举报人，保护举报人的合法权益。



The company will adhere to the principles of fact-based, procedural, confidential, and timely handling of grievances. Personnel handling grievances will strictly maintain confidentiality. Grievance materials will be treated as confidential documents and managed strictly. Access to these materials requires approval from senior company leadership. Grievance materials must not be disclosed to the party being complained about, and retaliation against complainants is strictly prohibited to protect their legal rights.

7、申诉表单：《矿产供应链尽责管理申诉表》

7. Grievance Form: 《Mineral Supply Chain Due Diligence Grievance Form》

二、结语：

II. Conclusion:

矿产供应链尽职调查申诉机制通过透明、公正的处理流程，确保供应链的合规性，保护各方权益，推动行业的可持续发展。

The mineral supply chain due diligence grievance mechanism ensures compliance and protects the rights of all parties through a transparent and fair handling process, promoting sustainable development in the industry.

盖章：湖北平安电工科技股份有限公司

Pamica Technology Corporation

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