

## Grievance

Huayou encourages stakeholders to seriously and responsibly make comments or suggestions on due diligence system of supply chain, to help the company improve its performance; At the same time, it also accepts complaints from stakeholders, and provides proper, unblocked channels and proper, fair ways to deal with complaints, to ensure that the work of the company is carried out in an orderly manner.

### I. Ways of complaints

Complaints may include: Telephone and Written (including EMAIL).

Stakeholders may make comments, suggestions or complaints to Huayou by telephone, mail or letter.

### II. Reception of complaints

Huayou's Compliance Office is the department responsible for handling complaints, with a special person responsible for receiving each opinion, suggestion or complaint submitted by stakeholders, and acknowledging receipt within two working days after submission.

### III. Review of complaints

1. A complaint will be admissible if:

it is related to the due diligence management of the supply chain of Huayou Cobalt, including any identified risks;

it could identify deficiencies, inconsistencies or deficiencies in the due diligence system;

Including sufficient objective evidence to reasonably support the allegations of the complainant;

It will

#### . Handling of complaints

If the complaint does not meet the conditions of Item 1, Huayou Cobalt will notify the complainant of the decision, including the reasons for Huayou's refusal to appeal. If necessary, Huayou may advise the complainant to sub