

## Grievance Mechanism

### 1. Purpose

Ensure that the company's tungsten material procurement meets the requirements of the "Responsible Mineral Assurance Process", and earnestly fulfills the corporate society responsibilities, establish a standardized, scientific and effective appeal mechanism, and allow the company's relevant parties (affected persons may reporters) doubts and appeals on trade, and transportation are properly handled.

### 2. Basis

" PRACTICAL GUIDE: TO MINERALS DUE DILIGENCE IMPLEMENTATION ", "Supply Chain Policy".

### 3. Application Scope

This procedure is applicable to the relevant parties and personnel of the company and the company's responsible mineral procurement related work.

### 4. Management Agencies and Responsibilities

The company is responsible for handling the work related to appeal.

### 5 Appeal Principles

5.1 Procedure principle: The complainant proposes to appeal and participate in the appeal shall follow this procedure; the company's acceptance and processing of appeal should also be carried out in accordance with the requirements of this procedure.

5.2 Fact principle: The complainant should file a complaint based on specific facts rather than the company's strategy, policies, or guidelines, and provide sufficient and complete evidence and materials of the facts. The company's acceptance and handling of the complaint should take finding out the facts as the basic starting point and handle it based on the found out facts.

5.3 Relevance principle: The complainant can be an individual or a group, and the complaint matters are related to the company's products and their supply chain, production management decision-making activities, business relationships, and external business relationships; The company does not accept or handle complaints that do not have any relationship with the company.

5.4 Confidentiality principle: Both the complainant and the company should handle the grievance seriously under the principle of confidentiality. During the grievance handling process, both the complainant and relevant personnel of the company should keep secrets and not publicly disclose the progress and content of the grievance before the end of the handling process.

5.5 Timely principle: The complainant should make a timely complaint within a reasonable time after knowing or should have known the relevant facts for investigation and handling. After receiving the complaint, the company should promptly handle it and give a reply; However, the company does not accept complaints where the complainant should have known or should have known relevant facts for more than two years.

### 6. Working Procedures

#### 6.1 Grievance channels

Contact/grievance email: [conflict-minerals@ctia.group](mailto:conflict-minerals@ctia.group)

Tel: 0086-18750234579

E-mail and telephone are used to receive relevant inquiries and complaints.

#### 6.2 Content of Complaint

When a relevant party files a complaint against the company's supply chain management, the complaint must include the following:

- a) Include the name and contact information of the complainant;
- b) Specify the decision to file the complaint and the reasons;
- c) Attach relevant written evidence;
- d) Specify what steps were taken to resolve the issue prior to filing the complaint.

#### 6.3 Classification of Grievance Information

The company needs to classify and identify the received inquiry and grievance information. Grievance information is divided into general information, important information, and unacceptable information

General information: Consultation on responsible mineral supply chain management of the company from interested parties, supplier questionnaires, etc.

Important information: Managing information that does not meet RMAP requirements; The procurement of minerals for the company involves identifying high-risk information for the company; Information that the company's mineral procurement does not comply with the company's supply chain policy.

Unacceptable information: complaints that are trivial, malicious, or may arise in order to gain a competitive advantage; Complaints that are not supported by convincing objective evidence.

#### 6.4 Handling of Complaints

The complaint handling team shall confirm the received complaint within 10 working days after receiving it, and confirm acceptance or rejection of the complaint based on whether the complaint meets 6.3.

In rare cases where additional time may be required, the grievance handling team should take reasonable measures, including convening one or more meetings, to make a reasonable decision.

CTIA GROUP LTD

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