

Shandong Linglong Tyre Co., Ltd.

Complaint Management Policy Statement

Shandong Linglong Tyre Co., Ltd. (hereinafter referred to as “Linglong Tyre” or the “Company”) advocates a culture of integrity and aims to create a trustworthy, transparent, and healthy workplace and business environment. To this end, employees, contractors, suppliers, customers, and other stakeholders of Linglong Tyre (hereinafter referred to as “stakeholders”) may complain any violations of laws or rules through formal complaint channels. Linglong Tyre ensures that such complaints will be managed as per relevant rules and protects whistleblowers from retaliation as a result of their complaint.

Applicability

Any employees and external stakeholders of Linglong Tyre can lodge complaints globally. Complaints may concern actual or potential violations of laws, internal policies, the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, the United Nations Convention on the Rights of the Child, the OECD Guidelines for Multinational Enterprises, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, and the Supply Chain Due Diligence Act (LKSG) regarding human rights and environmental protection obligations within Linglong Tyre's own business or supply chain.

Complaint Channels

Complaints can be lodged via the following channels, which are publicly available to the entire Company and all stakeholders:

a) E-mail: jiwei@linglong.cn

b) Reporting APP: (The platform accepts real-name or anonymous reports. All reporting information is managed and protected by a single background administrator.)



c) Supplier reporting telephone: 00865353600296 (or 05353600296) (Global); 0668169476 (Europe); 038109088 (Thailand) (Access to this number may be restricted by the caller's provider).

d) Post: Address and Recipient: the Supervision Office, 777 Jinlong Road, Zhaoyuan, Shandong Province

The Company accepts complaints in various languages and will translate them into the working languages of the complaint procedure (Chinese and English) as necessary. This also applies to communications with the whistleblower. Complaints can be lodged at any time, and whistleblowers may choose to remain anonymous. Whistleblowers are encouraged to provide detailed descriptions of the incident (including the event, location, individuals, or other identifiable information), how they became aware of it, and references to relevant personnel or events.

Complaint Handling Process

The handling of complaints is specifically managed by a rigorously selected task force that has undergone professional training. Throughout the process, the task force adheres to impartiality and independence, free from any external directives, and strictly fulfills confidentiality obligations. The task force regularly

complaints to the Board of Directors, ensuring a fair process through the organizational decision-making of the Board.

Every complaint will be given due consideration and handled according to established procedures:

a) Confirmation receipt. Upon receiving a complaint, we will send a confirmation receipt within seven days if it is possible to contact the whistleblower.

b) Preliminary assessment. We will assess the completeness of the complaint information and take further action as appropriate. If additional information is needed from the whistleblower, we will clarify the matters to be addressed and outline the subsequent procedures. Depending on the nature of the complaint, the Company may take immediate corrective action or refer the matter to a specialized department for further handling. If the complaint lacks sufficient information, cannot be clarified, or requires no further investigation, it will be dismissed and closed, with notification sent to the whistleblower.

c) In-depth investigate. Following the receipt of a complaint, the Company's specialized department will conduct a thorough investigation, including interviews with the whistleblower, affected parties, and relevant individuals, as well as reviewing documents and data.

For example, regarding human rights issues such as child labor or forced labor or discrimination, the Human Resources Department is responsible for handling them; Complaints related to supplier issues such as human rights, business ethics, and conflicts of interest, the responsible professional department would be the Supplier Management department; For issues such as working conditions, occupational hazards and environment, the Lean Manufacturing Management Center, Safety Management and Environmental Protection and Equipment Energy Management Department is responsible for handling them. For complaints and reports of corruption within the group, the Discipline Inspection Commission shall report in writing to the deputy secretary of the Party Committee and the secretary of the Discipline Inspection Commission, and then the Supervision Office shall review and verify them.

The duration of the investigation varies based on the complexity of the case, ranging from a few days to several weeks or months. Upon conclusion, the responsible department will draft an investigation complaint and recommend actions.

d) Action-taking. Based on the investigation results, various measures may be taken, including warnings, suspensions, and criminal or civil actions, and relevant systems will be improved to prevent similar incidents from recurring in the future.

e) Result notification. If it is possible to contact the whistleblower or complainant, we will inform them of the conclusion of the process and investigation results. The Company sets up a column on the construction of clean governance, and report the categories, time and rewards of acceptance every month.

Whistleblower Protection

To ensure information security for the whistleblower and professionalism and impartiality in investigations, the Company implements comprehensive protective measures, including designated personnel, dedicated investigation lines, and special confidentiality protocols. All whistleblower information is kept strictly confidential, and complaint materials and records are classified as confidential documents. Investigations are conducted without exposing the whistleblower's identity. For complaints involving serious illegal activities, the Company may, when appropriate, notify relevant corporate bodies and internal departments as well as local public security authorities to initiate necessary legal proceedings. Furthermore, the Company strongly opposes any form of retaliation. Once identified, retaliation against a whistleblower or individuals cooperating in the investigation will be penalized with disciplinary actions, termination of the labor contract, and referral to judicial authorities based on the severity of the situation to uphold the seriousness and effectiveness of the whistleblower system.

Periodic Review

The complaint and complaint procedure is reviewed annually for effectiveness, and this policy is reviewed and updated on an annual basis.

Attached: Flow Chart for Reporting Handling Process

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Reporting handling process

Confirmation receipt -- A confirmation receipt will sent to the reporter within 7 days ,if the report is made under the real name.

Preliminary evaluation-- Evaluate the completeness of the report information,contact the reporter for more details,clarify the matters to be handled and determine the subsequent procedures.

Conduct in-depth investigation -- After the report is submitted, determine the responsible department and carry out detailed analysis, including having conversations with the reporter, those affected by the report, and related personnel, as well as evaluating documents and data

If the report information is insufficient and unclearable , or does not require further investigation , it should be dismiss and close, and the reporter should be notified.

Responsible Department: For complaints and reports of corruption within the group, the Discipline Inspection Commission shall report in writing to the deputy secretary of the Party Committee and the secretary of the Discipline Inspection Commission, and then the Supervision Office shall review and verify them.

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Propose suggestions--After the investigation, the responsible department will write an investigation report and propose action suggestions, as well as provide relevant data.

Take measures--Based on the investigation results, warnings, suspensions, criminal or civil penalties are implemented and relevant systems are improved to prevent similar incidents from happening again.

Result notification -- If it is possible to contact the whistleblower or the complainant, they should be informed that the procedure has been completed and receive the investigation results.