

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, and obligations related to human rights and environmental protection provided in the German Supply Chain Due Diligence Act (LkSG) within Linglong Tyre’s 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 link: (The platform accepts real-name or anonymous reports. All reporting information is managed and protected by a single background administrator.)

<https://coach-vehicle-uat-1313990257.cos.ap-beijing.myqcloud.com/Questionnaire-en/index.html>

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

e) 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, for labor-law-related issues such as child labor or forced labor, the Human Resources Department shall be responsible. If the subject of the complaint is a supplier, the Supplier Management Department shall be responsible. 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.