



YANLING JINCHENG TANTALUM & NIOBIUM CO., LTD.

炎陵县今成钽铌有限公司

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Grievance Mechanism

1. Objectives of this procedure

In order to timely deal with internal and external grievance reports as potential risk warning, this mechanism allows any interested party (affected persons or whistle-blowers) to voice concerns regarding the circumstances of mineral extraction, trade, handling and export.

2. Condition of grievance and application

Any interested party (affected persons or whistle-blowers) can voice concerns regarding the circumstances of mineral extraction, trade, handling and export as per this procedure.

3. Standard

Annex II of the OECD guidance and RMI RMAP standard

4. Responsible department and limits of authority

- The Purchasing Department is responsible for message receiving, delivering, replying and summarizing.
- The responsible department should investigate, analyze and process messages and report final findings to senior management and determine corrective and preventive action, which is supervised by senior management.

5. Appeal means

- Please Email to ireneguan@jinchengtn.com
- Please dia +86-731-26283298
- Please visit our website www.jinchengtn.com and fill in "Inquiry"



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6. Procedures

Please fill in Responsible Supply Chain Grievance Form (see attached) via the appeal means mentioned in Item 5. We will response no later than 2 working days. Final conclusions and corrective and preventive action after investigation will be completed within 10 days, which is supervised by senior management.

If the grievance result cannot be accepted by the petitioner, the department will help the petitioner appeal to the responsible purchasing management team within 3 working days and the team should reply and settle after investigation within 5 working days.

If the grievance result still cannot be accepted by the petitioner, the team should help the petitioner can appeal to the General Manager within 3 working days and organize a meeting for all senior managers within 3 working days to discuss and make sure final settlement can be provided to the petitioner within 7 working days. The petitioner can solve through the legal approach if the mentioned above does not work.

7. Follow up

- The responsible purchasing management team should work with other department to follow up and monitor the process of handling grievance after the grievance result exists and is accepted.
- The responsible purchasing management team should report to senior management about any chance to improve the management system based on grievance findings. All about grievance feedback about responsible supply chain policy needs to be added into the process of identifying risks.

8. Confidentiality

We will keep it confidential during the process of handling grievance. Any breach of confidence will be punished by related regulations. Those who retaliate appellants will



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be penalized in accordance with laws and regulations

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