

歌尔股份供应链员工申诉机制

Supply Chain Worker Grievance Mechanism of Goertek

歌尔股份为供应链员工建立可触达、有保障的标准化申诉机制，提供直接面向歌尔的申诉渠道，确保供应链员工能够安全、便捷地向歌尔反馈关于供应商劳工实践的申诉，保障员工合法权益。

Goertek Inc. (hereinafter referred to as "the Company") has established an accessible, well-safeguarded and standardized grievance mechanism for supply chain workers, with grievance channels directly linked to the Company, to ensure that supply chain workers can safely and conveniently submit grievances regarding suppliers' labor practices to the Company and safeguard the legitimate rights and interests of supply chain workers.

标准化申诉渠道与响应承诺：我们为供应链员工提供线上和线下相结合的标准化申诉渠道。线上渠道包括多语言支持的热线电话、申诉专用邮箱、官方线上举报平台；线下渠道包括于供应商工作现场确认、受理员工申诉。我们承诺在收到申诉后的 5 个工作日内反馈受理情况。

Standardized Grievance Access Channels and Response Commitment

The Company provides supply chain workers with standardized online and offline grievance channels. Online channels include a multi-language supported hotline, a dedicated grievance email, and the official online reporting platform; offline channels include on-site grievance confirmation and acceptance at supplier workplaces. The Company undertakes to provide feedback on the acceptance status of grievances within 5 working days upon receipt.

匿名申诉与信息全流程保护：为充分保护申诉人权益，所有申诉渠道均支持完全匿名提交，申诉人无需提供任何个人身份信息。我们对申诉人的身份信息及申诉内容实行严格的分级保密管理，所有申诉仅限获得专项授权的专人处理，相关档案全程加密存储，严防任何形式的信息泄露。

Anonymous Grievance Submission and Full-Process Information Protection

To fully protect the rights and interests of whistleblowers, all grievance channels support fully anonymous submission, and whistleblowers are not required to provide any personal identification information. The Company implements strict tiered

confidentiality management over the identity information of whistleblowers and grievance content. All grievances are handled exclusively by specially authorized personnel, and relevant files are encrypted both in transit and at rest to strictly prevent any form of information leakage.

零容忍反报复保障机制：我们对任何形式的申诉报复行为采取零容忍政策，向所有供应链员工提供明确的反报复权益保障，如申诉支持匿名提交；调查组由至少两人构成，互相监督；公司制定调查组专项保密声明；调查档案加密存储等。申诉人不会因提出申诉而遭到报复或不利对待，歌尔明确要求全体供应商禁止一切报复行为，对举报违反《歌尔供应商社会责任行为准则》的人员，予以保护，不得施以报复。一旦核实供应商存在报复行为，公司将严肃追究其责任，情节严重者直接列入供应商合作黑名单。涉及报复情形的申诉将被列为最高优先级，启动专项处理通道，切实保障申诉人的人身安全与合法权益。

Non-Retaliation Assurance Mechanism with Zero-Tolerance Principle

The Company adopts a zero-tolerance policy towards any form of retaliation for filing grievances, and provides clear non-retaliation rights protection to all supply chain workers, supported by a set of safeguards: anonymous grievance submission option; investigation teams composed of no fewer than two members with mutual oversight; special confidentiality declarations issued to all investigation team members; and encrypted storage of investigation files. No whistleblower shall be subject to retaliation or adverse treatment for filing a grievance. The Company explicitly requires all suppliers to prohibit all retaliatory acts, and to protect individuals who report violations of the *Goertek Supplier Social Responsibility Code of Conduct* from any form of retaliation. Once a supplier is verified to have engaged in retaliatory conduct, the Company will strictly hold it accountable; in serious cases, the supplier will be directly placed on the Company's supplier cooperation blacklist. Grievances involving retaliation will be given the highest priority and processed through a dedicated channel, to effectively safeguard the personal safety and legitimate rights and interests of whistleblowers.