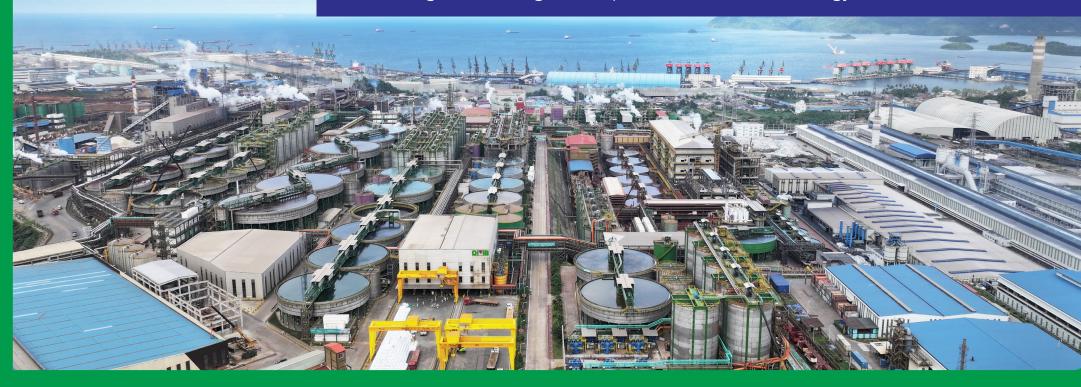
### 青美邦新能源材料有限公司

# 人权尽责报告

Human Rights Due Diligence Report of PT. QMB New Energy Materials



**QI▼IB 青美邦** 青山绿水 美丽世界

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### Introduction

## 引言

人权领航、共赴未来 Guided by Human Rights, United in Our Sights

青美邦新能源材料有限公司(PT. QMB NEW ENERGY MATERIALS)由中国格林美、青山实业、 邦普(CATL 成员)、韩国 ECOPRO 及日本阪 和共同投资设立。我们通过湿法冶金工艺,从 红土镍矿提炼电池级镍钴锰材料,这些材料对 全球绿色转型至关重要。作为全球新能源产业 链的一员,我们深刻认识到,负责任地提供这 些关键材料不仅关乎技术进步与商业成就,更 承载着对人类福祉和地球未来的重大责任。

PT. QMB New Energy Materials is a joint venture jointly funded by GEM Co., Ltd. (China), Tsingshan Holding Group, Brunp Recycling (a member of CATL), ECOPRO (South Korea), and Hanwa Co., Ltd (Japan). Using hydrometallurgical processes, we extract battery-grade nickel, cobalt, and manganese from laterite nickel ore—critical materials for the global green transition. As part of the global new energy supply chain, we deeply recognize that responsibly providing these critical resources is not merely about technological advancement and commercial success but also carries profound responsibility for human well-being and the future of our planet.

自园区建立伊始,保障运营所在地社区、员工及更广泛利益相关方的权益,即是青美邦的郑重承诺。我们始终将 尊重人权视为企业可持续发展的核心承诺与内在要求。为系统性落实这一承诺,我们成立了青美邦人权委员会, 由彭亚光总经理担任主席。委员会协同外部人权专家顾问及跨部门同事,共同推动基于《联合国工商企业与人权 指导原则》(UNGPs)"保护、尊重和补救"框架的人权尽责管理实践。我们深知,人权尽责是一个持续识别、 评估、预防 / 缓解、补救和沟通的动态过程。不断审视和改进我们的政策、制度与实践,是青美邦实现负责任长远 发展的必然选择,也是我们寻求利益相关方信任的关键。正是基于这一认知,我们正着力构建并不断完善坚实的 人权尽责管理体系,并将其深度融入公司整体可持续发展框架,贯穿于公司战略、日常运营及整个价值链。在此, 特别感谢青美邦可持续发展团队以及所有为此付出努力的同事,他们在公司人权尽责管理体系的系统规划与扎实 推进中发挥着关键作用,是确保这一承诺落地的中坚力量。

From the very establishment of the industrial park, safeguarding the rights of local communities, employees, and broader stakeholders has been a solemn commitment of PT. QMB. We have always regarded respect for human rights as a core pledge and inherent requirement for our sustainable development. To systematically implement this commitment, we established the PT. QMB Human Rights Committee, chaired by General Manager Peng Yaguang. The Committee collaborates with external human rights expert advisors and cross-departmental colleagues to promote human rights due diligence management practices aligned with the "Protect, Respect, and Remedy" framework of the UN Guiding Principles on Business and Human Rights (UNGPs). We fully recognize that human rights due diligence is a dynamic process involving continuous identification, assessment, prevention/mitigation, remediation, and communication. Continuous reviewing and improvement of our policies, systems, and practices is not only essential for PT. QMB to achieve responsible long-term development but also crucial to building stakeholder trust. Guided by this understanding, we are committed to building and continuously strengthening a robust human rights due diligence management system, deeply integrating it into our overall sustainability framework and embedding it across corporate strategy, daily operations, and the entire value chain. Here, we extend our sincere appreciation to PT. QMB's sustainability team and all colleagues who have contributed to these efforts. Their systematic planning and steadfast execution play a pivotal role in implementing this commitment, serving as the backbone for its realization.

怀着对利益相关方高度负责的态度和提升透明度的 决心,我们发布此报告。这不仅是青美邦人权尽责 管理体系建设进展的分享,更是一份坦诚对话的邀 请。我们期待您——我们的员工、社区伙伴、客户、 投资者、供应商及社会公众——通过这份报告,了 解青美邦如何识别、评估并努力应对自身运营及价 值链中潜在的人权风险与影响, 您的洞见与反馈将 是我们持续改进道路上的宝贵指引。

脚踏红土,心怀责任。青美邦愿与各方携手,在尊 重人权的道路上坚定前行,共同迈向更具韧性、更 加包容、更和谐的未来。

Driven by our steadfast commitment to stakeholder accountability and enhanced transparency, we hereby release this report. This publication serves not only a window into PT. QMB's advancements in developing its human rights due diligence management framework, but more significantly as an earnest invitation for forthright dialogue. We sincerely hope that you—our valued employees, community partners, clients, investors, suppliers, and the general public—will gain a comprehensive understanding through this report of how PT. QMB identifies, assesses, and addresses potential human rights risks and impacts across our operations and value chain. Your insights and constructive feedback will be valuable assets in PT. QMB's continuous enhancement.

Standing on laterite land, responsibility in hand. We, PT. QMB stands ready to work hand in hand with all stakeholders, advancing resolutely on the path of human rights respect, and jointly drawing a picture featuring a more resilient, inclusive, and harmonious future.



## 我们的使命

护资源之基、尽人权之责 Secure the earth, uphold human worth

青美邦承诺将尊重人权深度融入业务实践,这一承诺贯穿干公司价值链的每一 个环节。在资源获取层面,我们致力干以可持续的方式开发镍、钴、锰等关键 材料,依托具有显著低碳特性的湿法冶金技术,并专注于低品位红土镍矿的高 效利用路径。这旨在满足资源需求的同时,最小化负面环境影响,维护资源所 在地自然禀赋的长期价值,守护生态根基,这是尊重环境权和后代发展权的基 础实践。这一承诺同样体现于生产环节。通过部署全自动化、信息化、智能化 的制造体系,我们不仅提升了工艺效率和产能,更系统性增强了工作场所的本 质安全水平,有效减少了高风险作业的人工干预。效率与安全的深度融合,是 青美邦促进体面劳动、维护劳动者安全与健康权等核心劳工权利的具体行动。

We commit to deeply integrating respect for human rights into business operations, a pledge that permeates every stage of our value chain. In resource acquisition, we focus on sustainable development of critical materials like nickel, cobalt, and manganese through our low-carbon hydrometallurgical technology, with particular emphasis on efficient utilization of low-grade laterite nickel ores. This approach aims to meet resource demands while minimizing environmental impact, preserving the long-term value of natural endowments at resource sites, and protecting ecological foundations. Such efforts constitute the foundation for upholding environmental rights and the development rights of future generations. This commitment equally manifests in production processes. By deploying fully automated, digitalized, and intelligent manufacturing systems, we have not only enhanced process efficiency and production capacity but also systematically strengthened intrinsic workplace safety by significantly reducing manual operations in high-risk procedures. Through the integration of efficiency and safety, we promote decent working conditions and uphold key labor rights, particularly the rights to workplace safety and health.

#### 园区员工人数

**Employees** 

5,000+

#### 总投资 (美元)

The total investment

3,000,000,000

#### 占地面积(公顷)

Site area (hectares)

106

### 全球第1个

红土镍矿 "MHP- 硫酸镍晶体 - 电积镍 - 三元前驱体 - 三元正极材料"全产业链园区

The first laterite nickle mine's whole industrial chain park in the world: MHP- Nickel sulfate crystal- electrodeposited nickel-ternary precursor-ternary cathode material



青美邦的自主研发能力及核心设备自主设计能 力,是技术可靠性和本地化运营韧性的重要支 撑。生产的长期稳定使我们得以切实履行对客 户、合作伙伴,特别是当地社区的承诺。通过 提升本土产业链的稳健性和价值创造能力,我 们致力于为当地社区创造可持续的经济机会和 更广阔的发展前景,积极促进相关经济和社会 权利的实现。在创新驱动方面,依托青美邦冶 金与新能源材料工程技术创新中心的世界级设 施,我们聚焦开发性能更优、成本更具竞争力、 环境足迹更低的新能源材料解决方案。这不仅 服务于全球向可持续能源体系的转型,也注重 通过技术赋能,提升资源所在地在价值链中的 创新参与度与知识共享水平, 支持当地能力建 设和可持续发展权的推进。

Self-developed R&D capabilities and independent core equipment design form our foundation for technological reliability and resilient localized operations. The longterm stable production enables us to reliably fulfill commitments to clients, partners, and especially local communities. By strengthening local industrial chain robustness and value creation capacity, we create sustainable economic opportunities and broader development prospects for communities. Then we can actively promoting related economic and social rights. Driven by innovation, our world-class Metallurgy & New Energy Materials Engineering Center develops superior performance, cost-competitive solutions with lower environmental footprints. These solutions not only support global transition to sustainable energy systems, but also enhance local innovation participation and knowledge sharing in the value chain through technology empowerment, building local capacity and safeguarding sustainable development rights.

公司业务的每一个维度都与尊重和促进人权紧 密相连。青美邦深刻理解自身运营可能产生的 广泛影响,并持续通过贯穿价值链的尽责管理, 在追求商业目标的同时,致力于为员工、运营 所在社区及更广泛的社会创造积极、持久的共 享价值。对人权的尊重,是我们运营理念和行 动的固有组成部分。它持续指引我们审视、改 进和提升青美邦人权尽责实践,确保公司的发 展始终与促进人的尊严、福祉以及可持续包容 的未来并行不悖。

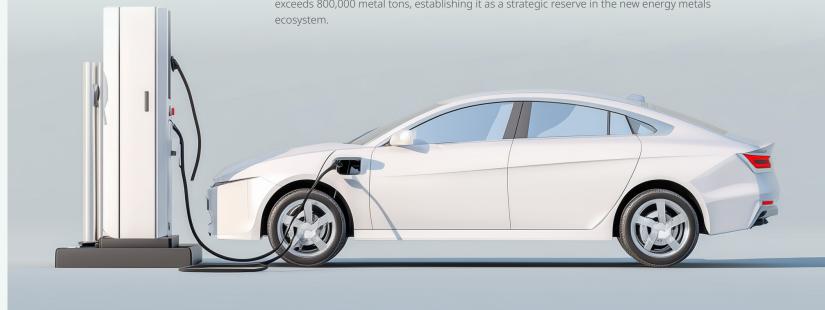
Every aspect of our operations is intrinsically linked to respecting and advancing human rights. We fully recognize the broad influences of PT. QMB's business activities. Through value-chain-wide due diligence, we pursue commercial objectives while creating lasting shared value for employees, host communities, and society at large. Respect for human rights is fundamental to our operational philosophy, which continuously guides us to review, improve, and elevate our human rights practices, ensuring our growth always aligns with promoting human dignity, well-being, and a sustainably inclusive future.

#### 青美邦主要产品及其应用

PT. QMB's main products and applications

氢氧化镍钴(MHP)作为新能源电池产业链中的关键中间材料,主要用 于生产高镍三元锂电池的正极前驱体。其核心作用在于低成本高效地提供 镍和钴资源,支撑高能量密度电池的制造,从而有效提升新能源汽车的续 航能力。MHP 是生产硫酸镍/钴的主要来源,能将电池原料成本降低约 20%。同时,它高度适配当前电池高镍化的发展趋势(如 NCM811 电池), 满足全球 60% 以上动力电池需求。当前,全球对 MHP 的年需求量已超过 80万金属吨,使其成为新能源金属战略储备的核心环节。

MHP (mixed nickel-cobalt hydroxide precipitate), a key intermediate material in the new energy battery supply chain, is primarily used as feedstock for producing cathode precursors of high-nickel ternary lithium batteries. Its core value lies in cost-effectively supplying nickel and cobalt resources, enabling high-energy-density battery production that extends EV driving range. As the primary source for nickel/cobalt sulfate production, MHP reduces battery raw material costs by approximately 20%. It is highly compatible with the ongoing high-nickelization trend in battery technologies (e.g., NCM811), fulfilling over 60% of the global demand for power batteries. Current annual global MHP demand exceeds 800,000 metal tons, establishing it as a strategic reserve in the new energy metals



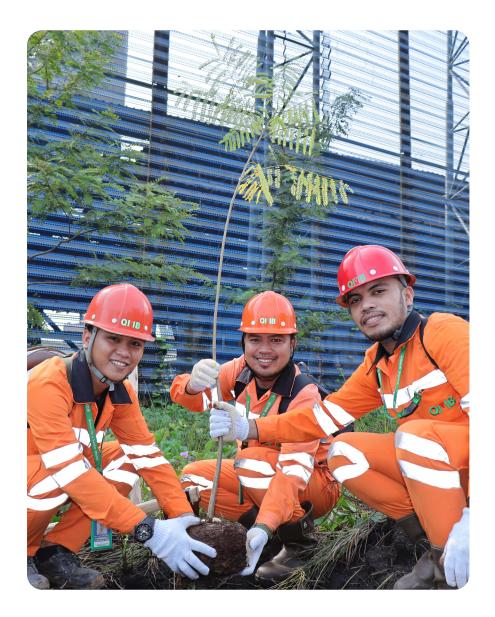
## 我们的承诺

**青美邦人权政策声明** 

Human Rights Policy Statement of PT. QMB

青美邦承诺遵循国际公认的人权标准。我们以《世界人权宣言》、《公民权利 和政治权利国际公约》、《经济、社会及文化权利国际公约》(统称《国际人 权宪章》)以及国际劳工组织《工作中基本原则和权利宣言》所确立的原则为 基础,致力于尊重和维护我们运营及影响范围内所有个体的人权。我们特别关 注员工、当地社区成员及供应链中的其他弱势群体等易受影响群体可能面临的 人权风险。青美邦人权政策的制定严格参照上述国际标准、联合国《工商企业 与人权指导原则》(UNGPs)以及印度尼西亚共和国的相关法律法规。

Our company pledges to adhere to internationally recognized human rights standards. Our commitment is grounded in the principles established by the Universal Declaration of Human Rights, International Covenant on Civil and Political Rights, International Covenant on Economic, Social and Cultural Rights (collectively known as International Bill of Human Rights), and the ILO Declaration on Fundamental Principles and Rights at Work. We are dedicated to respecting and protecting the human rights of all individuals within our operational and influence spheres. We pay high attention to potential human rights risks faced by vulnerable groups, including employees, local community members, and other disadvantaged individuals within our supply chain. The formulation of PT. QMB's Human Rights Policy strictly follows these international standards, UNGPs, and relevant laws and regulations of the Republic of Indonesia.



#### 坚守底线

Upholding Fundamental Principles

在公司所有运营活动及商业决策中,严格遵守国际公 认的人权标准,确保自身行为绝不直接或间接造成人 权侵害。

In all operational activities and business decisions, we strictly comply with internationally recognized human rights standards, ensuring business behaviour never directly or indirectly contribute to human rights violations.

#### 主动预防

Proactive Prevention 建立并实施系统化人权尽职调查流程,全面识别和评 估自身运营及整个价值链(涵盖供应链与合作伙伴) 中的潜在负面人权影响,主动采取预防性措施,并对 已识别的风险进行有效管控和影响缓解。

We establish and implement systematic human rights due diligence processes to comprehensively identify and assess potential adverse human rights impacts, which across our operations and entire value chain (including suppliers and partners). Preventive measures are proactively taken, with effective management and mitigation of identified risks.

#### 担责补救

Accountable Remediation 对于经确认由公司行为(直接或通过商业关系间接) 导致的人权损害,将采取及时、适当的措施,提供或 协作促成切实有效的补救,确保事件得到公正解决。

Where human rights harms are identified as caused by our operations (directly or through business linkages), we commit to providing or cooperating in the provision of effective remedy through prompt and appropriate measures, guaranteeing a fair resolution

#### 禁止一切形式的强迫劳动与现代奴役

我们绝不容忍、使用或允许任何形式的强迫劳动、债役劳动、契 约奴役或人口贩运。严禁通过暴力、威胁、欺诈、债务束缚或其 他胁迫手段强制任何人劳动或提供服务。保障劳动者的自由意志 与人格尊严是我们的底线。

#### Absolute Prohibition on All Forms of Forced Labor & Modern Slavery

We strictly prohibit and will not tolerate, use, or permit any form of forced labor, bonded labor, indentured servitude, or human trafficking. Here, coercing individuals to work or provide services through violence, threats, deception, debt bondage, or other means is categorically banned. Protecting workers' free will and human dignity is our non-negotiable principle.

#### 杜绝童工剥削

我们严格禁止雇佣或使用未达到法定最低就业年龄的儿童。我们 承诺遵守国际劳工组织核心公约及运营所在地关于儿童保护的法 律法规,坚决反对任何形式的童工,尤其是最恶劣形式的童工, 致力干守护儿童的健康安全与发展权。

#### **Eradication of Child Labor Exploitation**

We expressly forbid the employment or use of children below the legal minimum working age. Committed to ILO core conventions and local child protection laws, we oppose all forms of child labor, especially its worst forms, and safeguard children's health, safety, and development rights.



#### 禁止一切形式的歧视与人身侵害

我们坚决反对并禁止基于种族、肤色、性别、性取向、性别认同、年龄、宗教、 政治见解、民族、社会出身、残疾、婚姻状况、怀孕或其他任何受保护特征的歧 视。严禁任何形式的骚扰(包括性骚扰)、身体暴力、精神虐待或其他侵犯个人 尊严、健康或安全的行为。我们致力于营造一个尊重、包容且安全的工作环境。

#### Zero Tolerance for Discrimination & Physical Harm

We prohibit all discrimination based on race, color, sex, sexual orientation, gender identity, age, religion, political opinion, nationality, social origin, disability, marital status, pregnancy, or other protected characteristics. Harassment (including sexual), physical violence, psychological abuse, or any dignity/health/safety violation is strictly banned. We are committed to fostering a respectful, inclusive, and safe workplace.

#### 尊重原住民权利与自由、事先和知情同意(FPIC)

在涉及原住民土地、领地、领地内资源或可能影响其传统生计、文化与权利的活 动中,我们绝对禁止在未获得相关原住民社区依据自由、事先和知情同意(Free, Prior and Informed Consent - FPIC)原则给予明确、自由且知情同意的情况下 开展任何作业。我们尊重原住民的自决权与文化传承。

#### **Respect for Indigenous Rights & FPIC**

Regarding activities affecting indigenous lands, territories, resources, or traditional livelihoods/ culture/rights, we categorically prohibit operations without obtaining free, prior and informed consent (FPIC) from relevant communities. We honor indigenous self-determination and cultural heritage.

#### 拒绝同谋严重人权侵害

我们绝不以任何形式参与、协助、纵容或从第三方的严重 侵犯国际公认人权的行为中获益。我们承诺进行审慎的人 权尽职调查,识别并避免成为任何侵犯人权行为的同谋, 维护国际人权标准。

#### **Rejection of Complicity in Severe Human Rights Violations**

We will never involve in, facilitate, condone, or benefit from third parties' severe violations of internationally recognized human rights. Through rigorous due diligence, we identify and avoid complicity to uphold global standards.

#### 禁止申诉压制与报复

我们绝对禁止对任何善意举报或提供人权侵害事件信息、 提出申诉、参与调查或受侵害影响的个人或群体,实施任 何形式的报复、恐吓、骚扰或不公正待遇。我们坚定维护 申诉渠道的畅通与安全,鼓励基于信任的沟通并严肃处理 每一份申诉。

#### **Prohibition Against Retaliation for Grievance**

We absolutely forbid any retaliation, intimidation, harassment, or unfair treatment against individuals who report concerns, provide information, file complaints, participate in investigations, or are affected by violations. We maintain secure grievance channels and handle all cases seriously.

## 从承诺到实践

青美邦人权尽责管理体系 PT. QMB Human Rights Due Diligence Management System

青美邦通过承诺一评估一整合行动一追踪一沟 通五维闭环机制,将尊重人权的理念深度融入 运营全链条。我们坚信, 唯有通过体系化、动 态化的尽责管理,方能在运营影响范围内切实 履行尊重人权的责任,为所有利益相关方创造 融合社会价值与经济价值的可持续福祉。

We implement a five-dimensional closed-loop mechanism encompassing commitment, assessment, integrated action, tracking, and communication to deeply embed the principle of respecting human rights throughout all operational processes. We firmly believe that only through systematic and dynamic due diligence management can we effectively fulfill our responsibility to respect human rights within our operational sphere, creating sustainable well-being that integrates social and economic value for all stakeholders

青美邦人权尽责管理体系建设目标: 可感知、可操作、可追溯

PT. QMB Human Rights Due Diligence System Objectives:

Perceivable, Actionable, Traceable



Feedback-driven strategic upgrading

	核心要点 Main Points	<b>关键行动描述</b> Key Action Descriptions	<b>UNGPs 依据</b> Basis in UNGPs
<b>承诺</b> Commit	确立企业尊重人权的战略责任 Establish companies' strategic responsibility for respecting human rights	将尊重人权确立为企业的核心战略责任,深度融入企业决策与运营的战略基础 Take respect for human rights as a core strategic responsibility of the company, deeply integrating it into the strategic foundation of decision-making and operations.	<b>原则 16</b> Principle 16
<b>评估</b> Assess	系统识别与分析人权风险 Identify and analyze human right risks in a systematic way	建立系统化评估机制,全面识别并分析企业自身运营及供应链中的人权风险与潜在影响 Establish systematic assessment mechanisms to comprehensively identify and analyze human rights risks and potential impacts within the company's own operations and supply chain.	<b>原则 17-18</b> Principle 17-18
整合行动 Integrate & Act	将人权尽责融入运营体系 Integrate human rights responsibility into the operational system	将人权尽责管理制度化整合至企业运营及供应链管理体系,确保尊重人权的责任有效落实 Institutionalize the integration of human rights due diligence management into operations and supply chain management systems to ensure the effective implementation of human rights responsibilities.	<b>原则 19</b> Principle 19
<b>追踪</b> Track	动态监测与绩效评估 Dynamic monitoring and performance evaluation	建立制度化的人权尽责管理动态监测与评估机制,通过闭环管理驱动实践持续优化 Establish an institutionalized dynamic monitoring and evaluation mechanism for human rights due diligence management, driving continuous improvement in practice through closed-loop management.	<b>原则 20</b> Principle 20
<b>沟通</b> Communicate	透明度提升与利益相关方 参与保证 Enhance transparency and ensure stakeholders' participation	系统性构建信息披露机制、常态化利益相关方对话平台及申诉补救机制,强化透明度并保障多方参与 Systematically establish disclosure mechanisms, regular stakeholder dialogue platforms, and grievance redress mechanisms to enhance transparency and ensure multi-party participation.	<b>原则 21</b> Principle 21

## 人权风险与影响评估



青美邦将识别和评估其运营活动对相关人群的潜在 人权风险和影响视为履行企业责任的核心环节, 并严格遵循联合国《工商企业与人权指导原则》 (UNGPs) 关于人权尽责(Human Rights Due Diligence)的要求。公司建立了覆盖自身运营、商 业关系和社区影响的人权尽职调查程序, 主导并委 托独立的第三方专业机构完成了人权风险与影响评 估。评估旨在系统性地识别公司在自身运营及整个 价值链中实际造成或可能造成的所有负面人权影响, 为明确风险治理优先级、制定针对性管理策略及将 人权考量深度融入业务决策提供依据。评估范围涵 盖国际公认的核心人权议题,包括但不限于强迫劳 动、童工、歧视、结社自由与集体谈判权受限、职 业健康安全缺失等。公司管理层高度重视人权风险 评估的发现,将其视为青美邦完善人权尽责管理、 实现负责仟运营的关键输入。

We, PT, OMB considers the identification and assessment of potential human rights risks and impacts in its operations as fundamental to fulfilling responsibilities, strictly adhering to UNGPs regarding HRDD. We established HRDD procedures covering operations, business relationships, and community impacts, conducting independent third-party assessments. Besides, our team systematically identify all actual or potential adverse human rights impacts across operations and value chain. These assessments inform risk prioritization, targeted management strategies, and the integration of human rights considerations into business decisions. The assessments scope includes internationally recognized core human rights issues such as forced labor, child labor, discrimination, restrictions on freedom of association and collective bargaining, and occupational health and safety deficiencies. PT. OMB management values these findings as critical inputs for strengthening HRDD and achieving responsible operations.

#### 人权风险评估方法

Human rights risk assessment methodology

公司政策与流程对标审查 Corporate Policy and Process Benchmarking 运营与价值链风险扫描 Operations and Value Chain Risk Mapping 在地社区影响分析 Local Community Impact Analysis

#### 人权风险评估方法

Priority of human rights here

基于系统性评估,我们清晰识别出以下需要持续重点关注的关键人权风险领域。这些优先事项的 确定,基于对负面影响严重性、规模、可补救性以及受影响群体脆弱性的综合考量:

Based on systematic assessment, we have clearly identified the following key human rights risk areas requiring remediability, and affected groups' vulnerability.

#### 强迫劳动与抵债劳动风险

The risk of forced labor and bonded labor in the supply chain

#### 职业健康安全系统性风险

Occupational health and safety(OHS) systemic risk

#### 工作场所歧视与骚扰的深层挑战

The discrimination and harassment in the workplace pose serious challenges

#### 结社自由与集体谈判权的受限风险

Restrictions on freedom of association and collective bargaining rights

#### 社区环境健康权与生计影响

Community environmental health rights and livelihood impacts

#### 牛活工资缺口

Living wage gap

## 我们的治理

#### 人权治理架构与职责

Human Rights Governance Structure and Responsibilities

#### 董事会 最高监督与战略决策

**Board of Directors** Supreme Oversight & Strategic Decision-Making

核心职责: 承担人权尽责管理的最终责任

Ultimate accountability: Bear final responsibility for human rights due diligence management

审议批准:依据公司战略,审定年度人权目标及资源保障方案

Review & approval: Examine and approve annual human rights objectives and resource plans based on corporate strategy

**监督成效:** 系统性监督政策执行成效与目标达成情况,确保承诺落地

Performance monitoring: Systematically supervise policy implementation and goal achievement to ensure commitment fulfillment



#### 人权委员会 专业管理与尽责实施:实施人权尽责的核心管理主体

Human Rights Commitee Professional Management & Due Diligence Implementation

**政策维护与更新**:确保公司人权政策体系持续有效,与国际最佳实践及法规要求保持同步

Policy maintenance & updates: Ensure continuous effectvieness of corporate human rights policies aligned with international best practices and regulatory requirements

审计评估: 主导基于 UNGPs 框架的年度人权合规审计与风险评估

Audit & assessment: Lead annual UNGPs-based compliance audits and risk assessments

改进驱动: 分析数据与利益相关方反馈,向董事会提交差距分析以推动持续改进

Improvement drive: Analyze data and stakeholder feedback to submit gap analysis to the Board for continuous improvement

**跨部门统筹:** 统筹各业务及职能部门的人权尽责管理事项

Cross-functional coordination: Oversee HRDD matters across all business and functional nuits

#### 人权委员会 综合报告与决策支撑

**Human Rights Committee** Comprehensive Reporting & Decision Support

整合分析: 汇总各部门信息, 形成公司人权承诺履行情况综合评估报告

Consolidated analysis: Aggregate departmental information to form comprehensive evaluation reports on corporate human rights commitment fulfillment

战略支撑: 提供前瞻性管理建议,辅助董事会进行人权尽责管理战略决策

Strategic support: Provide forward-looking management advice to assist the board of directors in making strategic decisions on human rights due diligence management



#### 各业务及职能部门 执行、参与和协作

**Business & Functional Units** Execution, Participation & Collaboration

风险识别与上报:及时反馈运营中发现的人权风险、舆情及利益相关方关切

Risk identification & Reporting: Promptly report operational human rights risks, public sentiment and stakeholder concerns

信息提供:按要求提交部门人权尽责管理数据,支持人权委员会进行整体评估

Data provision: Submit departmental HRDD data as required to support committee's holistic assessment

为将尊重人权的承诺有效融入公司战略与日常 运营,我们建立了权责明确的人权治理架构, 由董事会、人权委员会及各业务职能部门形成 合力,通过分层协作的监督与管理机制,确保 人权考量贯穿决策与执行全过程。

To effectively integrate our commitment to human rights into corporate strategy and daily operations, we have established a well-defined human rights governance structure. The Board of Directors, Human Rights Committee, and business functions work in synergy through a tiered oversight and management mechanism to ensure human rights considerations are embedded throughout decision-making and implementation processes.

#### 体系化深耕:将尊重人权深植制度基因,贯通运营脉络

Systematic Integration: Embedding Respect for Human Rights into Institutional DNA and Operational Practices

性的融入与践行。为此, 我们启动了体 系化深度整合行动,通过顶层制度设计、 业务流程优化与文化理念培育等多维路 径,将国际公认的人权标准深植于公司 治理的基因之中。

"内植于制": 我们系统性地审视、修 订和完善公司各项核心制度,将尊重的 要求纳入公司制度的内在逻辑, 确保人 权考量成为规则制定的起点与底线。

"外践于行": 我们将人权理念深度整 合至核心运营流程的关键环节。通过建 立清晰的职责分工、有效的执行工具与 培训宣导,确保国际人权标准在运营日 常的每一项决策、每一个操作和每一次 互动中得以切实贯彻与体现。我们致力 于打造一个可感知、可操作、可追溯的 人权尽责管理体系。

横向制度协同: 定期审查并更新各项 管理制度,明确纳入具体人权尽责要求, 消除制度盲区,实现横向协同。

要求纵向贯通: 建立清晰的人权尽责 管理框架, 从顶层政策到执行层操作规 范逐级细化,形成层级清晰、要求一致 且可行的制度体系。

对标国际标准: 制度修订严格遵循联合 国《工商企业与人权指导原则》、国际 劳工标准及印尼法律法规,确保制度符 合负责任商业实践要求。

前端准入控制: 在供应商承包商准入、 合同评审及采购环节嵌入强制性人权合 规审查,通过标准化工具与流程控制实 现标准前置保障。

运营过程融入: 将关键人权风险指标 融入生产计划、质量管理及承包商管理 等核心流程,进行实时监控与干预,确 保持续合规。

后端机制保障: 在各部门及业务环节 设置关联性保障措施,构建人权合规管 理闭环。

基于青美邦供应链"准入-监控-退出" 动态管控机制,构建全周期供应商管理 体系: 在准入环节, 严格执行资质审查 与风险评估,确保源头合规。在实际操 作中,人权合规作为供应商注册必选项, 高风险区域实施溯源验证; 进入合作阶 段,实施过程监控。一级供应商100% 纳入年度人权尽责管理审计计划, 关键 数据实时接入数据监测平台; 针对监控 过程中发现的不合规供应商,依据问题 严重程度,精准启动分级处置程序。要 求一般违规的供应商立即整改, 同步制 定提升方案,要求限期达标;对严重违 规或整改未达标的供应商执行退出机 制,终止合作,并将相关信息纳入供应 商黑名单,形成闭环管理,持续优化供 应链生态。

QMB is committed to moving beyond superficial compliance by pursuing substantive integration and implementation. To this end, we have launched a systematic deepintegration initiative, embedding internationally recognized human rights standards into the corporate governance framework through multidimensional approaches — from toplevel institutional design and business process optimization to cultural mindset cultivation.

"Embedded in Systems" — We conduct system-wide reviews and enhancements of core corporate policies, integrating respect for human rights into the institutional DNA to establish human rights considerations as the foundational criterion for all rule-making.

"Executed in Practice" — Our operational integration of human rights principles is achieved through three leverage points: clearly defined accountability matrices, field-tested implementation tools, and targeted capacitybuilding programs. This ensures the consistent translation of international standards into every operational decision, task execution, and stakeholder engagement. We are institutionalizing a human rights due diligence system with three defining characteristics: visibility across functions, operationalizability at all levels, and full auditability

Horizontal Institutional Coordination: We regularly review and update management policies, explicitly incorporating human rights due diligence requirements to eliminate blind spots and achieve horizontal institutional coordination.

Vertical Integration: We establish a clear human rights due diligence management framework that cascades from top-level policies to executable operational standards, forming a coherent, consistent and actionable institutional system.

International Standards Alignment: Our policy revisions strictly comply with the UN Guiding Principles on Business and Human Rights, international labor standards, and Indonesian laws and regulations to ensure alignment with responsible business practices.

Front-end Access Control: Mandatory human rights compliance reviews are embedded in supplier/contractor onboarding, contract evaluation, and procurement processes through standardized tools and procedures to ensure upfront safeguards.

**Operational Integration:** Key human rights risk indicators are incorporated into core processes including production planning, quality management, and contractor supervision for real-time monitoring and intervention to ensure sustained compliance.

Back-end Safeguards: Interlinked protective measures are established across all departments and business segments to form a closed-loop compliance management system.

Based on the "Admission-Monitoring-Exit" dynamic control mechanism of the PT. QMB supply chain, a full-cycle supplier management system is established in our team. In the admission phase, strict qualification reviews and risk assessments are implemented to ensure compliance at the source. In business operation, human rights compliance is a mandatory requirement for supplier registration, with traceability verification enforced in high-risk regions. During the cooperation phase, process monitoring is carried out. Tier-1 suppliers are totally included in the annual human rights due diligence audit plan, and key data is integrated into the realtime monitoring platform. For non-compliant suppliers identified during monitoring, a tiered response procedure is precisely initiated based on the severity of the issue. We required suppliers with minor violations to rectify immediately while developing improvement plans to meet standards within a specified timeframe. For suppliers with severe violations or those failing to meet rectification requirements, an exit mechanism is executed, terminating cooperation and adding relevant information to the supplier blacklist, thereby forming closed-loop management and continuously optimizing the supply chain ecosystem

#### 绩效追踪: 以数据驱动人权尽责的持续优化

Performance Tracking: Data-Driven Continuous Optimization of Human Rights Due Diligence

青美邦建立了基于多源数据融合的绩效追踪体系, 旨在系统、客观地监测人权尽责管理措施的实施成 效,并以此推动管理机制的持续完善。核心目标在于:

Our team has established a performance tracking system based on multi-source data integration, designed to systematically and objectively monitor the effectiveness of human rights due diligence management measures and drive continuous improvement of the management mechanism. The core objectives include:



#### 评估实效

Assessing Effectiveness

通过绩效追踪,对公司人权尽责管理方 面的具体行动、执行进度与质量进行综 合评价,科学验证整合行动的实际效果 与影响。

Through performance tracking, conducting a comprehensive evaluation of the company's specific actions, execution progress, and quality in human rights due diligence management, we can scientifically verifying the actual impact and outcomes of integrated actions.

#### 识别差距与风险

Identifying Gaps and Risks

通过整合分析内外部的主客观数据与信 息,精准定位制度设计或执行过程中存 在的短板、偏差及潜在风险点。

By analyzing integrated internal and external subjective and objective data and information, precisely pinpointing shortcomings, deviations, and potential risk points in policy design or implement.

#### 驱动策略调优

**Driving Strategy Optimization** 

基于绩效监测揭示的执行偏离度及内外 部环境变化,及时、动态地调整人权尽 责管理策略与资源配置,确保公司策略 的有效性。

Based on execution deviations revealed by performance monitoring and changes in the internal and external environment, dynamically and promptly adjusting human rights due diligence management strategies and resource allocation to ensure the effectiveness of the policies.

#### 助力持续改进

Facilitating Continuous Improvement

为政策更新、流程优化以及资源优先级 的科学设定,提供坚实、可靠的循证决 策依据。

We provide a solid and reliable evidence-based decision-making foundation for policy updates, process optimization, and the scientific prioritization of resources.

#### 关键绩效指标体系: 过程追踪、结果验证、前瞻洞察

Key Performance Indicator System: Process Tracking, Outcome Verification, and Forward-Looking Insights

#### 为系统衡量人权承诺的落实成效,我们构建了涵盖过程追踪、结果验证与前瞻洞察三个维度的关键绩效指标体系

To systematically measure the effectiveness of human rights commitments, we have established a key performance indicator system encompassing three dimensions: process tracking, outcome verification, and forward-looking insights.

#### 过程性指标

**Process Indicators** 

监测行动落实

Monitoring Implementation

承包商整改完成度

Contractor rectification completion rate

供应商人权审计覆盖情况

Supplier human rights audit coverage

员工人权意识培训参与总人数

Total number of employees participating in human rights awareness training

管理层人权尽责培训达标人数

Number of management personnel meeting human rights due diligence training standards

追踪关键管理举措的执行进度与覆盖范围

Track the execution progress and coverage of key management initiatives.

确保人权尽责流程按计划推进,资源投入有效

Ensure the human rights due diligence process advances as planned with effective resource allocation.

#### 可归责人权事件发生率

Incidence rate of attributable human rights incidents

结果性指标

Outcome Indicators

验证实际成效

Verifying Actual Impact

内外部申诉平均处理周期

Average handling cycle for internal and external grievances

供应链人权合规达标率

Supply chain human rights compliance rate

重大风险整改完成率

Completion rate of major risk rectifications

衡量管理行动的实际输出与影响

Measure the actual output and impact of management actions.

评估政策执行效果、风险控制力及利益相关方权益保障实效

Assess policy implementation effectiveness, risk control capability, and the substantive safeguarding of stakeholder rights.

#### 前瞻性指标

Forward-Looking Indicators

洞察潜在风险 Identifying Potential Risks

#### 年度潜在人权风险识别数量

Annual number of identified potential human rights risks

#### 人权尽责管理体系成熟度评分

Human rights due diligence management system maturity score

#### 利益相关方满意度趋势

Stakeholder satisfaction trend

#### 重大风险整改完成率

Completion rate of major risk rectifications

#### 识别潜在漏洞与系统性改进方向

Identify potential vulnerabilities and systemic improvement opportunities.

#### 驱动管理体系升级,增强风险预见性与战略韧性

Drive management system upgrades to enhance risk foresight and strategic resilience.

#### 绩效分析与持续优化:构建诊断 - 干预 - 转化的闭环精进机制

Performance Analysis and Continuous Optimization: Building a Closed-Loop Improvement Mechanism of Diagnosis-Intervention-Transformation

青美邦通过系统化的绩效分析驱动人权尽责管理持续优化。我们以根因诊断为起点,对未达标指标开展分层溯源分析——包括数据真实 性核验、执行层资源与流程评估、制度层适配性审查——精准定位问题本质与深层动因。基于诊断结果,我们实施动态于预策略:短期 通过绩效会议快速决议解决迫切问题,长期结合年度评估推动政策调优与预算调整,确保响应时效与战略前瞻性的统一。最终,通过知 识转化将风险案例与实践经验深度提炼,转化为标准化培训内容与知识资产,赋能员工并驱动管理体系迭代精进,形成"问题诊断-策 略干预 - 经验转化"机制。

We QMB drives continuous improvement in human rights due diligence management through a structured performance analytics framework. Our process begins with root cause diagnosis, where we conduct multi-tiered traceability analysis for underperforming indicators—encompassing data authenticity verification, operational-level resource and process evaluation, and policy-level adaptability review—to pinpoint both symptomatic manifestations and systemic drivers. Guided by diagnostic insights, we deploy a tiered intervention approach: immediate resolutions through dedicated performance meetings for pressing concerns, combined with annual evaluation-informed policy optimization and budget reallocation for enduring impact—striking the optimal balance between responsiveness and strategic planning. The cycle culminates in knowledge transformation, where risk cases and field experiences are systematically distilled into two key outputs: standardized training modules and institutional knowledge assets. This dual output empowers employees while propelling the evolution of our management system, establishing a self-reinforcing "problem diagnosis-strategic intervention-experience transformation" cycle.

#### 以沟通促共识,以透明赢信任

Talk to Align, Shine to Sign

青美邦坚信开放、透明的沟通与积极回应利益相关方关切,是有效履行人权责任、建立持久信任的基础。我们致力于通过系统化的信息披露、 利益相关方的深度参与以及有效的申诉补救机制,持续提升我们的人权尽责表现。

We firmly believe that open, transparent communication and proactive responses to stakeholder concerns form the foundation for effectively fulfilling human rights responsibilities and establishing enduring trust. We are committed to continuously enhancing our human rights due diligence performance through systematic information disclosure, in-depth stakeholder engagement, and effective grievance remediation mechanisms.

#### 信息披露: 以透明度筑牢信任根基

我们将透明度视为负责任运营的基石,为此,青美邦构建信息披露框架,恪守 全面性、可及性、文化适配性与响应性的核心原则,主动回应各利益相关方的 知情权诉求:

**定期报告:** 依据联合国《工商业与人权指导原则》(UNGPs) 框架, 我们发布《人 权尽责报告》,核心内容包括:人权风险与影响识别、供应链人权合规进展、 年度人权目标承诺及相应的资源保障措施等。

**重大事件响应:** 对于经确认的涉及人权的重大公众关切或侵权事件,我们承 诺在明确时限内发布公开声明,清晰披露事件事实核查进展、为受影响方制定 的支持方案及改进计划。

定向信息共享: 确保内部员工通过公司内网门户实时获取人权政策、培训资 源及申诉渠道信息;在公司官网设立专门的 ESG/可持续发展专栏,面向社区 及广大利益相关方,提供多语言版本的核心政策文件。

我们的信息披露实践旨在确保信息的真实、完整与及时获取,是构建和维系利 益相关方信任的关键环节。

#### Information Disclosure: Building Trust Foundations Through Transparency

We regard transparency as the cornerstone of responsible operations. To this end, we have established an information disclosure framework adhering to the core principles of comprehensiveness, accessibility, cultural adaptability, and responsiveness, actively addressing the right to know of all stakeholders:

Regular Reporting: In alignment with UNGPs, we publish the Human Rights Due Diligence Report, covering key elements such as human rights risk and impact identification, supply chain human rights compliance progress, annual human rights commitment targets, and corresponding resource allocation measures.

Major Incident Response: For confirmed human rights-related incidents of significant public concern or violations, we commit to issuing public statements within defined timelines, clearly disclosing fact-checking progress, support plans for affected parties, and improvement roadmaps.

Targeted Information Sharing: We ensure employees access real-time updates on human rights policies, training resources, and grievance channels through the corporate intranet portal. A dedicated ESG/Sustainability section on our official website provides multilingual versions of core policy documents for communities and broader stakeholders.

Our information disclosure practices are designed to ensure the authenticity, completeness, and timeliness of information, serving as a critical component in building and maintaining stakeholder trust.

#### 利益相关方参与: 以对话驱动治理优化

系统性识别、理解并响应利益相关方的期望与关切, 是青美邦不断进步的核心驱动力。我们致力干建立 包容、有效的参与机制:

常态化对话: 我们与全体员工、商业伙伴、运营所 在地社区成员等核心利益相关方群体保持开放、定 期的沟通渠道。我们积极收集其对于公司人权政策、 管理体系及实践的意见与建议,并着力确保沟通渠 道的可及性和包容性。

**反馈融入决策:** 收集到的合理建议与高频诉求,将 被正式纳入公司人权尽责管理评审流程。这些反馈 直接驱动制度的完善、流程的优化或资源的重新配 置。其中,涉及强迫劳动、职业安全健康、歧视与 骚扰等核心人权风险的反馈将获得优先响应。对于 最终未被采纳的意见和建议, 我们将提供透明的解

通过持续对话与反馈整合, 我们力求将利益相关方 的关切转化为提升人权绩效的实际行动。

#### Stakeholder Engagement: Driving Governance **Optimization Through Dialogue**

Systematically identifying, understanding, and responding to stakeholder expectations and concerns is a core driver of our continuous improvement. We are committed to establishing inclusive and effective engagement mechanisms:

Ongoing Dialogue: We maintain open and regular communication channels with key stakeholder groups, including all employees, business partners, and community members in our operating areas. We actively gather their feedback and suggestions regarding the company's human rights policies, management systems, and practices, while ensuring the accessibility and inclusivity of these communication channels.

Feedback-Informed Decision-Making: Collected reasonable suggestions and frequently raised concerns are formally integrated into the company's human rights due diligence management review process. This feedback directly drives improvements in policies, process optimizations, or resource reallocations. In particular, input related to core human rights risks—such as forced labor, occupational health and safety, discrimination, and harassment—receives prioritized responses. For opinions and recommendations that are ultimately not adopted, we provide transparent explanations.

Through continuous communication and feedback integration, we strive to transform stakeholders' concerns into tangible actions that enhance human rights performance.





#### 申诉与补救: 提供有效补救

为所有参与公司运营或受公司业务影响的个人和群 体提供便捷、公正的申诉渠道及有效的补救措施, 是青美邦兑现人权承诺的关键。为此,公司建立多 渠道申诉系统,承诺使用负责任的处理流程达成公 正的补救,并通过一系列机制确保申诉的有效性:

多渠道申诉系统: 由独立、专门的部门统一管理申 诉机制。我们提供多种便捷的申诉途径,包括在线 平台(支持匿名提交)、专用邮箱、邮寄地址、多 语言热线电话以及现场接待点。公司严格执行明确 的反报复政策(Non-Retaliation Policy),确保申 诉人及协助者的权利得到充分保护。

负责任的处理流程与公正补救: 我们建立了负责任 的申诉处理流程,强调时效性与公正性。流程涵盖 申诉确认登记、跨部门联合调查、基于事实与适用 法规(包括国际标准)与受影响方协商确定补救方案, 并进行根本原因分析以推动系统性管理改进。

持续提升机制效能: 为确保申诉机制的有效性, 我 们设定分级的处理时效承诺,并通过关键绩效指标 (如申诉完结率、申诉者满意度) 进行持续监测。 申诉机制的表现及评估结果纳入相关管理层考核体 系,形成持续改进循环,确保持续提升申诉机制的 可及性、有效性及人权保障水平。

#### **Grievance and Remedy: Providing Effective Redress**

Providing accessible and fair grievance channels, along with effective remedy measures, for all individuals and groups involved in or affected by our operations is central to our commitment to human rights. To this end, we have established a multi-channel grievance system, committing to responsible handling processes that deliver fair remedies while ensuring effectiveness through a series of mechanisms:

Multi-Channel Grievance System: It is managed by an independent, dedicated department. The grievance mechanism offers multiple accessible channels, including an online platform (supporting anonymous submissions), dedicated email, postal address, multilingual hotline, and inperson reception points. We strictly enforce a clear Non-Retaliation Policy to ensure full protection for complainants and those assisting them.

Responsible Handling Process and Fair Remedy: We have implemented a responsible grievance-handling process that emphasizes timeliness and fairness. The process includes grievance acknowledgment and registration, crossdepartmental joint investigations, fact- and regulation-based remedy agreements (aligned with international standards) negotiated with affected parties, and root cause analysis to drive systemic management improvements.

Continuous Enhancement of Mechanism Effectiveness: To ensure the efficacy of the grievance mechanism, we set tiered resolution timelines and conduct ongoing monitoring through key performance indicators (e.g., case closure rate, complainant satisfaction). The mechanism's performance and evaluation results are integrated into relevant management assessment systems, forming a continuous improvement cycle that enhances accessibility, effectiveness, and human rights safeguards.

## 我们的进展

#### 负责任的招聘

Responsible Recruitment

公司严格遵循国际劳工组织(ILO)第 111 号公约中 关于消除就业歧视的规定、招聘选拔完全基于岗位 所需能力及资质,禁止基于种族、肤色、性别、宗教、 政治观点、民族、社会出身、年龄、残障、婚姻状况、 性取向或其他受保护特征的任何歧视,全力保障应 聘者的平等就业权。同时,公司严肃杜绝任何形式 的童工(符合 ILO 第 138 号公约),招聘过程严格 嵌入年龄核验机制(包括身份文件审查),绝不会 雇佣低干东道国法律规定的最低工作年龄的儿童。 公司明确规定不容忍任何形式的强迫劳动(ILO第 29号),公开发布的招聘信息真实、客观,面试与 入职程序公正, 所有雇佣合同均以员工理解的语言 清晰表述关键条款(包括工作内容、地点、工时、 薪酬福利、终止条件等),确保员工在充分知情、 无胁迫的情况下自愿签署, 切实保障其知情权与自 由选择权。

Our team strictly adhere to the provisions of ILO Convention No. 111 on the elimination of employment discrimination. Recruitment and selection are based solely on job-related competencies and qualifications, with explicit prohibition of any discrimination grounded in race, color, gender, religion, political opinion, national extraction, social origin, age, disability, marital status, sexual orientation, or other protected characteristics, thereby fully safeguarding applicants' equal employment rights. Concurrently, we rigorously prohibit all forms of child labor (in compliance with ILO Convention No. 138), embedding stringent age verification mechanisms (including identity document scrutiny) throughout recruitment processes to ensure no child below the host country's legal minimum working age is employed. We unequivocally prohibit forced labor in any form (ILO Convention No. 29). All publicly posted recruitment information is truthful and objective, with transparent interview and onboarding procedures. Employment contracts articulate key terms—including job responsibilities, location, working hours, compensation, benefits, and termination conditions—in languages comprehensible to employees, guaranteeing voluntary signing with full informed consent and free will, thereby substantively protecting their right to information and freedom of choice.

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#### 薪酬福利与促进体面劳动

Compensation, Benefits, and the Promotion of Decent Work

青美邦致力于为所有员工创造并维护体面劳动 (Decent Work) 环境。我们依据《经济、社会及文 化权利国际公约》(ICESCR)第7条及ILO第100 号公约(同工同酬)原则,建立了结构化的薪酬福 利体系。公司员工整体薪酬水平持续显著高于当地 最低工资标准,工资结构包括具有竞争力的基础薪 资、与绩效挂钩的激励机制以及所有法定津贴。公 司建立了正式、透明的晋升与调薪机制,标准科学 合理,综合考量员工绩效表现、能力水平、贡献度 及市场因素。我们组建专业讲师团队,系统性开设 通识课程与岗位专业技能培训,持续赋能员工,提 升其职业素养与竞争力,为员工提供清晰的职业发 展路径。青美邦人力资源相关政策明确规定了充分 保障员工享有法定及公司补充的各类休假权利,包 括年假、探亲假、经期假、带薪产假/陪产假/流 产假及病假,促进员工身心健康。

#### 职业健康安全

Occupational Health and Safety

We are committed to creating and maintaining a decent work environment for all employees. In accordance with Article 7 of the International Covenant on Economic, Social and Cultural Rights (ICESCR) and the principles of ILO Convention No. 100 (Equal Remuneration), we have established a structured compensation and benefits system. In our company, overall remuneration levels consistently and significantly exceed local minimum wage standards, with a wage structure that includes competitive base salaries, performance-linked incentives, and all legally mandated allowances. A formal and transparent promotion and salary adjustment mechanisms has been established in our team, applying scientifically sound criteria that comprehensively evaluate employee performance, competency levels, contributions, and market factors. We have assembled a professional instructor team to systematically deliver general education courses and jobspecific skills training, continuously empowering employees to enhance their professional capabilities and competitiveness while providing clear career development pathways. Here, human resources policies explicitly quarantee employees' full entitlement to legally mandated and company-supplemented leave benefits, including annual leave, family visit leave, menstrual leave, paid maternity/paternity/abortion leave, and sick leave, thereby promoting employees' physical and mental well-being.

青美邦坚守"生命高于一切,不安全、不作业"的 核心安全理念,将员工生命安全与健康置于首位。 我们严格执行印尼职业健康安全(K3)法规及ISO 45001 管理体系,并设置系统化的安排:通过覆盖 全员的安全生产责任制明确各级权责,确保管理体 系有效运行;推行主动式风险管理,要求从班组、 车间到部门各级单位按既定频率系统性地识别、评 估作业场所潜在风险, 预先制定管控措施并明确责 任主体与监督机制,贯彻风险预防原则。在保障员 工健康权方面,我们确保所有员工(包括中印尼籍) 的职业健康检查全面覆盖(年度体检率100%), 并建立动态更新的个人健康档案。公司制定并持续 完善劳动防护用品管理制度及发放标准,确保为不 同岗位员工科学、及时、足量配备符合标准的有效 防护装备,并严格依据 K3 规范,定期对生产、施工 现场的粉尘、噪声、化学物质等职业健康危害因素 进行监测。通过系统化的厂级、车间级和班组级安 全教育培训,确保所有员工100%了解其岗位职业 健康风险、防范措施及应急处置程序,并通过定期 演练提升实际应对能力, 旨在持续赋能员工主动维 护自身及同事的安全。此外,公司制定了完备的应 急预案,确保在各类突发事件中能够有效响应,最 大限度保护员工的生命安全与健康。

We uphold the core safety philosophy of "life above all, no work without safety," prioritizing employees' lives and health. We strictly comply with Keselamatan dan kesehatan kerja (K3) (Indonesian Occupational Health and Safety)regulations and the ISO 45001 management system, implementing systematic measures: A comprehensive workplace safety responsibility system ensures effective management system operation by clarifying roles and accountability at all levels. Proactive risk management requires systematic identification and assessment of potential workplace hazards—from teams and workshops to departments—at defined intervals, with preemptive control measures, designated responsible parties, and oversight mechanisms to enforce the principle of risk prevention. To safeguard employees' health rights, we guarantee full coverage of occupational health examinations (100% annual participation) for all employees, including Chinese and Indonesian nationals, and maintain dynamically updated individual health records. The company establishes and continuously refines labor protection equipment management policies and distribution standards, ensuring scientifically appropriate, timely, and adequate provision of compliant protective gear tailored to different roles. Regular monitoring of occupational hazards—such as dust, noise, and chemical exposure—is conducted in production and construction sites per K3 standards. Through systematic plant-wide, workshop-level, and team-based safety training, all employees achieve 100% awareness of their roles' occupational risks, preventive measures, and emergency response protocols. Regular drills enhance practical preparedness, empowering employees to actively safeguard their own and colleagues' safety. Additionally, comprehensive emergency plans to ensure effective response during incidents has already carried out in our company, maximizing protection for employees' lives and health.



#### 供应链尽责管理

Supply Chain Due Diligence Management

青美邦认识到供应链活动对人权的潜在影响,将尽责管理延伸至价值链。我们已 制定并实施《负责任全球供应链尽责管理政策》及《供应商行为准则》,明确要 求供应商遵守包括禁止强迫劳动、童工、歧视,保障结社自由与集体谈判权、职 业健康安全等核心劳工权利及环境标准。持续关注矿产供应链合规最新动态,将 人权风险评估嵌入供应商准入与持续管理流程。青美邦已成功通过负责任矿产保 证流程(Responsible Minerals Assurance Process,简称 RMAP)审核,成为印 度尼西亚首家同时对镍、钴金属供应链开展矿产供应链尽责管理并通过 RMAP 审 核的冶炼企业。我们积极加强与上下游企业的沟通,分享供应链尽责管理的经验 与挑战,提升透明度,公司已发布《矿产供应链尽责管理报告》,可在青美邦官 方网站获取。青美邦致力于与行业伙伴、行业协会及更广泛的相关方协作,共同 推动建立更具韧性、更负责任的可持续供应链生态。

We recognize the potential human rights impacts of supply chain activities and extends due diligence management across the value chain. Therefore, we have established and implemented the Responsible Global Supply Chain Due Diligence Policy and Supplier Code of Conduct, explicitly requiring suppliers to uphold core labor rights and environmental standards, including prohibitions on forced labor, child labor, and discrimination, as well as quarantees of freedom of association, collective bargaining rights, and occupational health and safety. We continuously monitor the latest developments in mineral supply chain compliance and integrate human rights risk assessments into supplier onboarding and ongoing management processes. PT. QMB has successfully passed the Responsible Minerals Assurance Process (RMAP) assessment, becoming the first smelter in Indonesia to simultaneously implement minerals supply-chain due diligence for both nickel and cobalt metal supply chains. Through proactive engagement with upstream and downstream partners, we share experiences and challenges in supply chain due diligence to enhance transparency. The company has published the Mineral Supply Chain Due Diligence Report, accessible on our official website. Our team is committed to collaborating with industry peers, associations, and broader stakeholders to jointly foster a more resilient, responsible, and sustainable supply chain ecosystem.



#### 尊重与包容

Respect and Inclusion

青美邦珍视员工队伍的多样性,积极营造尊重差异、包容平等的 工作环境。我们严格遵守《公民权利和政治权利国际公约》(ICCPR) 第18条及ILO第111号公约,切实保障员工宗教与信仰自由。 公司建造并维护高品质的祈祷室,方便员工进行日常宗教活动, 并在重要宗教节日提供相应支持(如节日津贴/特别膳食安排)。 为满足多元文化背景员工的生活需求,公司规划建设了设施齐全 的生活区(含游泳池、观影厅、活动室等),旨在提升员工的生 活品质与归属感。此外,我们积极组织开展文化交流与培训活动, 搭建中印尼员工沟通桥梁,促进群体间的相互理解,加深友谊。

We always value workforce diversity and actively foster a work environment that respects differences and promotes equality and inclusion. We strictly adhere to Article 18 of the International Covenant on Civil and Political Rights (ICCPR) and ILO Convention No. 111, ensuring employees' freedom of religion and belief. In PT. QMB, we have constructed and maintained high-quality prayer rooms to facilitate daily religious practices and provides relevant support during major religious holidays (e.g., holiday allowances/special meal arrangements). To meet the living needs of employees from diverse cultural backgrounds, we have developed well-equipped residential areas (including swimming pools, movie theaters, activity rooms, etc.), enhancing employees' quality of life and sense of belonging. Additionally, we actively organize cultural exchange and training activities to bridge communication between Chinese and Indonesian employees, fostering mutual understanding and deeper friendships.



#### 有效的沟通与申诉

Effective Communication and Grievance Mechanisms

保障员工的知情权、参与权和寻求补救的权利是负责任商业行为的关键。青美 邦致力于构建开放、包容的沟通文化,建立了制度化的劳资对话平台(如定期 的员工座谈会、管理层走访)和直接沟通渠道,确保员工能够就规章制度、薪 酬福利、权益保障及职业健康安全等议题自由表达意见。我们尊重并支持员工 自由结社与集体谈判的权利(符合 ILO 第87号和第98号公约),积极推动 建设性劳资关系。我们依据《联合国工商企业与人权指导原则》(UNGPs) 建立运营层面的申诉机制,覆盖员工及价值链相关方,明确规定了申诉处理流 程、时限、透明度要求及对申诉人的保护措施,旨在为所有受影响的权利持有 人提供及时、有效的补救。申诉机制的相关信息已通过多种渠道在青美邦园区、 合作单位及施工区域广泛传播,确保可及性。

Protecting employees' right to information, participation, and remedy is fundamental to responsible business conduct. Our team is committed to fostering an open and inclusive communication culture, establishing institutionalized labor-management dialogue platforms (e.g., regular employee forums and management walk-arounds) and direct communication channels to ensure employees can freely express their views on policies, compensation, rights protection, occupational health and safety, and other matters. We respect and support employees' rights to freedom of association and collective bargaining (in compliance with ILO Conventions No. 87 and 98), actively promoting constructive labor relations. In alignment with UNGPs, we have implemented an operational-level grievance mechanism covering employees and value chain stakeholders. The mechanism clearly defines grievance handling procedures, timelines, transparency requirements, and protections for complainants, ensuring timely and effective remedy for all affected rights-holders. Information about the grievance mechanism has been widely disseminated across our company's facilities, partner organizations, and construction sites through multiple channels to guarantee accessibility.



#### 企业可持续发展项目(SCORE)

Sustaining Competitive and Responsible Enterprises Programme (SCORE)

为切实保障工作场所基本人权并提升治理效能,青美邦于 2024 年 11 月正式启动了由国际劳工组织(ILO) 开发的 SCORE 项目。在为期 9 个月的过程中,青美邦通过了工作场所合作、生产力与清洁生产、人力资源管理、职业健康与安全四大关键领域的评估验收,是中资出海企业中通过 SCORE 评估模块最多的企业。

在项目实施过程中,我们建立了以一线员工为核心的常态化建议与改进机制,有效促进了管理层与员工之间更开放、更频繁的对话,鼓励员工主动发现问题并提出改进和解决方案,推动管理模式向更积极的协作方向转变;我们持续完善人力资源政策和流程,严格遵循国际劳工组织确立的基本原则,致力于保障员工权益,包括完善申诉渠道与沟通机制;同时,我们系统性地识别和管控风险,通过员工深度参与及团队合作,优化风险识别范围的全面性,提升预防措施的有效性,系统性提升公司职业健康与安全方面的保障水平。

SCORE 项目的实施和验收展示了青美邦工作场所治理模式的持续优化——进一步推动从管理层决策转向员工深度参与的协同治理,这是青美邦在尊重员工基本权利、提升员工知情权与表达权、并通过全员参与创造共享价值方面所迈出的坚实一步。

To effectively safeguard fundamental human rights in the workplace and enhance governance efficiency, PT. QMB officially launched the SCORE program developed by the International Labour Organization (ILO) in November 2024. Over a nine-month period, PT. QMB passed assessments and acceptance reviews across four key domains—workplace cooperation; productivity through cleaner production; human resources management; and occupational health and safety—making it the Chinese overseas enterprise that has cleared the greatest number of SCORE assessment modules.

During implementation, we established a frontline employee-centered mechanism for regular suggestions and improvements, effectively fostering more open and frequent dialogue between management and employees, encouraging staff to proactively identify issues and propose improvements and solutions, and shifting management practices toward more collaborative approaches. We continuously refined human resources policies and processes, strictly adhering to fundamental ILO principles to protect employee rights, including strengthening grievance channels and communication mechanisms. At the same time, we systematically identified and managed risks through deep employee participation and teamwork, enhancing the comprehensiveness of risk identification and the effectiveness of preventive measures, thereby systematically elevating the company's safeguards in occupational health and safety.

The implementation and completion of the SCORE program demonstrate PT. QMB's ongoing optimization of workplace governance—further advancing the shift from management-driven decision-making to collaborative governance with deep employee involvement. This marks a concrete step by PT. QMB in respecting fundamental employee rights, enhancing employees' right to information and expression, and creating shared value through full participation.

#### 青美邦已建成多元化、全方位的 EIT(企业 改进)小组

PT. QMB has established a diversified, company-wide Enterprise Improvement (EIT) teams structure.

#### 累积提案 13429 项

A cumulative total of 13,429 proposals has been submitted.

#### 最终整改率达99.3%

The final rectification rate has reached 99.3%.

#### 一线员工参与度达87%

Frontline employee participation has reached 87%.



#### 社区福祉与可持续发展

Community Well-being and Sustainable Development

青美邦视与周边社区的和谐共生为企业可持续发展的核心要素。我们致力干通 过负责任运营和社区投资,积极履行企业人权责任,为社区创造共享价值。

我们聚焦提升社区民生福祉。在基础设施建设方面,我们与 IMIP 及园区伙伴 协作,为 Labota、Fatufia、Bahomakmur 三个村庄铺设自来水管网并兴建取 水站,显著改善了近十万村民安全饮用水可及性与卫生条件,响应联合国可持 续发展目标(SDG 6)。

在赋能社区发展方面,我们组织农技培训活动,邀请专家传授现代农业知识与 技能,提升当地居民农业生产效率与可持续生计能力;在教育支持方面,公司 鼓励并组织员工参与周边社区义务教学活动,为当地儿童提供知识启蒙与视野 拓展。

在社区环境方面, 青美邦积极参与社区环境保护, 协助开展垃圾分类及环境清 理活动, 协助改善社区成员的居住环境质量。

此外,公司特别关注社区弱势群体,为其提供必要的基础生活物资援助。

青美邦秉承"和谐共生、共谋发展"的理念,通过持续对话了解社区关切,共 同探索和深化合作模式,致力于与社区共创繁荣、可持续的未来。

Our team regards harmonious coexistence with neighboring communities as a core element of corporate sustainable development. We are committed to actively fulfilling our corporate human rights responsibilities through responsible operations and community investments, creating shared value for communities.

We focus on enhancing community livelihoods—in infrastructure development, we collaborated with IMIP and park partners to construct water supply pipelines and water intake stations for three villages (Labota, Fatufia, and Bahomakmur), significantly improving safe drinking water access and sanitation conditions for nearly 100,000 villagers, meanwhile, aligning with the UN Sustainable Development Goal (SDG 6).

In empowering community development, we organized agricultural training activities, inviting experts to teach modern farming knowledge and skills, thereby enhancing local residents' agricultural productivity and sustainable livelihood capabilities. For educational support, the company encourages and organizes employees to participate in volunteer teaching activities in surrounding communities, providing local children with knowledge enrichment and broader perspectives.

Regarding community environments, our team actively engages in environmental protection efforts, assisting in waste classification and cleanup initiatives to improve residents' living conditions

Additionally, we pay special attention to vulnerable groups within communities, providing essential daily necessities and support. Upholding the philosophy of "harmonious coexistence and shared development," we, PT.

QMB continuously engage in dialogue to understand community concerns, jointly exploring and deepening collaborative models to create a prosperous and sustainable future together.



## 不止于合规 青美邦促进人权的努力

我们致力于超越合规要求,积极主动履行企业社会责任(CSR),助力构建更具包容性与韧性的社会环境,呼应联合 国可持续发展目标(SDGs)的愿景。积微成著,行稳致远。诚邀您关注青美邦促进人权的持续努力。**2025 我们的** CSR 最新动态:

We are committed to exceeding compliance requirements by proactively fulfilling our corporate social responsibility (CSR) to help build a more inclusive and resilient social environment, aligning with the vision of SDGs. Small steps lead to great strides, and steady progress ensures longterm success. We invite you to follow our ongoing efforts to promote human rights. Here are our latest CSR updates for 2025:

2025.01.07

#### 生活物资支持

**Essential Supplies Provision** 

向 Bahomakmur 村有需要群体提供生活 物资,支持其应对基本生活需求,促进社 区成员的适足生活水准权。

We provided daily necessities to vulnerable groups in Bahomakmur Village, supporting their basic living needs and promoting the community's right to an adequate standard of living.

2025.02.11

#### 基层医疗设备捐赠

Primary Healthcare Equipment Donation

为 Bahomakmur 村卫生站 (POSKESDES) 补充医疗设备,助力增强健康服务可及性, 响应健康权平等诉求。

Supplied medical equipment to Bahomakmur Village's Community Health Center (POSKESDES), enhancing access to healthcare services and advancing the right to equitable health.

2025.02.22

#### 可持续发展教育实践

**Sustainable Education Practices** 

在 Bahodopi 国立 4 号小学开展 200 棵树 苗种植活动,培育学生环境责任意识,支 持可持续发展教育目标。

Conducted a tree-planting activity with 200 saplings at Bahodopi Public Elementary School No. 4, fostering environmental responsibility among students and supporting sustainability education goals.

2025.02.25

#### 废弃物管理教育

**Waste Management Education** 

与 IMIP 协作开展国家垃圾关怀日 (HPSN) 活动一通过学校垃圾分类教育实践,赋能 新一代参与环境管理。

Collaborated with IMIP for National Waste Awareness Day—empowering the next generation through school-based waste sorting education and environmental stewardship.

2025.04.20

#### 健康生态协同倡导

Synergistic Health & Ecology Advocacy

参与IMIP "Run for green"倡议活动, 推广健康生活方式与生态保护协同理念。

Participated in IMIP's "Run for Green" initiative to promote the integration of healthy lifestyles and ecological conservation.

2025.05.05

#### 结核病防控行动

**Tuberculosis Prevention Campaigns** 

于 Fatufia 村开展结核病防控教育,强化 村民的疾病认知,协助提升社区疾病应对 能力,促进健康资源可及性。

Conducted TB prevention education in Fatufia Village to enhance disease awareness, strengthen community response capabilities, and improve access to health resources

2025.05.21

#### 绿色开放空间建设

**Green Open Space Development** 

启动 Bahodopi 绿色开放空间建设,为社 区成员休憩场所,切实支持社区成员对宜 居环境权利的享有与实践。

Launched the Bahodopi Green Open Space Development to provide recreational areas for community members, supporting their right to and enjoyment of livable environments.

2025.06.05

#### 文化传统实践

**Cultural Heritage Practices** 

尊重宗教文化实践自由,在古尔邦节 (Qurban) 向社区捐赠耗牛,帮助有需要 的社区成员, 助力社会包容发展。

Respecting freedom of religious practice, donated yaks to the community during Qurban Festival to assist vulnerable members and foster inclusive social development.

2025.06.24

#### 参与式发展评估

**Participatory Development Assessment** 

青美邦 ESG 团队开展项目回访与社区需 求调研,旨在评估社区发展项目成效,持 续关注在地诉求。

Our ESG team conducted project follow-ups and community needs assessments to evaluate program effectiveness and maintain focus on local priorities.

### **09** Appendix



\* 参考由 Shift 和 Mazars LLP 合作编写的《联合国指导原则报告框架及实施指南》。 With reference to The UN Guiding Principles Reporting Framework and Implementation Guidance, co-authored by Shift and Mazars LLP.

#### A 部分: 尊重人权的治理

PART A: GOVERNANCE OF RESPECT FOR HUMAN RIGHTS

#### 政策承诺

**POLICY COMMITMENT** 

A1	企业如何公开阐述其尊重人权的承诺? What does the company say publicly about its commitment to respect human rights?	引言 <b>01</b> Introduction
A1.1	公开承诺是如何做出的? How has the public commitment been developed?	引言 <b>01</b> Introduction
A1.2	公开承诺针对的人权对象是谁? Whose human rights does the public commitment address?	我们的承诺 05~06 Our Commitment
A1.3	公开承诺是如何传播的? How is the public commitment disseminated?	我们的承诺 05~06 Our Commitment

### 把尊重人权付诸实践

#### **EMBEDDING RESPECT FOR HUMAN RIGHTS**

A2	企业如何证明其对兑现人权承诺的重视? How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?	引言 01 / 我们的使命 03~04 Introduction / Our Mission
A2.1	企业内部对人权维护状况的日常职责如何安排?为何如此安排? How is day-to-day responsibility for human rights performance organized within the company, and why?	我们的治理 10~14 Our Governance
A2.2	高级管理层和董事会探讨了哪些类型的人权问题?为什么? What kinds of human rights issues are discussed by senior management and by the Board, and why?	人权风险与影响评估 09 Human Rights Risks and Impact Assessment
A2.3	员工和合同工通过哪些途径了解高级管理层和董事会有关尊重人权的决策和行动? How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?	我们的治理 10~14 Our Governance
A2.4	企业如何证明其对兑现人权承诺的重视? How does the company make clear in its business relationships the importance it places on respect for human rights?	我们的治理 10~14 Our Governance
A2.5	在报告期内,企业在尊重人权方面得到了哪些经验教训,据此做出了哪些改变? What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?	我们的治理 10~14 / 我们的进展 15~18 Our Governance / Our Progress

#### B 部分: 界定报告的侧重点

PART B: DEFINING THE FOCUS OF REPORTING

B1 陈述突出问题:陈述报告期内与企业活动和商业关系相关的突出人权问题。

Statement of salient issues: State the salient human rights issues associated with the company's activities and business relationships during the reporting period.

B2 确定突出问题:描述突出人权问题的确定方法,包括利益相关方的意见。

Determination of salient issues: Describe how the salient human rights issues were determined, including any input from stakeholders.

B3 选择焦点地区:如果突出人权问题报告聚焦于特定地区,须说明选择这些特定地区的原因。

Choice of focal geographies: If reporting on the salient human rights issues focuses on particular geographies, explain how that choice was made.

B4 其他严重影响:识别曾出现的或在报告期内仍在解决但不属于突出人权问题的严重人权影响,并说明是如何解决此类影响的。

Additional severe impacts: Identify any severe impacts on human rights that occurred or were still being addressed during the reporting period, but which fall outside of the salient human rights issues, and explain how they have been addressed.

人权风险与影响评估 09

Human Rights Risks and Impact Assessment

人权风险与影响评估 09

Human Rights Risks and Impact Assessment

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### C 部分: 管理突出人权问题

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

### 具体政策

#### SPECIFIC POLICIES

C1	企业是否有阐述其突出人权问题的具体政策? 如果有,请描述。	我们的承诺 05~06
	Does the company have any specific policies that address its salient human rights issues and, if so, what are they?	Our Commitment
C1.1	企业如何阐明此类政策对需要落实这些政策的人的相关性和重要性。	我们的治理 10~14
	How does the company make clear the relevance and significance of such policies to those who need to implement them?	Our Governance

### 利益攸关方的参与

STAKEHOLDER ENGAGEMENT

C2	企业采用何种方法让各项突出人权问题的利益攸关方参与其中? What is the company's approach to engagement with stakeholders in relation to each salient human rights issue?	我们的治理 10~14 Our Governance
C2.1	企业如何识别对于各项突出人权问题,有哪些利益攸关方参与其中,以及应何时参与、如何参与? How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	我们的治理 10~14 Our Governance
C2.2	在报告期内,企业对于各项突出人权问题让哪些利益攸关方参与其中,原因何在? During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?	我们的治理 10~14 Our Governance
C2.3	在报告期内,利益攸关方的观点对企业理解各项突出问题和 / 或解决突出问题的方法产生了哪些影响? During the reporting period, how have the views of stakeholders influenced the company's understanding of each salient issue and/or its approach to addressing it?	我们的治理 10~14 Our Governance

#### 评估影响

#### ASSESSING IMPACTS

C.3企业如何识别各项突出人权问题的性质随时间发生的变化?

How does the company identify any changes in the nature of each salient human rights issue over time?

在报告期内,突出问题的影响是否出现值得注意的趋势或模式?如果有,请描述。 C.3.1

> During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?

C3.2在报告期内,是否出现过与突出的问题相关的严重影响?如果有,请描述。

During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?

#### 人权风险与影响评估 09

Human Rights Risks and Impact Assessment

#### 人权风险与影响评估 09

Human Rights Risks and Impact Assessment

#### 整合发现、采取措施

INTEGRATING FINDINGS AND TAKING ACTION

企业如何将各项突出人权问题的发现纳入其决策过程和措施? C4

> How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?

C4.1 如何让企业中那些其决策和措施能对突出问题管理产生影响的部门,参与到寻求和实施解决方案的工作中?

> How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?

C4.2 当预防或缓解突出问题相关影响的措施和其他业务目标之间出现矛盾时,如何解决这些矛盾?

> When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?

在报告期内,企业采取了哪些措施,来预防或缓解与各项突出问题相关的潜在影响? C4.3

> During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?

从承诺到实践 07~08/ 我们的治理 10~14

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#### 跟踪维护状况

#### TRACKING PERFORMANCE

C5	企业如何知道自己为解决各项突出人权问题所作的努力在实践中是否有效? How does the company know if its efforts to address each salient human rights issue are effective in practice?	我们的治理 10~14 Our Governance
C5.1	在报告期内,哪些具体示例可以表明各项突出问题是否都得到了有效管理? What specific examples from the reporting period illustrate whether each salient issue is being managed effectively?	我们的治理 10~14/ 我们的进展 15~18 Our Governance / Our Progress
补救 REMEDIA	TION	
C6	如果与突出人权问题相关的企业措施或决策对一些人造成了伤害,企业如何才能有效补救?	我们的治理 10~14
	How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?	Our Governance
C6.1	企业可通过哪些方式接收与突出问题相关的投诉或疑虑?	我们的治理 10~14
	How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?	Our Governance
C6.2	企业如何得知人们是否认为自己有能力或有权利提出投诉或疑虑?	我们的治理 10~14
	When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?	Our Governance
C6.3	企业如何处理投诉及评估投诉处理结果的有效性?	我们的治理 10~14
	During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?	Our Governance
C6.4	在报告期内,与各项突出问题相关的投诉或疑虑及其结果有什么趋势和共性?企业从中学到了什么经验教训?	我们的治理 10~14
	During the reporting period, what were the trends and patterns in complaints or concerns and their outcomes regarding each salient issue, and what lessons has the company learned?	Our Governance
C6.5	在报告期内,企业是否针对突出问题相关的实际影响进行了补救,或使之得到补救?如果是,请举出典型的或值得注意的例子。	我们的治理 10~14
	During the reporting period, did the company provide or enable remedy for any actual impacts related to a salient issue and, if so, what are typical or significant examples?	Our Governance

# Green for a Better World

