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1.0 2.1	2015/1/23 2020/12/01	Initial release 1 1. Scope update 2 5.3 2. Revision of 5.3 "Complaint Process"

This procedure is designed to establish clear communication channels for employee complaints. It is meant to guide employees in effectively using these complaint tools, and to standardize the handling and resolution of internal complaints and whistleblowing.

This procedure applies to all employees, clients, suppliers, and other relevant parties of the company.

The Human Resources Department is responsible for handling and tracking employee complaints and whistleblowing.

None

5.1. :

5.1. Complaint categories:

5.1.1

5.1.1

5.1.1.1

5.1.1.1 Violations of national laws and regulations.

5.1.1.2

5.1.1.2 Violations of the company's rules and regulations.

5.1.2

5.1.2

5.1.2.1

5.1.2.1 Deliberate falsification of the company's documents or damage to the company's property.

5.1.2.2

5.1.2.2 Abuse of power, unfair treatment, private gain from authority, or fraudulent actions in the workplace

5.1.2.3

5.1.2.3 Other actions that harm the company's interests (refer to the company's reward and punishment system).

5.1.3

5.1.3

5.1.3.1

5.1.3.1 Forced labor in the workplace.

5.1.3.2

5.1.3.2 Discrimination in the workplace.

5.1.3.3

5.1.3.3 Harassment, abuse, or physical punishment in the workplace.

5.1.3.4

5.1.3.4 Obstruction of freedom of association and collective bargaining rights.

5.1.3.5

5.1.3.5 Exceeding legal working hours.

5.1.3.6

5.1.3.6 Non-compliance with the company's policies on wages and benefits.

5.1.3.7

5.1.3.7 Failure to respond actively to inquiries within the scope of work responsibilities (except when dealing with confidential company information).

5.1.3.8

5.1.3.8 Other actions that infringe on employee rights and interests (refer to the company's reward and punishment system).

5.1.4

5.1.4

5.1.4.1

5.1.4.1 Deliberate instigation of conflicts between employees.

5.1.4.2

5.1.4.2 Malicious slander or entrapment of colleagues which create unnecessary disputes.

5.1.4.3

5.1.4.3 Abuse of authority to engage in favoritism, forming cliques, or retaliating against colleagues who exercise their legitimate rights.

5.1.5

5.1.5

5.1.5.1

5.1.5.1 Superior's involvement in corruption, bribery, theft, or abuse of power for personal gain.

5.1.5.2

5.1.5.2 Superior's actions involving the sale or leakage of confidential information, or actions that otherwise endanger the company.

5.1.5.3

5.1.5.3 Superior's abuse of authority and unjust actions towards the complainant.

5.1.5.4

5.1.5.4 Superior's unlawful command leading to significant safety risks.

5.1.5.5

5.1.5.5 Superior's actions infringing on employees' legal rights through administrative penalties.

5.1.5.6

5.1.5.6 Other grievous unreasonable actions.

5.1.6

5.3.1 0512-86669288 8789 ;

5.3.1 Phone: 0512-86669288, Extension 8789

5.3.2 hr@innolight.com ;

5.3.2 Email: hr@innolight.com

5.3.3 Official WeChat: Complaints and suggestions can be submitted directly in the "Basic Applications" section and will receive a response within two days

5.3.4 2

5.3.4 Suggestion Box: Located in the restrooms on each floor. These are collected every two weeks, with regular responses posted on WeChat monthly.

5.3.5

5.3.5 Face-to-Face

5.4.

5.4. Employee complaint handling procedure:

5.4.1

5.4.1 The company's management and Human Resources & Administration Department are responsible for overseeing the complaint channels, handling all complaints and whistleblowing, and providing feedback on the results.

5.4.2

5.4.2 When investigating and collecting evidence, the handler should act swiftly, confidentially, and impartially, and relevant departments should be proactive in their cooperation. All parties involved in the investigation should provide truthful evidence and maintain confidentiality.

5.4.3

5.4.3 Upon receiving a complaint, the handler should determine within three working days whether it warrants escalation and provide a clear response to the complainant about the legitimacy of the complaint and whether it will be accepted.

5.4.4

5.4.4 The company's management and Human Resources & Administration Department have the authority to request relevant details from the complainant's direct supervisor or department, and should make a mediated decision within two weeks. If the complainant agrees to the mediation, it must be implemented.

5.4.5

5.4.5 If the complainant disagrees with the handling or mediation results, they may appeal directly to the responsible department within one week.

5.5.

5.5. Complaint and handling responsibilities

5.5.1

5.5.1 The complainant is responsible for the veracity of the content of their complaint and is prohibited from fabricating or exaggerating the facts.

5.5.2

5.5.2 The handler is responsible for the process and result regarding the complaint.

5.5.3

5.5.3 The investigated parties should not provide false evidence or conceal/leak any relevant information.

5.5.4

5.5.4 No one may retaliate against an employee for filing a legitimate complaint.

5.5.5

5.5.5 If an agreed-upon handling or mediation result is not implemented, the company may enforce the decision.

5.6.

5.6. Confidentiality and protection of whistleblowers

5.6.1