

Sino Biopharmaceutical Limited

Employee Feedback and Complaint Management Policy

1. Purpose

Sino Biopharmaceutical Limited together with its subsidiaries (hereinafter referred to as "Sino Biopharmaceutical", "the Group") fully respects and attaches importance to the expression of employees' opinions, and has formulated this policy in order to clarify the communication and complaint methods of employees, smooth the channels for employees to complain, and safeguard the legitimate rights and interests of employees.

2. Applicability

This policy applies to all employees of the Group.

3. Employee feedback and complaint channels

The Group is dedicated to fostering a positive working environment among employees, management, and the organization as a whole, and encourages employees to submit complaints through the following channels:

- Reports to the supervisor or the HR department
- Employee congress, in which all employees have the right to participate independently, forming opinions and providing suggestions on key issues that directly affect them
- Helpline within the office automation (OA) system
- Anonymously accessible question answering service within the OA system
- Reporting issues to the internal audit departments via email at Sbox@sino-biopharm.com
- Reporting issues to the Chairperson via email

The complainants shall be objective and true in their complaints, and shall be responsible for the authenticity of the materials provided, shall not fabricate or distort facts, shall not falsely accuse or frame others, and shall not harm the interests of the Group and the legitimate rights of other employees.

4. Complaint Handling Process

(1) Acceptance and investigation of complaints

After receiving the complaint, the complaint handler shall contact the complainant as soon as possible to understand the situation, complete the investigation within 15 working days from the date of receiving the complaint, and notify the complainant in writing to protect the complainant's right to know.

If the complainant is not satisfied with the investigation conclusion, they may submit a request for review within 10 days or file an appeal with the Group Audit and Supervision Center. Upon receipt of the review request or appeal, the Group will initiate a re-investigation, gather relevant evidence, and conduct interviews with the complainant and other involved parties. Once the facts have been thoroughly verified, a final decision will be issued within 5 working days.

(2) Handling of complaints

If the investigation conclusion is true, the violating behavior should be rectified, or appropriate penalties should be imposed according to regulations. In case of serious violations, the responsible party should be punished according to the relevant provisions of the Group after the relevant procedures have been fulfilled. If the violation is suspected to be a criminal offense, it should be referred to the competent authority for handling.

If the investigation conclusion is not true, the person in charge of the complaint handling should make a factual explanation and clarify the facts.

After the complaint handling is completed, the person in charge of the complaint handling should inform the complainant of the complaint handling result in writing to ensure the complainant's right to know.

5. Protection of the complainant

There shall be no punishment or retaliation against employees who complain. Witnesses who provide information during an investigation should be protected from reprisals. All forms of threats, intimidation and reprisals are prohibited.

6. Confidentiality of complaints

The relevant personnel handling the complaint may disclose the relevant information only if necessary for the purpose of investigating or taking disciplinary measures. Employees should keep their complaints confidential and should only communicate and discuss them if it would help resolve the problem.

7. Supplementary Provisions

Anything not covered in this policy, or contrary to the relevant laws, regulations, or normative documents of the People's Republic of China, should be implemented in accordance with the relevant laws, regulations, or normative documents of the People's Republic of China.