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2020

ROBAM CSR REPORT

Hangzhou Robam Appliances Co., Ltd.

April 2021



ABOUT THE REPORT

- **Description:**-----

The Report is the 9th CSR report prepared by Hangzhou Robam Appliances Co., Ltd. (hereinafter referred to as "Robam," "Robam Appliances" or "the Company") since 2012. With all data and contents approved by the Management of the Company before the release of the Report, the Company pledges that there are no false records, misleading statements or major omissions, and is held responsible for the objectivity and authenticity of the relevant data in the Report.
- **Reporting Period:**-----

The Report covers the Company's comprehensive performance in terms of fulfilling its social responsibility in 2020 as a whole. As social responsibilities are performed continuously in the long run, the contents involved include but are not limited to 2020.
- **Reporting Scope:**-----

The Report mainly discloses the Company's philosophy, measures and performance in fulfilling social responsibility, with Robam Group partially covered.
- **Report Data Explanation:**-----

All data used in the Report are from official documents, with the financial data derived on the basis of the Robam Appliances: Annual Report 2020.
- **Reference Standards of the Report:**-----

The Report is prepared in line with the relevant requirements of the Guidelines of the Shenzhen Stock Exchange for Standardized Operation of Listed Companies and Shenzhen Stock Exchange Social Responsibility Instructions to Listed Companies, with reference to Guidelines on Corporate Social Responsibility Reporting for Chinese Enterprises (CASS-CSR4.0) issued by the Chinese Academy of Social Sciences.
- **Access to the Report:**-----

The Company has established daily and annual disclosure systems for social responsibility information, to access the daily social responsibility information, please refer to the official website of Robam Appliances (www.robam.com); and for annual social responsibility information, please refer to the related social responsibility report of Robam Appliances (2012-2020). You can obtain the electronic version of report from the Company's official website or CNINFO (www.cninfo.com.cn).



“STATEMENT,”

Corporate social responsibility has been an important part of the core competitiveness of Robam Appliances ever since its establishment 42 years ago. We actively establish a sound organizational structure for social responsibility management to ensure the implementation of social responsibility construction. Gradually, we have formed a complete system for social responsibility evaluation, and constantly tested and improved the level of social responsibility management and the effects that fulfilling our social responsibility produces. We conscientiously fulfill our legal responsibilities, promote legal culture, and heighten the legal atmosphere. We are constantly strengthening the construction of our corporate culture with law as an important content, vigorously carrying out enterprise law popularization, and enhancing enterprise legal publicity. Furthermore, we

actively fulfill our environmental responsibilities, respond to the national call of "energy conservation and emission reduction, and environmental protection" with practical actions, and widely promote activities of "conservation-oriented culture" under the theme of energy conservation, water conservation and electricity conservation. Robam adopts energy-saving and environmental protection equipment in the production and manufacturing field every year, and recycles the Company's industrial waste water of through a waste water treatment system, so as to ensure the environmental safety of the surroundings and make due contributions to national energy conservation and emissions reduction. We undertake the beautiful mission of improving the human kitchen environment and have developed energy-saving and environmental protection products for con-

sumers to improve their kitchen environment. These include range hoods that feature "intelligent judgment, double closure, direct suction, frequency conversion, and are no-wash," gas ranges with "purple flame strong fire, 3D fast fire, stack ring spray fire, and gather-in vigorous fire," all-in-one machine with "synchronous steaming and baking" functions, and dishwashers with a function for "Chinese style strong washing and intelligent greasy dirt detection." We actively participate in charity and public welfare undertakings, and earnestly fulfill our public welfare responsibilities. The Company's achievements come from the society, and with a grateful heart, we spend part of our profits on the development of charity and public welfare undertakings. Through this, we hope to share the business achievements of Robam Appliances with wider society, and strive to keep the development of charity and public welfare synchronized with business growth. We have carried out various forms of charity and public welfare activities in combination with our own business, winning wide praise from all walks of life in terms of poverty alleviation, disaster relief, poverty reduction, aid for poor students, help for the disabled, respect for the elderly, rescue of orphans, environmental protection, and the sponsoring of public welfare

organizations.

Home, kitchen and cooking are part of a good life. For us, this means our dream of changing the world has come true. It is our dream to combine technology and humanity with creativity and make Chinese cooking simple, healthy and full of fun. We provide everybody with the willingness to cook, share delicious food with their families and understand life, allowing them to create more happy families for the world. We believe that such a dream needs the support of industry. As an industry participant, we must practice steadfast entrepreneurship and commit ourselves to a hard struggle, and only in this way can we become a great enterprise with lasting vitality.

As we take stock of our past and future, we will as always fulfill our social responsibility and do our best to build a harmonious society. We will continue to work hard to combine China's long-standing catering culture with advanced science and technology, so that every family can enjoy the fun of cooking brought by refined science and technology. We will never cease to strive for a century-old enterprise of professional kitchen appliances with the strongest competitiveness in China, and make unremitting efforts to be a respectable enterprise in the society.





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1 ABOUT ROBAM APPLIANCES

COMPANY INTRODUCTION



Hangzhou Robam Appliances Co., Ltd. (stock symbol: 002508, stock abbreviation: Robam Appliances) was founded in 1979, specializing in the production of range hoods, cookers, all-in-one steaming and baking machines, dishwashers, disinfecting cabinets, steamers, electric ovens, microwave ovens, water purifiers, gas water heaters and other household kitchen appliances. Through 42 years of development and growth, Robam has been industry-leading in terms of both quality and sales of products like strong suction range hoods, built-in steamers, gas ranges, dishwashers and disinfecting cabinets. Robam Appliances products are distributed in 25 countries over 5 continents, among which Robam range hoods and cookers have been leading in global sales for 6 consecutive years. Robam Appliances has now become one of the high-end kitchen appliances enterprise in China with the longest development history, the highest market share, the largest production scale, the most complete product categories and the widest sales area.

In 2010, Robam Appliances was officially listed on the

Shenzhen Stock Exchange, becoming the first domestic high-end kitchen appliances enterprise to gain access to the capital market.

In August 2012, the construction of an innovation industrial park was completed, integrating an advanced customized flexible manufacturing system, top domestic precision manufacturing center, the largest technical center in the kitchen appliances industry and leading, fully intelligent kitchen appliances in China.

In 2013, the Robam strong suction range hood was fully upgraded, leading the industry into the era of strong suction. The technical center and testing laboratory of Robam Appliances were rated as a nationally recognized technical center and nationally recognized testing laboratory respectively.

In 2014, Robam Appliances launched the world's first intelligent strong suction range hood equipped with a ROKI intelligent cooking system, ushering in an era of intelligent kitchen appliances.

In 2015, the CCS central range hood, which "protects the

blue sky over the roof," was selected into the Capital Blue Sky Program.

In 2016, a digital intelligent manufacturing base built by Robam Appliances with an investment of RMB 750 million was fully put into use. The fully automatic production line with intelligent interconnection of human, machine and product greatly improves the production efficiency (by over 30%), with the labor force of the base cut by half and the cost reduced by 15%.

In March 2017, Robam Appliances California Innovation Center was established, marking the globalized orientation of its intelligent transformation. In June of the same year, Robam Appliances Shenzhen Innovation Center was established, converging with global innovation resources with the Pearl River Delta as the link.

In March 2018, Robam Appliances Intelligent Manufacturing Project Phase II embraced its groundbreaking ceremony, so as to further upgrade the intelligent factory into smart factory and build a larger platform for improving the level of the Company's intelligent manufacturing.

In November 2020, Robam Appliances fully transformed and upgraded its intelligent manufacturing base, promoting the application of technologies like 5G, cloud computing and AI in the manufacturing industry with digital, networking and intelligent transformation as the main line. With a total investment of nearly RMB 500 million, the first unmanned factory in the industry was built, covering a footprint area of about 50,000 square meters. In December, the unmanned factory of Robam Appliances was also selected into the first batch of "future factories" in Zhejiang Province, becoming the only household appliances enterprise to be selected. On the basis of the original intelligent manufacturing, the future factory of Robam Appliances achieved significant results of "cost reduction and efficiency increase": the product quality was improved to 99%, and the production efficiency was improved by 45%, while the product development cycle was shortened by 48%, the production cost was reduced by 21%, and the operation cost was lowered by 15%. From the leader of China's kitchen appliances industry to the forerunner of home appliances' intelligent manufacturing, Robam Appliances not only explored a suitable mode of transformation and upgrading for the kitchen appliances industry, but also became a new benchmark for intelligent manufacturing in the industry.

From this, Robam Appliances put forward new concepts like the nine-day central digital platform, digital cooking chains and zero-point manufacturing, which also marked the entry into a new stage of its intelligent manufacturing development.

In 2020, with 42 years of development and innovation, Robam Appliances became a leading brand of kitchen appliances in China, winning honorary titles like China Top Brand, China Well-Known Trademark and China Quality Award successively. It was included in the first batch of enterprises of "Made in Zhejiang". Robam brand was short-listed in "BRANDZ Top 100 Most Valuable Chinese Brands" for the 7th consecutive year, winning honorary title of "Top 500 Asian Brands" for the 15th consecutive year, and "Top 500 Preferred Suppliers of Chinese Real Estate Enterprises" for the 6th consecutive year, with over 85% of top 100 domestic real estate enterprises choosing Robam Appliances as their kitchen appliances supplier.

Robam Appliances has been digging into Chinese kitchen for 42 years with the corporate mission of "creating all the beautiful yearnings of human beings for kitchen life". It's now committed to making a "new Chinese kitchen" and promoting the transformation of Chinese cooking life and the continuous upgrading towards a beautiful kitchen life with kitchen appliances more suitable for Chinese kitchen and Chinese cooking. Our goal is to optimize the cumbersome links in cooking process that can be handed over to machines through science and technology, so as to lower the threshold for people to participate in cooking, increase their willingness of participation, eliminate the inconvenience of life and enhance the pleasure of cooking.

Today, China's kitchen appliances industry has made the Chinese proud, with national brands dominating the industrial development trend and grasping the core technology firmly in their own hands.

In the future, Robam Appliances will further implement the brand philosophy of "creating a new Chinese kitchen" and relevant standards, inherit and innovate the essence of Chinese cooking culture, transform Chinese kitchen with modern science and technology, redefine Chinese cooking, promote the reform of Chinese cooking life, allow every family the enjoyment of authentic Chinese flavor and restore the human touch in Chinese kitchen.



CORPORATE CULTURE

Purpose To be a respectable enterprise in the society

Mission Creating all the beautiful yearnings of human beings for kitchen life

- Focus on the kitchen and create a life full of wonders in the limited space of kitchen. Let customers enjoy easy cooking through devoted innovation of kitchen technology.
- Love life, advocate the expression of gratitude and love for family with a meal, a dish and attentive company, and let people fall in love with kitchen, and life.

Vision Becoming a world-famous century old enterprise leading the change of cooking life

- **Lead the change:** Nothing is constant for the strong but changes. The business environment today is constantly changing, if we want to remain invincible, we must take market orientation, customer focus and technology driven innovation seriously, grasp the core competitiveness, promote the continuous development of the kitchen appliances industry, and create a new trend of kitchen life.
- **Become a global leader:** The great is boundless, and only moves under the guidance of heart. As a leader in China's kitchen appliances industry, we should actively integrate into the global industrial chain and leave a strong mark of "Robam" in the global kitchen appliances industry.
- **Build an enterprise to last:** Nothing is ever-lasting but those simple and suitable. Healthy longevity, continuous development and steady growth are the goals of our business management. We should keep pace with the times, keep our organization and thoughts young forever, and preserve the life of Robam for a hundred years.
- **Keep the spirit of craftsman:** The Company focuses on kitchen appliances, concentrating on the core business with heart and soul, so as to make products better and the brand stronger.

Values The wise entrepreneurship of hard struggle

The essence of wise spirit is innovation in the face of opportunities, responsibility in the face of risks and pragmatism in the face of resources. It is not only the cultural foundation of every team in the Company, but also the value orientation that every member of "Robam" should follow. The wise symbolizes the endeavors of all "Robam" members in times of frustration and their alertness in times of glory. The wise image is constantly integrated with the company development, becoming the image expression of corporate culture, the material carrier of corporate culture, the cultural totem of the Company, and the spiritual weapon shared by all "Robam" members.

CSR PHILOSOPHY

In 1979, the founder of the Company raised a start-up capital of RMB 1000 and started the long journey of entrepreneurship without any support in terms of resources, funds or professionals. He founded “Yuhang Hongxing Hardware Factory” with basic labor tools such as vises, and developed the Company from a village run enterprise into a leading listed company in China's kitchen appliances industry through 42 years of hard work. The rise of Robam Appliances is the epitome of an era, and also the witness of the hard work of the previous generation of Robam members. Altruism is the motive power in the early days of the Company. The founder aimed to improve his fellow villagers'

life and benefit his hometown through collective efforts. From hardware OEM to delving into kitchen appliances industry, and then to independent product R&D, providing quality service and undertaking corporate social responsibility (CSR), Robam has always been committed to creating greater value for the society and building more happy homes for the world with gratitude under the philosophy of inclusiveness, while providing utmost care for staff, making best efforts for users and performing its due for partners. We firmly believe that only by continuously creating value for the society can the business prosper and be respected by the society.



• March

AWE Award for Outstanding Product (5908S+90B8Z)
AWE Award for Outstanding Product (double chamber oven, RQ035)
AWE Award for Outstanding Product (dishwasher, W735)

Organizing Committee of Appliance & Electronics World Expo (AWE)
Organizing Committee of Appliance & Electronics World Expo (AWE)
Organizing Committee of Appliance & Electronics World Expo (AWE)

• June

Pioneer of Technological Innovation (5915S) Conferring organization :CHEARI

• July

National Quality Credit Excellent Enterprise China Association for Quality Inspection (CAQI)
Product of National Quality Credit Guarantee China Association for Quality Inspection (CAQI)

• September

Top 500 Asian Brands 2020
Conferring organization :World Brand Lab

Top 100 National Benchmark Enterprises of Quality Inspection Integrity
Conferring organization :China Association for Quality Inspection (CAQI)

• October

Excellent Innovation Achievements (8235S)
Conferring organization :CHEARI

Top 5 Brands in Dishwasher Industry
Conferring organization :CHEARI

Top 5 Brands in All-in-one Steaming and Baking Machine Industry
Conferring organization :CHEARI

Drafting Unit of Group Standard for Technical Specification of Mother-child Household Electrical Appliances
Conferring organization :China Association for Quality Inspection (CAQI)

• December

Made in Zhejiang Certification (CQ903)
International Certification Network of Made in Zhejiang

2020 Member Unit for Dishwasher Consumption Popularization of Water-saving Public Welfare Alliance
Organizing Committee of China Dishwasher Consumption Popularization Activities

2020 China Pioneer Brand of Range Hood in Kitchen Appliances Industry
Organizing Committee of China Kitchen Appliances Industry Summit Forum

2020 China Best-selling Product of Range Hood in Kitchen Appliances Industry
Organizing Committee of China Kitchen Appliances Industry Summit Forum

2020 China Preferred Product in Dishwasher Industry (W735)
Organizing Committee of China Dishwasher Industry Summit Forum

2020 China Kitchen Intensive Wash Dishwasher Contribution Award in China Dishwasher Industry
Organizing Committee of China Dishwasher Industry Summit Forum

Top 100 National Benchmark Enterprises of Quality Inspection Integrity
China Association for Quality Inspection (CAQI)

Top 10 Innovative Models of the 6th China Gas Appliance Technology Conference (9B52)
China National Hardware Association

Excellent Innovation Achievements (8235S)
CHEARI

2020 China Leading Brand in Kitchen Appliances Industry
Organizing Committee of China Kitchen & Bathroom Industry Innovation and Development Summit

2020 China Science and Technology Innovation Award in Kitchen & Bathroom Industry (8235S)
Organizing Committee of China Kitchen & Bathroom Industry Innovation and Development Summit





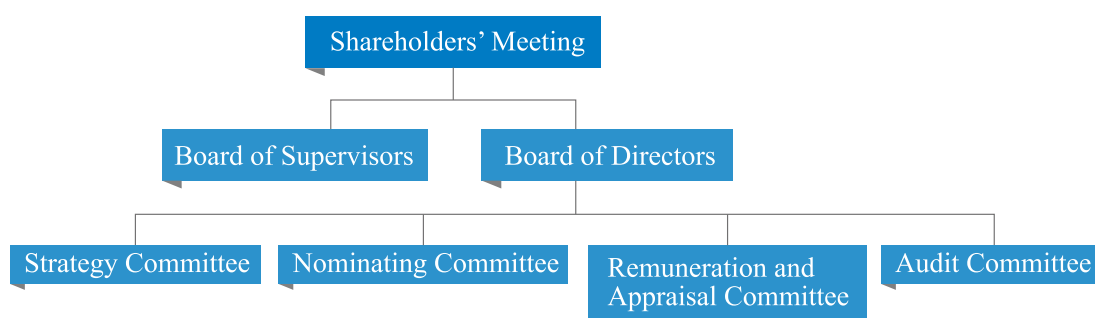
**ECONOMIC
RESPONSIBILITY**

SHAREHOLDER LIABILITY

1. Sound corporate governance

The Company establishes its organizations in accordance with Company Law of the People's Republic of China and other relevant laws and regulations. Shareholders' Meeting is the power organ of the Company, with Board of Directors serving as the Executing Agency of Shareholders' Meeting, and Board of Supervisors, Office of the Board of Directors, Strategy Committee, Remuneration and Appraisal Committee, Nominating Committee, Audit Committee and Audit Department, etc. further established as internal supervision organs of the Company. Under the internal management and control system supported by the mutual check of effective operation of Shareholders' Meeting, Board of Directors and

Board of Supervisors, Shareholders' Meeting is clearly defined as the highest authority of the Company, with all shareholders guaranteed of the enjoyment of their legitimate rights and interests equally under the principle of same share, same rights. The corporate governance structure has been gradually improved since the establishment of the Company with continuous progress made to the system, fully guaranteeing the fair, open and just treatment of all shareholders, and ensuring that shareholders of the Company can fully enjoy their legitimate rights and interests stipulated by laws, regulations and rules.



The Board of Directors now consists of 9 directors, including 3 independent directors. The Board of Supervisors now consists of 5 supervisors, including 2 employee representative supervisors (with one female). Independent directors serve as the chairperson / convener of Nominating Committee and Remuneration and Appraisal Committee.

In 2020, the Company's directors, supervisors, and senior management actively participated in various items of management training organized by Shenzhen Stock Exchange, Zhejiang Securities Regulatory Bureau of China Securities

Regulatory Commission and Zhejiang Association of Listed Companies, so as to deepen their awareness of standardized operation, responsibility and risk. In 2020, the Company's Shareholders' Meeting, Board of Directors and Board of Supervisors practically protected the legitimate rights and interests of all shareholders through standardized operation. The Company convened Shareholders' Meeting twice in the whole year, together with 5 times each of Board of Directors and Board of Supervisors.

2. Open and transparent information disclosure

The Company strictly abides by the Information Disclosure Management Measures for information disclosure, and discloses periodical reports and temporary announcements in a true, accurate, timely, complete and fair manner to ensure that all investors have equal access to the same information. In 2020, the Company disclosed 71 documents in

total on SZSE website and CNINFO, including 4 periodical reports, 31 temporary announcements and some other documents, and those 31 announcements were also disclosed on Securities Times, Securities Daily and China Securities Journal at the same time.

3. Diversified investor communication mechanisms

The Company attaches great importance to the two-way communication with investors, strictly follows the requirements of the Company's Investor Relationship Management System, and emphasizes compliance management in the communication process. In order to ensure the information right and say of investors at all levels, the Company actively conveys corporate values to investors and helps them understand its long-term business development strategy by phone, e-mail and online performance exchange meeting; and actively receives and organizes investors for on-site visits and exchanges, with dedicated personnel arranged for the reception. In 2020, the Company held investor open day activities and 2020 half-year performance briefing, together with several online exchanges separately organized for investors who were unable to attend the meeting due to the pandemic. The Company received over 60 investor field surveys in the whole year with more than 230 person times of reception, and participated over 80 domestic and international strategy meetings, and 8 reverse roadshows of domestic and foreign investors. The Company maintained good communication and contact with investors, and was

highly recognized by investors, winning "Best Board of Directors Award of SME Board", "Best New Media Operator Award of SME Board", "Best Company Award in Investor Relations" and "Best Board Secretary Award of SME Board" at the "Tianma Award - The 11th Chinese Listed Company Investor Relations Selection" of Securities Times; "Top 50 Most Valuable Listed Companies of SME Board", "Top 10 Management Teams of SME Board", "Outstanding Board Secretary of Information Disclosure" and other awards at the 14th Chinese Listed Companies Value Appraisal.

As one of the excellent investment targets of Shenzhen Stock Connect, 13.09% of the Company's total share capital was held by Shenzhen Stock Connect (in the Central Clearing and Settlement System) by the end of 2020. On June 1, 2018, as one of 234 high-quality A shares, it was included in the MSCI index system tracked by USD 12 trillion of global assets. According to the latest ESG rating report updated by MSCI in November 2020, the Company's ESG was rated A, ranking top among peer (household durable goods) companies.

4. Continuous growth of business performance

In 2020, the Company realized operating revenue of RMB 8.129 billion, with a YoY increase of 4.74%, and net profit attributable to shareholders of the Parent Company was RMB 1.661 billion, with a YoY increase of 4.46%. The Company's profitability improved steadily, with the gross profit rate up to 56.16%, and the net profit rate attributable to shareholders of the Parent Company up to 20.76%.

While striving to achieve steady growth of enterprise scale

and economic benefits, the Company formulated long-term and relatively stable profit distribution methods and practical and reasonable dividend distribution schemes to actively repay shareholders on the premise of ensuring the full amount of cash dividends and the reasonable scale of the Company's share capital in view of specific business data, the profitability, the development needs of production and operation, and reasonable returns to investors (especially

small and medium shareholders).

The profit distribution plans and the conversion schemes of capital reserve to share capital proposed by the Company over the years since its listing:

Year of dividend distribution	Profit distribution plan	Amount of cash dividends (tax inclusive)	Net profit in the annual consolidated statements of dividends attributable to shareholders of the listed company	Proportion of net profit in the consolidated statements attributable to shareholders of the listed company
2020	RMB 5 for every 10 shares	474,512,025.00	1,660,749,958.89	28.57%
2019	RMB 5 for every 10 shares	474,512,025.00	1,589,814,847.80	29.85%
2018	RMB 8 for every 10 shares	759,219,240.00	1,473,579,665.62	51.52%
2017	RMB 7.5 for every 10 shares	711,774,618.75	1,461,213,518.63	48.71%
2016	RMB 5 for every 10 shares, with an increase of 3 shares by transferring	365,012,625.00	1,206,833,878.67	30.25%
2015	RMB 6 for every 10 shares, with an increase of 5 shares by transferring	292,022,700.00	830,491,187.41	35.16%
2014	RMB 5 for every 10 shares, with an increase of 5 shares by transferring	162,025,000.00	574,401,853.66	28.21%
2013	RMB 5 for every 10 shares, with an increase of 2.5 shares by transferring	128,000,000.00	385,632,347.97	33.19%
2012	RMB 3 for every 10 shares	76,800,000.00	268,035,997.68	28.65%
2011	RMB 2 for every 10 shares	51,200,000.00	186,992,052.64	27.38%
2010	RMB 3 for every 10 shares, with an increase of 6 shares by transferring	48,000,000.00	134,340,007.32	35.73%
Accumulated cash dividends since listing				3,543,078,233.75

The net fund raised by the Company through IPO is RMB 903 million. At present, the accumulated dividend (including 2020) is RMB 3.543 billion, accounting for 392% of the fund raised.



CONSUMER RESPONSIBILITY

1. Product quality and safety

Build a universally-awed quality culture

The Company has always been adhering to the philosophy of customer first, pursuing excellence, meeting strict standards with ingenious craftsmanship, and implementing the policy of quality first, quality-oriented success, continuous improvement of operation, and constant pursuit of excellent performance. The Company is the first to establish ISO9001 system in the industry, obtaining domestic and international

certifications like the first batch of Made in Zhejiang certification of range hoods, CCC, RCM, ETL and GCC, so as to safeguard the simultaneous operation of quality, measurement, laboratory and other systems. Based on the quality philosophy and quality policy, the Management confirms the quality strategy for the next three years through the following means:

01

Establishing Total Quality Committee, CNAS Laboratory, Six Sigma Management Committee, QC Team Implementation Committee, etc. as organizational guarantee;

02

Establishing ISO9001 quality system, formulating Quality Strategic Planning, releasing Total Quality Management Manual, and setting up supervision mechanisms like Market Product Quality Risk Management Measures;

03

Conducting level-by-level breakdown and periodical review under the guidance of "Duty Certificate for Quality Performance", and working out the internal control standards of "Three No Principles and Five No Pass"

04

Establishing Quality College for quality and safety education with full participation, and joint promotion of quality and safety construction.

In 2020, under the support of the Quality College, we jointly optimized the standard and process quality assessment management methods of Quality Awareness Education for All Front-line Staff, and implemented "quality lifeline" activities, with over 200 mine clearance and case education carried out, 315 and September Quality Month activities planned and organized, adding up to 31 subprojects, involving production, technology, service departments and suppliers, etc. The Quality College started a total of 36 courses in the whole year, including 5 newly developed courses in the year. The courses covered quality, technology, production, process, e-commerce, certification office and other depart-

ments, with directional education classes like QE Set Sailing Class and Foundation Laying Class for Production set up, and all work in order as per the Annual TQE Education Plan. We introduced Guide to the Construction of Enterprise Quality Culture (GB/T32230) in the second half of the year, set up the quality philosophy of "meeting strict standards with ingenious craftsmanship" for practice and promotion, and included quality culture evaluation into the performance duty certificates of all middle and senior Management members. There were over 3500 people from departments like production, technology and service and 20 core suppliers participating in annual special quality culture activities.

Build a professional and efficient team to ensure quality

Yellow Belt (50 in total), with the external CAQ certification authority expected to obtain 3-5 of them for the salon study of various departments and the implementation of QC group five-star inspection learning as well as the selection

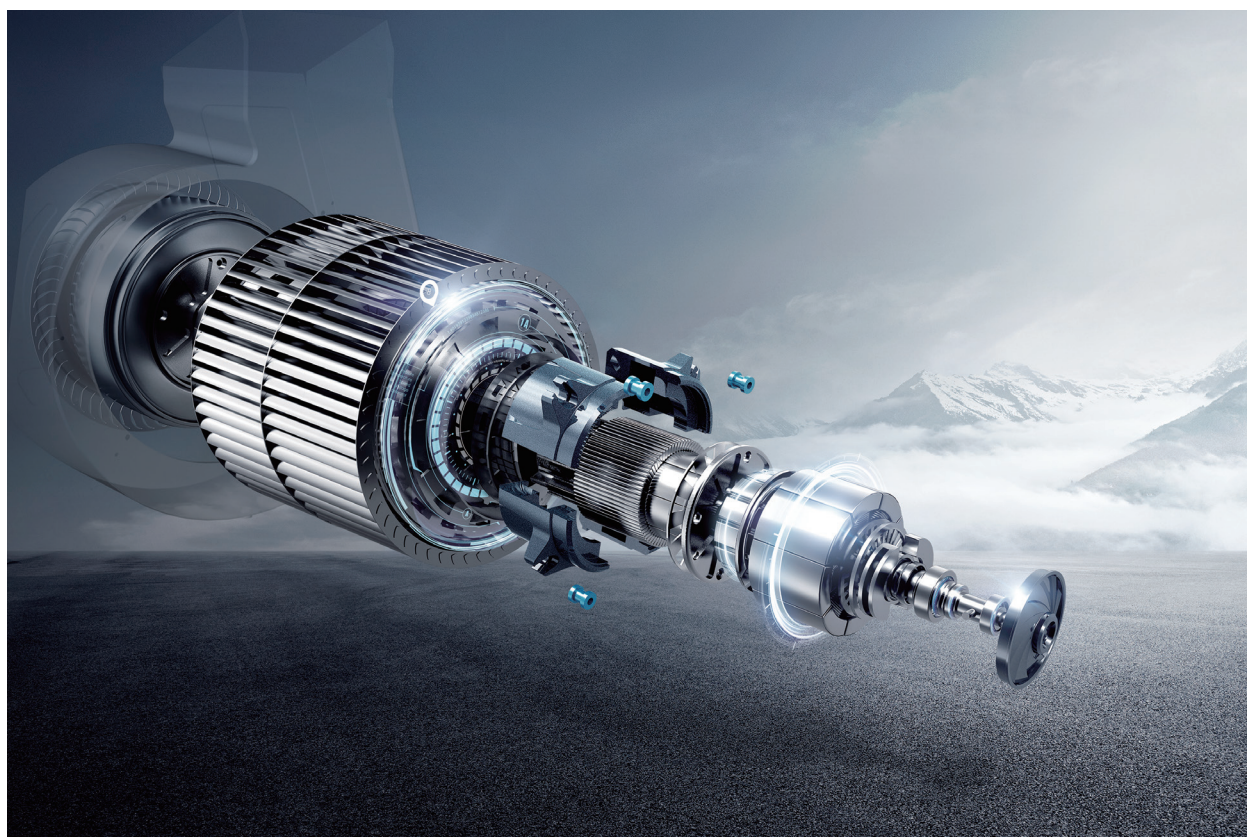
of 23 five-star QC members. Specially organize and plan inspection & testing know-how sharing 4 times / year to promote the growth of ability and experience.

2. R&D innovation

The Company attaches great importance to the R&D of technological innovation, and sets different directions of R&D for different categories in terms of technological innovation. With originally created strong suction system, newly upgraded dual strong core 6.0, unique digital motor in the industry, storm eye design, subversive "Eiffel" integrated oil screen, etc., our range hood defines the standard of strong suction from different levels, such as gathering suction, forceful filtration, fast drainage and energy saving, leading the industry reform time and again. The exclusive invention of CCS central range hood can effectively solve the problems of poor smoke exhaust and smoke & odor return in lower floors, realizing the centralized purification of residential oil condensate for the first time. The pioneer inven-

tion of integrated range hood integrates range hood, gas range and steamer/disinfecting cabinet into one, featuring intelligent linkage, redefined strong suction and innovative "left-right wind pressure, and super strong suction" as leader in high-end integrated kitchen appliances. The gas range allows significant thermal efficiency improvement with originally created technologies of purple flame strong fire, full inner flame hedge and multidimensional stereoscopic oxygen supply. It's the continuous innovation of technology that makes Robam Appliances leader of industry development all the time.

In 2020, under the support of the powerful cultural assets of Chinese cooking, Robam Appliances defined the technological innovation origin of all products as Chinese cooking,



proposed "new Chinese kitchen with 4-piece Robam set" specific to "old Chinese kitchen" dominated by the 2-piece set of range hood and gas range, created the standard configuration of new Chinese kitchen around "range hood, gas range, steamer and dishwasher" and established the standard of new Chinese kitchen. We also embedded in brand the development philosophy of "stronger performance, better space and more functions", meeting the needs of various scenarios before, during and after cooking highly intelligently, so as to provide a comprehensive and enjoyable cooking experience for Chinese families with a reshaped new Chinese kitchen. Moreover, Robam Appliances established a Robam Chinese cooking school and began to build the world's largest Chinese cooking curve database. Up to now, Robam has collected more than 3,000 classic Chinese cuisine curves, and cooperated with the most authoritative and experienced people in the catering industry, such as grand masters of eight major cuisines of China, chefs of famous restaurants, and gourmets, closely collecting culinary arts with kitchen appliances technology. In particular, artificial intelligence is employed to accurately control the cooking steps of each dish, protecting the tradition of culi-

nary flavors, helping users refine cooking skills, and boosting upgrading of kitchen intelligence. With the support of Robam kitchen intelligence technology, every Chinese family may create their own unique taste.

Considering the use scenarios of users, Robam 4-piece suite is launched with range hood as the center. For example, Space Power suite and New Machine suite are a split-type suite, and have been marketed already. Plus integrated series products, Robam integrated system offers a perfect kitchen solution covering the needs of washing, cutting, cleaning, steaming, baking and cooking in a 1.8m² confined space, achieving the extreme integration of more than 9 functions by two pieces of appliances. Different types of suites are provided to tackle varied troubles of Chinese kitchens, save valuable space, harmonize the style of kitchen appliances, and fit Chinese space aesthetics.

Robam Appliances, as a world-class leader of premium kitchen appliances, has been persistent in pursuing high-end quality of products. Robam tries to be high-end in function and design. In 2017, Robam Appliances was titled as "National Industrial Design Center".

3. Sales and after-sales service

In addition to its outstanding performance in products, Robam Appliances is also an advocate of excellent service. Robam initiates instant service brand, upholds the quick response service tenet, and provides online and offline integrated communication and service channels via the 7x24h service hotline and about 2,000 outlets, so as to create the quick and intelligent service system and realizes high-quality and quickly responsive services in all aspects. Robam Appliances values and delights every user with satisfactory services and pleasant experience from pre-sales, sales to after-sales.



PARTNER RESPONSIBILITY

1. Value chain cooperation

Establish a classification management mechanism for suppliers and implement differentiated management strategies

Robam has developed the Supplier Management Measures, and divided suppliers into four major categories: strategy, bottleneck, leverage and general relying on expenditure analysis reports and supply chain risk analysis and evaluation results; Differentiated management strategies have been performed for different classification methods. Such strategies include supply resource allocation, funding cooperation and support, technical exchanges, joint development, and training resource sharing. In the context of COVID-19 outbreak in 2020, Robam increased funding cooperation and support for suppliers, and funded more than 20 suppliers with over RMB 60 million.

Optimize the supplier development and selection mecha-

nism, and prioritize resources

Robam has established a strategic procurement organization, developed the Annual Supplier Development Plan based on strategic development needs, applied big data in search for supply sources, and set up a differentiated comprehensive evaluation mechanism in respect of quality control, technology development, supply chain risk control and social responsibility based on the importance of components. In 2020, more than 50 high-quality suppliers were introduced, including 3 foreign suppliers.

Deepen the comprehensive evaluation of suppliers and create a fair and just cooperation atmosphere

The monthly supplier performance evaluation system, based on the balanced scorecard model, sets different reference values by importance and risk, and evaluates the quality,



delivery time, cost and service. The annual supplier star rating evaluation is a comprehensive evaluation on the annual third party (SGS, TUV) system evaluation results, product delivery performance results and supplier sustainable development ability results. The whole process of evaluation is completed by platform-based system, featuring automatic calculation, analysis and output. Additionally, Robam has established a comprehensive evaluation system for cost control ability evaluation, process capability evaluation, supply risk assessment and trustworthiness evaluation, and implemented dynamic management of quota adjustment, support and supply chain resource integration strategy according to the evaluation results.

Carry out multi-channel communication and exchange, as well as supply chain cultural synergy

Robam promotes information sharing, and conducts objective self-evaluation and continual improvement by means of high-level mutual visits, strategic seminars, annual meetings, information-based platforms, technology sharing meetings and quality exchange meetings. Robam actively and extensively conducts satisfaction survey for the supply chain, listens to, evaluates and feeds back to dealers their opinions and advices, and executes the improvement plan in combination with the business; meanwhile, Robam formulates the Supplier Guide to guide the business development of suppliers in the company, and establishes a platform offi-

cial account for interaction, enhancing communication and understanding between Robam and suppliers, and promoting information and cultural synergy.

Establish strategic cooperation relationships and focus on sustainable development

In 2020, Robam established a supply chain total quality improvement organization with the President as the highest leader: QCC activities reached more than 20 suppliers, jointly promoted 16 lean projects with suppliers, and organized suppliers to jointly launch more than 50 VA/VE activities. Besides, Robam increased investment in supplier management and resource support, assisted suppliers in selecting their upstream suppliers, and utilized deeply centralized and modular procurement to achieve win-win cooperation.

Robam selects prominent equipment suppliers, signs cooperation agreements with equipment suppliers, and promotes achievement transformation through consultation and authentication, technical support, exchange visits and joint development; Robam treats logistics service suppliers as strategic partners, signs strategic cooperation agreements, implements regular evaluation and improvement, and optimizes logistics and services by means of on-site logistics service of third party logistics suppliers and joint project improvement with our company, so as to achieve win-win cooperation.

2. Responsible procurement

Robam continues to improve the supplier management system, strictly implements responsible procurement activities, observe the Green Procurement Guidelines, puts forward various requirements for suppliers in terms of envi-

ronmental responsibility, green design and procurement, human rights and labor safety, quality safety, conflict minerals management and control, so as to advance suppliers to fulfill corporate social responsibility.

Suppliers' social responsibility requirements	Green procurement criteria
<ul style="list-style-type: none"> • Integrity guarantee • Quality and safety assurance • Environmental consideration • Legal compliance • Information security assurance • Intellectual property protection • Construction of occupational health and safety system • Consideration of human rights and labor safety and health • Social contributions 	<ul style="list-style-type: none"> • Green quality management • Green design management • Green packaging management • Green logistics management • Responsible procurement • Conflict mineral guarantee • Promotion on the upstream of supply chain

Supplier social responsibility management

Robam has established a strict supplier management system in accordance with the supplier responsible procurement management policy. In 2020, Robam managed the human rights, labor rights, occupational health and safety, business ethics, environmental protection and social responsibility management system of suppliers based on the Procurement Business and Code of Conduct for Suppliers, and required material suppliers with 100% signing of the Environmental, Occupational Health and Safety Commitment and the CSR Guidelines for Suppliers.

Whenever a new supplier is introduced, the supplier social responsibility is taken as the red line indicator of the supplier introduction. The Strategic Procurement Organization first conducts investigation and preliminary evaluation on the basic information of the supplier, and checks the qualification certificates of fire protection acceptance, EIA acceptance and pollutants discharge license. If the evaluation results meet the corporate social responsibility requirements, the Safety Management Organization under the Corporate Management Department of the company shall perform an official field review of the human rights, labor rights, occupational health and safety, business ethics, environmental protection and social responsibility management system of the supplier. In 2020, more than 50 newly introduced suppliers satisfied the requirements of social responsibility review. Robam has entrusted SGS certification authority to carry out the supplier social responsibility third party review of more than 100 suppliers. This results in the improvement in suppliers' ability in an all-round way. In 2020, all reviewed suppliers passed the social responsibility audit, reaching 100%. Compared with the same period of 2019, the A-level compliance rate of the third-party audit for suppliers grew by 18.66%. Furthermore, the inspection exemption plan was implemented for 24 premium suppliers,

and the annual flight inspections were carried out for 50 suppliers. The supplier learning of tool methodology was intensified, five supplier benchmark exchange and training sessions were organized, and a hundred person times of QCC training were achieved. Among them, 5 outstanding suppliers published their achievements; the annual pass rate of suppliers' incoming materials increased by 0.02% compared with last year. In addition, Robam relies on external platforms (such as IPE public environment center, credit information platform) to supervise the supplier's social responsibility related performance.

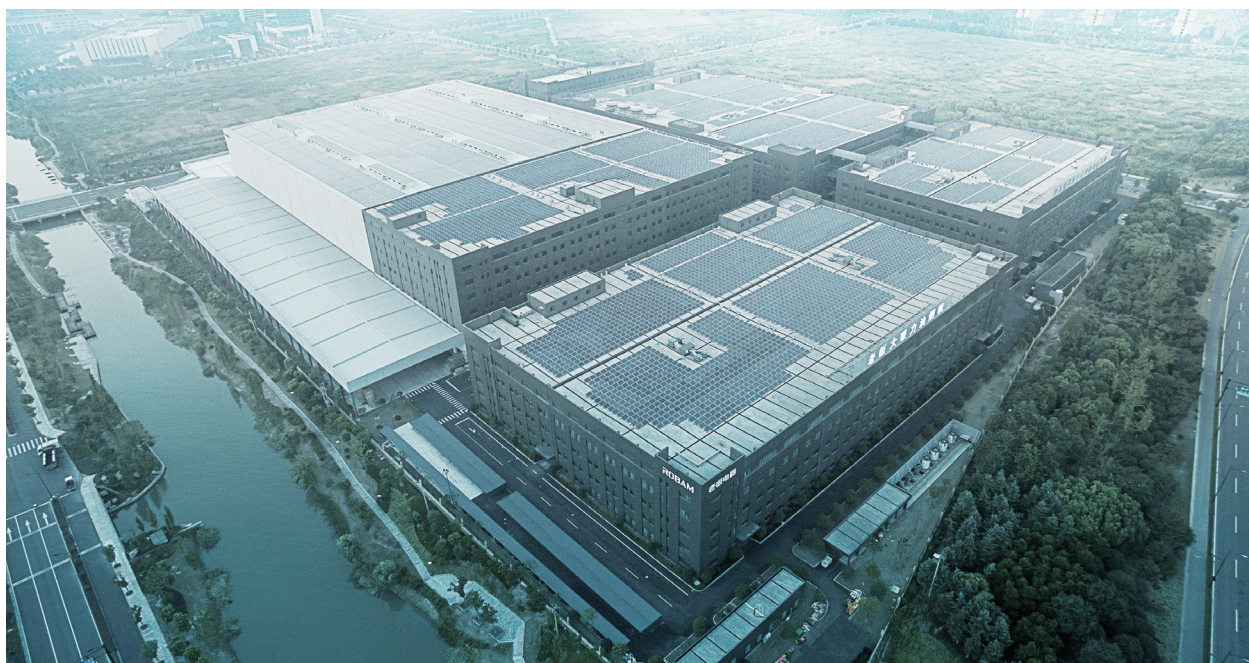
Never use conflict minerals

In active response to the call of Responsible Business Alliance (RBA) and Global e-Sustainability Initiative (GeSI), Robam requires vendors to guarantee that all packages, parts and components and/or finished products provided to Robam are free from the restricted substances listed in the Conflict Minerals Statement and the restricted substances standards. This ensures that Robam do not use conflict minerals (refer to metals from illegal mining activities or profits used to finance armed activities). Robam signs the Conflict Minerals Statement with all suppliers, requiring suppliers to take and implement positions and policies on conflict minerals and communicate with sub suppliers, and requiring the same for downstream suppliers. Robam performs supplier conflict minerals investigation and traces it back to the primary smelters, in order to ensure that the primary smelters at the source of the supply chain have been certified by the third party audit with Responsible Minerals Assurance Process (formerly Conflict-Free Smelter Program, CFSP). If it is found that any supplier uses conflict minerals, Robam will stop immediately purchasing and using the supplier's products, and require the supplier to give a written explanation. In the event of intentional violation, the partnership with the vendor shall be ceased.





INFORMATION TECHNOLOGY APPLICATION



Robam's philosophy of intelligent products developed from single product intelligence to intelligent platform. The single product intelligence is employed with the AI technologies, such as hand waving control, one second smoke control, digital variable frequency motor, speech recognition and image recognition; Relying on the ROKI system, the intelligent platform realizes the kitchen appliances linkage, digital recipes, digital cooking and digital ecology. In order

to improve user experience and solve user troubles, special user research is carried out, and innovations are introduced into intelligent product design through data analysis and value proposition. With the industry-leading intelligent manufacturing process, national industrial design, superior product quality and outstanding services, Robam Appliances has become a marketing leader, an advocate of professional standards and a pioneer of social responsibility.

1. Smart kitchen appliances

Intelligent frequency conversion-based energy saving and noise reduction: When the common flue is congested, the frequency conversion hood can intelligently increase the power and speed to increase the static pressure and ensure sufficient pressure difference for smooth smoke exhaust during peak periods. When the common flue is unobstructed, the hood can intelligently reduce the power and speed for energy saving, environmental protection and noise reduction.

Intelligent smoke sensing-based energy saving and noise reduction: With the continuous improvement of the hood intelligence, the infrared sensor is used to collect the cooking temperature change curve, and the algorithm is used to intelligently control the oil fume, predicting the moment when the oil fume first rises and intelligently raising the gear to control the fume first, so as to prevent the escape of fume. When the cooking fume becomes small, it can automatically lower the gear, without causing excessive suction

and extra pressure to the common flue, so as to achieve the purpose of energy saving and noise reduction.

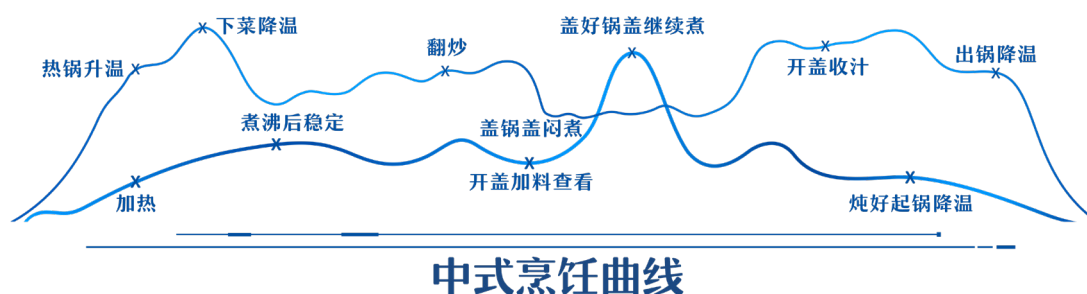
CCS central oil fume purification system-based energy saving and environmental protection: A systematic product composed of “main engine, terminal, power distributing valve and smart cloud platform” is targeted at systematic solutions to the oil fume discharge and purification of the

whole building. Compared with the conventional range hood, the central range hood can effectively solve the flue blockage during peak cooking period, insufficient smoke exhaust power of low-floor residents, return smoke and odor, serving the purpose of reducing the working noise. It also greatly reduces the contribution rate of residential cooking fume to PM2.5.



2. Internet platform application

In the construction of intelligent cooking software, Robam applies innovative “Chinese cooking” curves to make it easier for users to grasp Chinese cooking methods. Furthermore, with the ROKI APP, the scenario linkage is established among intelligent kitchen appliances, intelligent service and intelligent content, helping Robam evolve from single product intelligence to suite system intelligence, and helping users to start the life of intelligent cooking kitchen.





2

SOCIAL RESPONSIBILITY

GOVERNMENT RESPONSIBILITY

1. Pay taxes by law

Robam continues to actively fulfill its economic responsibilities and pay taxes in accordance with law. From 2017 to 2020, the amount of tax paid as per law was RMB 851.8 million, RMB 787.63 million, RMB 825.35 million and RMB 758.79 million, respectively, notably contributing to the local economy.



Legal tax amount in 2017



Legal tax amount in 2018



Legal tax amount in 2019



Legal tax amount in 2020

2. Establish a clean organization

By upholding the core values of “Eight Regulations for Hard Work” and the philosophy of “Being a Respected Enterprise”, Robam has developed the Management System for Preventing Controlling Shareholders and Other Affiliates from Occupying Funds and the Management Standard for Construction of a Clean and Honest Enterprise, and clearly prohibits the staff from using their positions to seek illegitimate benefits, documents the “integrity and self-discipline” in the Culture White Paper as an ethical standard that the staff must abide by. Meanwhile, officers are required to take the lead in signing the Integrity and Self-discipline Commitment every year. The Integrity and Self-discipline Commitment specifies that no matter what position the signatory holds and what management authorization he obtains, he will never use his own power, status and working convenience to directly engage in, engage with others, including direct superiors and subordinates, or approve and instruct subordinates to engage in:

1.Requesting for, accepting or privately occupying the prop-

erties of agency companies, suppliers and other partners in the name of borrowing, as well as abnormal business banquets;

2.Utilizing known or mastered corporate information to disclose or transfer to a third party the company's operating data and information for personal benefits;

3.Private deposit of public funds, private distribution of public funds, reimbursement or payment with public funds for expenses that should be borne by its own;

4.Private use of funds for personal consumption and entertainment in the name of entertaining customers and partners;

5. Misappropriation, embezzlement and private sale of various assets of the company;

6.Other business activities that have an interest in the company secretly or without the approval of the Board of Directors;

7.Malicious split of various business authorization and approval quotas, or ultra vires approval and implementation

of various expenses beyond the company's authorization quota, in order to avoid or bypass superior approval and control;

8.Counterfeit, false listing, unauthorized deletion and destruction of the company's business, production, procurement, and financial data;

9.Conniving at and sheltering the subordinates of various fraud and discipline violations; and

10.Other activities against corporate rules and regulations for the purpose of seeking personal gains.

Robam has established a corrupt practice reporting platform

and implemented strict penalties for corrupt practice. Robam requires the staff to be honest and self-disciplined, as well as abide by social ethics, and implements internal audits, KPI assessments, and third party testing via high-level meetings and high-level lectures to achieve ethical considerations. A series of measures, such as retaining job for observation and dismissing, will be taken to deal with unethical behaviors, and company-wide announcements and warnings will be given. Robam has been strengthening financial audits and behavioral compliance audits for procurement and marketing activities.

ROBAM老板电器 40周年

干部自律承诺书

鉴于企业的特殊性以及反腐倡廉需要，经过全面考虑，我_____（姓名）承诺在我任职于杭州老板电器股份有限公司及其子公司、分公司期间，无论担任何种职务以及获得何种管理授权，绝不利用自己的权力、地位和工作便利条件，直接从事、与他人包括直接上级和下级从事或者批准和指示下属从事：

- 一、索取、接受或者私自以借为名占用代理公司、供应商等合作伙伴的财物以及非正常的商务宴请；
- 二、利用知悉或者掌握的公司信息向第三方透露、转让自己掌握的公司经营数据和资料，以谋取个人利益；
- 三、公款私存、私分公款、用公款报销或支付应由个人负担的费用；
- 四、招待客户及合作伙伴时弄虚作假，私自用于个人消费娱乐等个人活动；
- 五、挪用、侵占和私自变卖公司各种资产；
- 六、未经董事会批准，越权或暗中从事与公司存在利益关系的其他经营活动；
- 七、恶意拆分各类业务授权标准额度，或者越权批准和实施公司授权额度范围外的各类费用支出，以达到避免或绕过上级审批控制的目的；
- 八、假冒、虚报、私自篡改销毁公司业务、生产、采购、财务等各类数据；
- 九、纵容或庇护各种舞弊违纪行为的下属人员；
- 十、出于谋求个人利益的目的从事其他违反企业规章制度的活动。

申明：我_____（姓名）作为一个具有完全民事行为能力的人，所做出的以上承诺都是本人的真实意思表达，在公司任职期间，我将履职尽责，带头遵守公司干部管理各项规章制度，培养好本部门科室团队并对本部门科室人员的自律工作承担领导责任，我同时承诺，如果由于本人在工作中发生了违反上述十项承诺中相关事项，本人将接受公司依据企业的奖惩处罚规定对我本人作出的相应处罚并列入我在公司的人事档案之中。

承诺人（签名）：_____

身份证号码：_____

签署日期：_____年____月____日

杭州老板电器股份有限公司
HANGZHOU BOSSER ELECTRIC CO., LTD.
No.152, Yuhang Road, Yuhang Economic Development Zone, Shaoxing, Zhejiang, P.R.C. www.robam.com

【40年专注高端】
【21年诚信经营】

ROBAM老板电器 40周年

通知

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文件编号: 杭老司党工字第 [2020] 13号 页次: 1

老板集团廉洁过节倡议书

全体党员干部、职工及家属：

值此2021年元旦、新年来临之际，集团党委、纪委向全体老板家人及家属致以节日的问候和崇高的敬意！

为进一步打造集团艰苦奋斗、风清气正、廉洁自律、干事创业的清廉氛围，引导广大党员干部职工度过一个欢乐祥和、廉洁文明的节日，集团党委、纪委特向广大党员干部和职工发出如下倡议：

- 一、**坚持廉洁过节**。严禁向客户、供应商索取礼品、礼金、有价卡券，主动拒绝参加客户、供应商安排的旅游、娱乐、健身等活动；党员干部要带头廉洁，严于律己，自觉教育和督促同事、下属及家属远离腐败诱惑，坚守廉洁阵地，接受广大群众监督。
- 二、**坚持节俭过节**。大力弘扬中华民族艰苦奋斗、勤俭节约的良好风尚，秉持艰苦奋斗的老虎钳创业精神，坚决摒弃陈规陋习，自觉抵制铺张攀比、排排场、比阔气等挥霍浪费和奢侈享乐之风，不铺张浪费，不搞“舌尖上的浪费”，文明用餐，守住底线。
- 三、**坚持平安过节**。增强安全意识，严格落实防火、防盗、防骗等安全防范措施，做到不酗酒、不酒驾，平安出行，安全生活，过一个幸福和谐的节日。

旧岁已展千重锦，新年更进百尺竿。最后，衷心祝愿广大党员、职工和家属在新的一年里：身体健康，工作顺利，家庭幸福，万事如意！

（举报电话：集团党委 0571-89176638，集团纪委 0571-86282818）

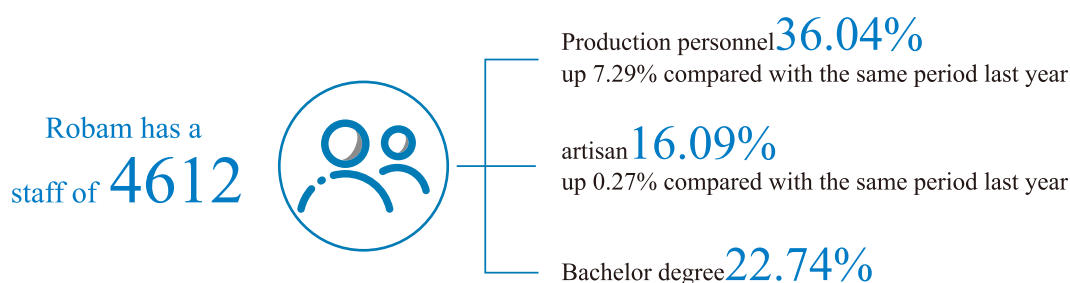
中共杭州老板实业集团有限公司委员会
中共杭州老板实业集团有限公司纪律检查委员会
2020年12月23日



EMPLOYEE RESPONSIBILITY

Robam actively carries out local personnel training, recruitment and employment, and provides a large number of jobs for the society. By the end of 2020, Robam has a staff of 4,612. Among them, the production personnel and techni-

cians occupied 36.04% (up 7.29% compared with the same period last year), and 16.09% (up 0.27% compared with the same period last year), respectively, and the personnel with bachelor's degree accounted for 22.75%.



1. Protect the rights and interests of employees

Robam values the protection of the legitimate rights and interests of employees, strictly abides by the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China and other labor and social security laws and regulations, and has formulated the Labor Protection Management Standard for Female Employees and Minors, the Occupational Health and Safety Inspection Standard, the Occupational Health Examination Standard, the Occupational Disease Management Standard in combination with the practice, established standard labor relations, and clarified the rights and obligations of both parties, with 100% signing of labor contract and payment of five social insurances and one housing provident fund. In accordance with relevant policies, Robam has established a sound leave and vacation system to protect employees' leave and vacation rights and promote work-life balance. Employees can enjoy paid annual leave, marriage leave, bereavement leave, sick leave, maternity leave, paternity leave, family reunion leave, etc. Robam emphasizes the role of the Women's Federation in gathering the strength of women, insists on integrating work concerning women into the development of the company, and continues to care for female employees and enhance the company's cohesion through a series of activities such as female employee train-

ing, festival greetings, and expert lectures.

In order to implement special labor protection for female employees and underage workers, Robam has combined with practice and formulated the Labor Protection Management Standard for Female Employees and Minors in accordance with the Labor Law of the People's Republic of China, the Work Safety Law of the People's Republic of China and relevant laws and regulations. Robam must recruit and employ the personnel aged above 18 years, no



underage workers are used, and child labor is strictly prohibited. It is forbidden to arrange female workers to engage in the labor with level 4 physical labor intensity and other taboo labor as stipulated by the state, and it is not allowed to arrange female workers to engage in the labor with level 3 physical labor intensity and taboo labor during pregnancy

as stipulated by the state. Moreover, special policies and care activities are carried out for female workers, such as Mammy's House (breastfeeding room), special health examination for married women, health talks, March 8 Women's Day gifts, as well as selection of woman red-banner pacesetter and outstanding pacesetter.

2. Improve the employee promotion system

In order to ensure the career development of employees and eliminate the development bottleneck caused by the promotion of a single position, Robam has developed the Employee Career Development Management Standard. Centering on the working idea of "building channels, establishing standards, finding gaps and promoting development", Robam has set up a dual track promotion system in management and discipline to encourage the diversified and multi-channel development of employees, and established the Qualification Management Standard to allow employees to have a clear sense of career development path, helping employees find out the ability gap via talent review and qualification evaluation. In addition, Robam has framed a

unique and sound learning and training system to match the diversified development channel for employees, that is, five progressive talent development plans: Lemon Plan, Sunflower Plan, Golden Cicada Plan, Ivy Plan, and Rainbow Plan, so as to motivate employees to continue learning and accelerating capacity improvement. In 2020, Robam carried out a large-scale talent review, covering more than 1,000 administrative personnel, and resulting in more than 10 team reports. According to the results of the talent review, talent development and talent incentive were implemented, with 170 employees promoted in titles, 63 employees promoted in positions, and 137 employees promoted in ranks.



3. Provide sufficient learning and development resources

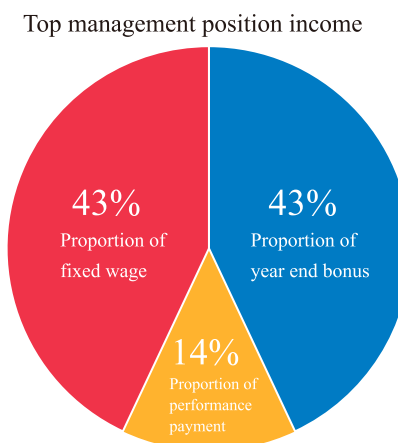
With the philosophy of respecting talent, developing talent, and achieving talent as the aim, the Robam School was established, and the Training Management Standard, the Internal Trainer Management Standard, and the Talent Development Management Standard were formulated. Formal and informal methods are adopted to implement learning and development, evaluate training effects, and ensure the quality of learning resources. Learning status is tracked to ensure employee learning time, and budget management is made to ensure necessary training input. All of these are the efforts made to forge a learning enterprise. In order to ensure the learning and growth of employees, Robam has been furnished with sufficient learning and development resources. For example, the annual training budget occupies 1.5% of the total annual salary; established the mobile learning platform “Chestnut School” to facilitate

employees learning anytime and anywhere; developed a sound curriculum system, including talent development plan curriculum system, qualification curriculum system, workplace general curriculum system, corporate culture curriculum system, totaling more than 1,500 courses, including internally developed courses and externally purchased ones; in addition, Robam has formulated the Internal Trainer Management Standard, pursuant to which internal trainers are managed and given hierarchical incentives. At present, Robam boasts a total of 111 lecturers in the fields of production, quality, procurement, sales, marketing, service, e-commerce, and finance, classified into LTF internal trainers, middle and high-level lecturers, department internal lecturers, and thousands of partner lecturers; and two staff libraries have been built in two plant areas, respectively, with a collection of more than 30,000 books.

4. Continue to improve salary competitiveness

Under the guidance of organizational development strategy, Robam has established a salary and welfare system including wages, allowances, bonuses, incentives, basic benefits, special benefits in accordance with labor laws and regulations, with focus on attracting, retaining and motivating talents, and framed salary and welfare strategy, level, composition, structure, payment principle, and implemented the dynamic management process of distribution and adjustment. Robam has developed the Salary Management Standard, complying with which a diversified salary system is established based on the rank salary system, supplemented by the commission salary system, performance salary system and hourly wage. By referring to the salary conditions of the regional market and the industry, Robam has established a salary management system based on the value of the post, with the competence and performance of employees as the center. This highlights the proportion of job contribution in the salary distribution; following the idea that income is closely related to contribution, the employee performance bonus is allocated based on performance evaluation results, the excess incentive bonus is given based on value creation. Salary will be adjusted 1 to 2 times per year

based on the company's performance and external salary levels. This is to ensure that the overall increase in human resource investment is not less than the company's performance increase, and that the increase in employee income is not less than that in labor efficiency. In the income structure of senior management positions, fixed salary accounts for 43%, performance bonus 14%, and year-end bonus 43%. Under the influence of the COVID-19 in 2020, Robam insisted on no layoffs or salary cuts, and implemented a salary adjustment policy for all staff, with per capita salary increase by 5%.



5. Set up a diversified incentive system

By adhering to the distribution principle of "mechanism determines distribution, distribution determines power", Robam has built an incentive mechanism based on the idea of "benefit sharing, responsibility sharing, and shared future" to promote the establishment of a community of shared future for Robam. According to Maslow's Hierarchy of Needs, the needs of different groups of employees at different stages are analyzed, both material and non-material incentives are implemented, a variety of evaluation and reward methods are adopted, in order to stimulate the vitality of organizations and employees. Material incentives are primarily related to value creation, based on incremental value sharing, and focused on over-fulfilling company KPIs and on greatly improving organizational capabilities and

efficiency; while non-material incentives are primarily related to honor value, based on the practice of the wise spirit, and focused on corporate culture and on good deeds of continuously struggling team and individual employees. Specifically, the incentives include sales sprint incentives, quality improvement crowdfunding incentives, new product project incentives, patent declaration and application incentives, efficiency improvement incentives, cost reduction incentives, continual improvement incentives, and special event incentives; and specific incentive methods include bonus incentives, promotion incentives, recognition incentives, paid leave incentives, score incentives, and equity incentives.



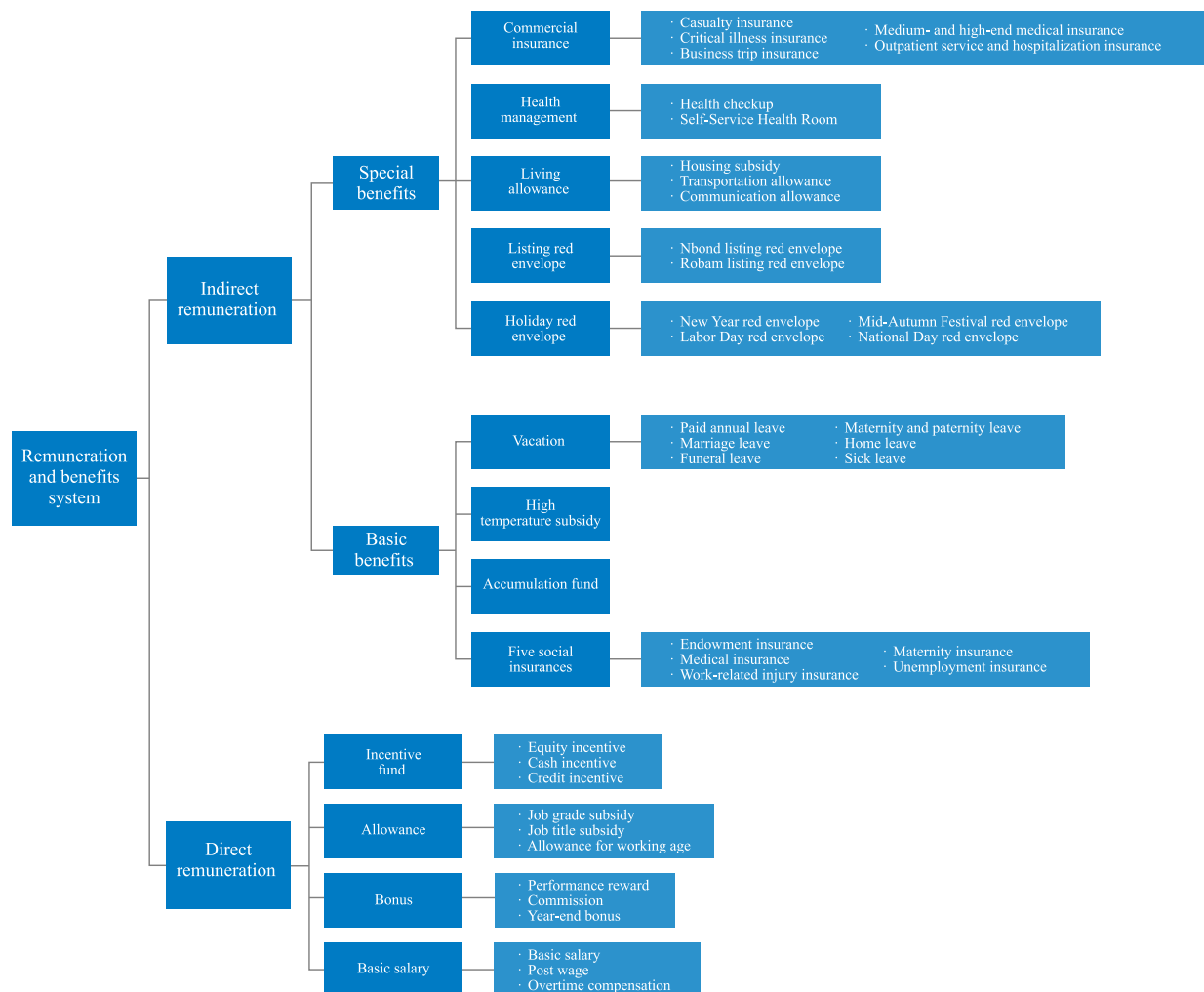
6. Provide comprehensive welfare protection

Robam has always regarded the health of employees as its most valuable asset. Every year, in addition to the five social insurance and one housing fund, the workforce score-card welfare platform, and holiday benefits, Robam Appliances launches mid-to-high-end medical insurance for the middle and high-level management, with an insurance coverage of between RMB 1 million and RMB 1.5 million, covering self-financed medicines, imported medicines, surgical fees, special outpatient services, nursing fees, examination fees, and TCM medicines that are not covered by social insurance. Additionally, for all employees, Robam provides accident insurance to ensure compensation for 24-hour accidents, critical illness insurance to reduce the pressure on employees' families, and travel insurance to

protect employees' personal and property safety during business trips. In 2020, another outpatient and inpatient insurance was provided for family members of executives and ministerial-level officials to increase their satisfaction and engagement. All employees may undergo a physical examination every year, and enjoy all commercial insurance and health services provided free of charge by the company. Robam has built a health room, inviting TCM experts to provide core staff with massage, acupuncture, and TCM conditioning every week, and providing the staff with daily medicines. Besides, a comprehensive care plan is afforded for the staff and their families. Robam is working for the safety guarantee of employees in every aspect and reducing the worries of employees. Furthermore, various holiday

benefits are provided, such as New Year's Day cash in January, NBOND listing anniversary bonus in February, Women's Day gift in March, Labor Day cash in May, Mid-Autumn Festival cash in September, National Day cash in

October, Robam Appliances listing anniversary bonus in November. In 2020, a total of RMB 6,100 per person in cash benefits were issued, improving the happiness of all employees.



7. Ensure the safety of employees

Robam has always been highlighting occupational health and safety management, and has formulated the Occupational Health and Safety Testing Standards, the Occupational Safety and Health Education System, the Personal Protective Equipment Management Standard, the Occupational Health Examination Management Standard and other systems. Every year, Robam invites third party monitoring agencies to conduct occupational hazard detection and set monitoring and measuring indicators in accordance with national laws and regulations. At present, the major occupa-

tional hazards include noise, dust, benzene, and toluene. For personnel exposed to occupational hazards, pre-job, on-the-job, and off-job physical examinations are performed, health records are established, publicity and training are carried out on a regular basis, employees' awareness of prevention is increased, and contact with and influence of occupational hazards are reduced via equipment transformation and provision of protective equipment.

With special attention to safety management, Robam has established an Emergency Headquarters, with President as

the commander-in-chief and Safety Director as the team leader. Moreover, Robam has developed more than 30 safety systems, including the Work Safety Inspection and Potential Hazard Management Standard, the Emergency Response Plan for Work Safety Accidents, and the Safety Assessment Management Standard. Safety drills are organized every year, safety accident education videos are played on a regular basis, and three-level safety education is implemented, safety knowledge activities are performed,

and safety commitments are signed. All of these aim to create a good atmosphere of "everyone values safety and everything is safe whenever and wherever". Robam will hold firefighting drills in the mid-to-late every month, as well as emergency drills to improve the firefighting knowledge and skills of volunteer fire brigade, so as to extinguish major fires the first time, protect the property of the company and personal safety of employees, and escort the company's steady development.



8. Establish a multi-channel communication mechanism for employees

Robam has established a multi-channel communication mechanism to listen to and share different opinions and advices from different groups of employees with the view of promoting effective communication and skill sharing. For example, quarterly employee meetings are organized by the Labor Union and Human Resource Department to grasp the needs of employees in work and life; quarterly performance interviews are made between managers and employees in a one-on-one manner to enhance performance and ability; employee satisfaction and engagement surveys are performed to find out the factors that affect employee satisfaction and engagement, and to develop improvement plans; in 2020, the vise conference was held on a quarterly basis as a face-to-face communication platform between senior management and employees to facilitate communication between senior management and grassroots employees; the President's mailbox and reception day have been opened to employees' opinions and suggestions; an proposal submis-

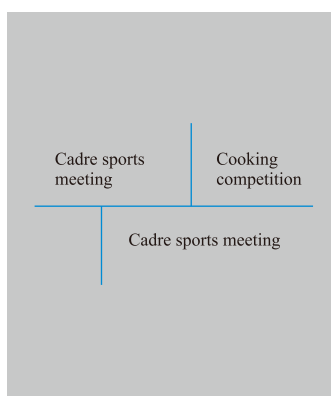
sion process has been set up for continual improvement, so that employees can make rationalization proposals anytime and anywhere; and experience sharing sessions and reading sharing sessions are organized from time to time to stimulate employees' knowledge and skill sharing.



9. Organize a variety of employee activities

Robam advocates the work idea of “working happily and living a healthy life” and regularly organizes a variety of employee activities every year, such as the Karaoke Competition in January, the Kick-off and Lantern Festival in February, the Women's Day and Learn-from-Lei Feng in March, the Team Building in April, the Cooking Competition in May, the Parents-child Campaign and Cadre Sports Meet in June, various skills contests in August, the Mid-Autumn Festival in September, the Workers' Sports Meet in November, and the Christmas in December. Robam has established such clubs as football club, basketball club, and badminton club, regularly organizing club activities to enrich the

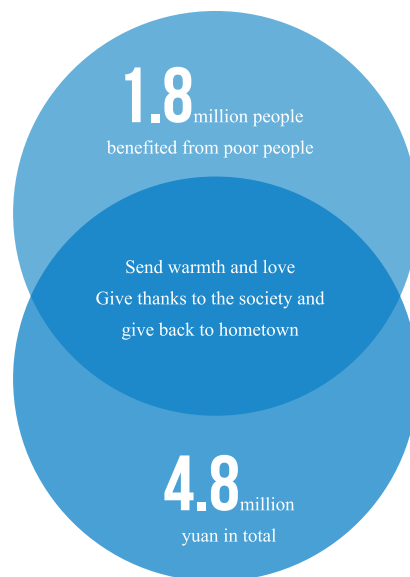
spare-time life of employees. The Company has specially set up a cooking experience center, and various departments can conduct cooking experience activities from time to time by making an appointment. On the one hand, they can experience the Company's products and continuously improve product quality; on the other hand, they can improve team cohesion and stimulate team vitality. Through rich and colorful activities, the Company not only affirms employees' contribution to the development of the Company and stimulates employees' enthusiasm for work, but also strengthens employees' sense of belonging to the Company.



RESPONSIBILITY TO COMMUNITY

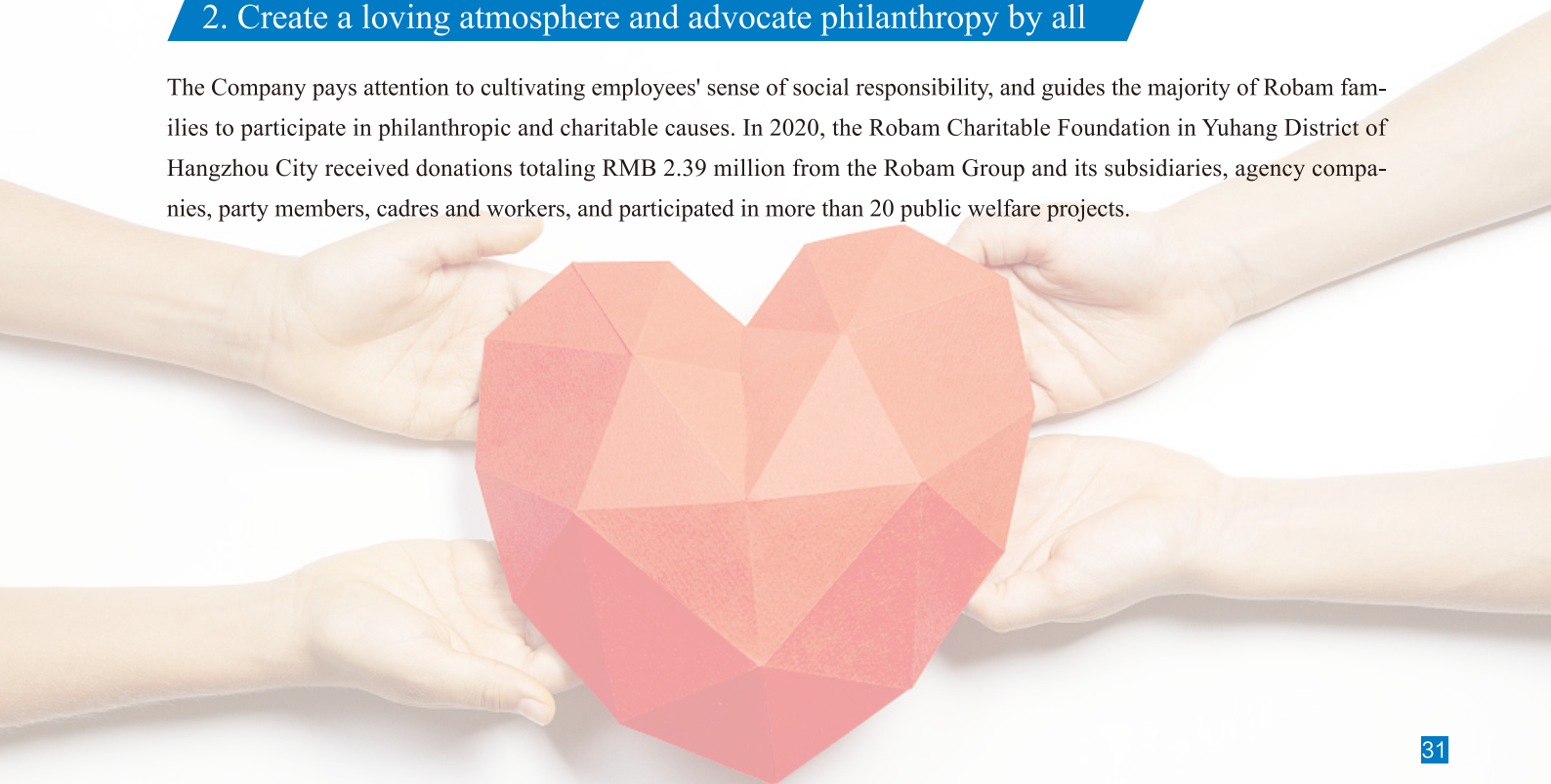
1. Focus on targeted poverty alleviation and help rural revitalization

The Company helps poverty alleviation and difficulties tackling of 8 poverty-stricken counties in the central and western regions, such as Qiandongnan in Guizhou, Ningxian in Gansu and Qira County in Xinjiang, and actively participates in the flood control and disaster relief project in Zongyang County, Anhui Province, benefiting 1.8 million people in straitened circumstances; The Company continues to carry out many projects such as "sending warmth and giving love", "grateful to society and giving back to hometown" and helping people in need in Yuhang District of Hangzhou City, with a total assistance amount of more than RMB 4.8 million; As a member of Hangzhou First Help Group, the Company continues to help the rural revitalization of Fengshuling Town, Chun'an County; The Company actively carries out the "Beautiful Kitchen Action" in Yuhang District, helping 10 low-income families in Yunhe Subdistrict and 20 poor families in Fengshuling Town to transform the backward kitchen environment, and greatly improving the kitchen conditions of poor families.



2. Create a loving atmosphere and advocate philanthropy by all

The Company pays attention to cultivating employees' sense of social responsibility, and guides the majority of Robam families to participate in philanthropic and charitable causes. In 2020, the Robam Charitable Foundation in Yuhang District of Hangzhou City received donations totaling RMB 2.39 million from the Robam Group and its subsidiaries, agency companies, party members, cadres and workers, and participated in more than 20 public welfare projects.



3. Practice the anti-epidemic spirit and help the epidemic prevention work

During the COVID-19 epidemic period, the Company insisted on no salary reduction and no layoffs, and made great efforts to expand the scale of production and sales, thus creating a large number of jobs for the society. After the virus was well contained in China, the Company accelerated to resume production, and raced against time, not only withstanding the test of the epidemic, but also making great contributions to realizing the Robam's dream for a hundred years and promoting the stable development of local economy and society.

After the outbreak of the COVID-19 epidemic, Robam Group set up a leading group for epidemic prevention and

control immediately, and donated more than RMB 4 million epidemic prevention materials (donated by Robam Group), more than RMB 2 million love steamers (donated by Robam Appliances), more than RMB 2.4 million alcohol wet wipes, and more than RMB 800,000 loving water purifiers (donated by Robam Appliances) four times, and continued to support the epidemic prevention and control through love donations. At the same time, Robam Appliances and Robam Charitable Foundation also won the honorary titles of “Yuhang District Charity Contribution Award” and “Hangzhou Most Beautiful Charity Award” respectively.

4. Cooperate with the corporate community to implement the CSR

The Company actively carries out public welfare activities such as “holding hands” on Children's Day, condolences on Teachers' Day and walking into nursing homes, radiating surrounding enterprises and communities, and assuming social responsibilities. Children's cause is an important part of the national economic and social development. On the occasion of Children's Day on June 1, 2020, the Company actively cooperated with other enterprises in the development zone to present stationery, musical instruments and other gifts to nearby schools, encouraging children to study hard and establish great ideals. On the occasion of Teacher's

Day, the Company sent condolences to teachers to express great respect. The development of the Company cannot be separated from the concern of all sectors of society, and we also hope to give back to the society with the modest effort. In the future, the Company will continue to assume more social responsibilities, actively carry out social welfare activities such as donating money to help students and helping the poor and the needy, and prove to the society by practical actions that it strives to “be an enterprise respected by the society”.



The Party Committee of the Company Organizes Representatives to Participate in Charitable Activities;

Presentation Scene of Corporate Social Responsibility Awards



ENVIRONMENTAL RESPONSIBILITY



In order to strengthen the Company's work safety management, implement the work safety policy of "safety first, prevention first and comprehensive treatment" and the fire protection policy of "prevention first and combining prevention with elimination", adhere to the occupational disease prevention and control policy of "prevention first and combining prevention with treatment" and the environmental protection policy of "protection first, prevention first, comprehensive treatment, public participation and responsibility for damage", prevent and eliminate accidents/violations of rules, ensure the safety of employees' lives and property, and promote the sustainable development of the enterprise, according to the relevant national laws and regulations on work safety and the principle of "whoever in charge is responsible" and "thorough implementation of work safety responsibility system", the Company signs an annual responsibility book for work safety objectives every year, which is applicable to work safety management, fire safety

management, occupational health and safety management and environmental safety management. After the annual responsibility book for work safety objectives is signed, the Company will assess the completion of control objectives and management objectives in EHS Objective Management Responsibility once a quarter, and the assessment results will serve as the basis for all departments of the Company to participate in the appraisal on the best and carry out departmental performance evaluation, and the annual/quarterly objective responsibility assessment will serve as one of the quarterly and annual performance evaluation basis for the responsible person. In case of major safety accidents or serious injuries (inclusive) and above, administrative or economic penalties will be imposed on those responsible for the accidents according to the consequences caused by the safety accidents, and criminal liabilities will be investigated by judicial organs in accordance with relevant regulations if crimes are constituted.



Safety indicators

1. 0 collective poisoning incident;
2. 0 fire accident;
3. 0 serious injury and occupational disease accident;
- 3.1. Grade I serious injury (RMB 15,000-RMB 30,000) = coefficient approved by the Company $\leq 0.8\%$
- 3.2. Grade II serious injury (RMB 30,000-RMB 70,000) = coefficient approved by the Company $\leq 0.8\%$
- 3.3. Grade III serious injury (more than RMB 70,000) = coefficient approved by the Company $\leq 0.2\%$
4. Minor injury rate $\leq 1.4\%$;
5. Injury rate per 1,000 people $\leq 3.5\%$ (statistical standard: minor and general);
6. Completion rate of mandatory rectification tasks for potential safety hazards = 96%;
7. Implementation rate of three-level safety education = 100%;
8. Rate of special operations personnel with certificate for work = 100%;
9. "Four No" treatment for all kinds of accidents = 100%;
10. Timely detection rate of special equipment and motor vehicles in the factory = 100%;
11. Safety and effective rate of equipment protective device = 100%;
12. Compliance rate of interested parties' standards for safety implementation on the construction site = 100%;
13. Compliance rate of monitoring of occupational hazard factors = 80%;
14. Controlled rate of chemicals imported by various departments of the Company = 100%;
15. Signing rate of the third-party mobilization agreement contracted by each department of the Company = 100%;
16. Response rate of department personnel participating in safety, environmental protection, fire control and occupational health activities = 100%;



Environmental indicators

17. Zero environmental pollution accident;
18. 100% waste classification; 100% collection and disposal rate;
19. 100% harmless treatment rate of hazardous wastes;
20. Waste water limit: pH = 7 - 8; Suspended matter $\leq 200\text{mg/L}$; Chemical oxygen demand $\leq 400\text{mg/L}$; Ammonia nitrogen $\leq 30\text{mg/L}$; Total phosphorus $\leq 6\text{mg/L}$;
21. Waste gas limit: Organized emission of coating waste gas: Emission concentration of particulate matter $\leq 20\text{mg/m}^3$; Emission concentration of non-methane total hydrocarbon $\leq 60\text{mg/m}^3$;
- Organized emission of the rest of the waste gas: Emission concentration of particulate matter $\leq 100\text{mg/m}^3$;
- Emission concentration of sulfur dioxide $\leq 50\text{mg/m}^3$; NOx emission concentration $\leq 150\text{mg/m}^3$;
- Blackness of flue gas (Ringelmen blackness) \leq Grade 1;
- Fugitive emission: Emission concentration of particulate matter $\leq 0.5\text{mg/m}^3$;
- Emission concentration of non-methane total hydrocarbon $\leq 2.0\text{mg/m}^3$;



Occupational health indicators

22. Incidence of occupational diseases = 0;
23. Occupational taboo post adjustment rate = 100%;
24. Implementation rate of safety training for job transfer (including secondment for more than three days) = 100%;
25. Pre-job physical examination rate of front-line employees = 100%;
26. Physical examination rate of front-line employees leaving their posts = 100%;



ENVIRONMENTAL MANAGEMENT

1. Environmental management system

The Management of the Company pays attention to the hidden worries of the public, customers and relevant government departments based on its social responsibility, and formulates the Measures for the Management of Public Hidden Worries. By adopting technical research, accident cases, FMEA, EMS/OHSMS import, FTA analysis, risk investigation and other methods, the hidden worries of all parties can be identified and predicted, reasonable systems and standards can be established, and the responsible departments are implemented to actively take countermeasures.

The Company establishes an occupational health and safety management mechanism and an emergency response plan mechanism, and supervises and checks the daily purchase of ingredients in the canteen; Emergency group for major

diseases such as COVID-19 disinfects public areas every day, and restricts personnel and other materials that may be involved in transmission of infection from entering the working environment.

The Company implements the relevant laws and regulations of China, such as Work safety Law and Environmental Pollution Protection Law. Based on the policy of “prevention first, comprehensive treatment, scientific management and continual improvement” , and in combination with the control requirements of ISO14001 and ISO45001 standard systems, the requirements of all processes and internal control indicators are identified, and measures such as design and development review and regular inspection are taken to ensure that the targets are higher than the national standards and meet public responsibilities.

2. Environmental protection training

In 2020, the Company carried out 52 batches /96 sessions of video learning of daily safety training, special safety training, special fire fighting knowledge and practical operation training for new hires, special training for staff health, and special safety training for cadres and employees, covering 2,277 person-times, increased by 6.59% compared with 2019; The Company carried out 21 safety exercises, including accidental injury exercise, steam management burn rescue for equipment maintenance personnel, emergency exercise for leakage of gas distribution stations, failure exercise for abnormal waste gas treatment facilities in sewage treatment, oil leakage exercise in oil depots, emergency escape exercise for fire fighting for all employees, forklift injury accidents exercise and steam leakage burns exercise.

There are no major safety accidents, serious injury accidents, fatal accidents, fire safety accidents and environmental protection accidents throughout the year.





GREEN OPERATION

1. Green procurement

Green quality management: The Company selects high-quality suppliers through comprehensive capability evaluation of suppliers, and collaboratively designs procurement with suppliers in 2020 to improve energy efficiency, for example, the thermal efficiency of gas range is increased from 70% to 76% (Grade I energy efficiency national standard $\geq 63\%$); Through improvement measures, the product life is improved; Green products are included in the strategic indicators, and the safety compliance rate of RoHS in purchased raw materials and food contact materials reaches 100% in 2020.

Green design management: The Company selects suitable raw materials through green design product manufacturing and environmental criteria, and purchases recyclable, reusable and renewable raw materials or raw materials that meet the requirements of green design products. In 2020, green

design certification has covered strategic products such as range hoods and water purifiers.

Green packaging management: The Company sets up a packaging standardization project team, and adopts standardized containers or designed special appliances to reduce the use of non-renewable packaging materials, and the coverage rate of recyclable packaging materials is 100% in 2020.

Green logistics management: The Company introduces environmental objectives in the logistics process, analyzes and evaluates suppliers' transport vehicles and logistics modes, uses reasonable order quantity and introduces VMI warehouse, improves the loading rate of transportation tools, reduces the environmental impact in the transportation process, and makes full use of logistics resources.

2. Energy conservation and emission reduction

According to the Company's return visit survey, "the kitchen smells of smoke" has become one of the problems frequently complained by property owners. Smaller public flues often can't quickly discharge the oil fume generated during the peak cooking period, leading to a large amount of oil fume blocking the flue. The emission of oil fume in Chinese family also raises the bar for PM2.5 treatment. Therefore, the Company developed CCS central oil fume purification system products with independent intellectual property, which were continuously updated iteratively, thus putting forward new solutions for the treatment of kitchen oil fume in China from a new perspective with new philosophy. CCS central oil fume purification system solutions include installing purification and exhaust equipment at the public flue mouth at the top of the floor, and wirelessly connecting with range hoods and check valves on each floor to

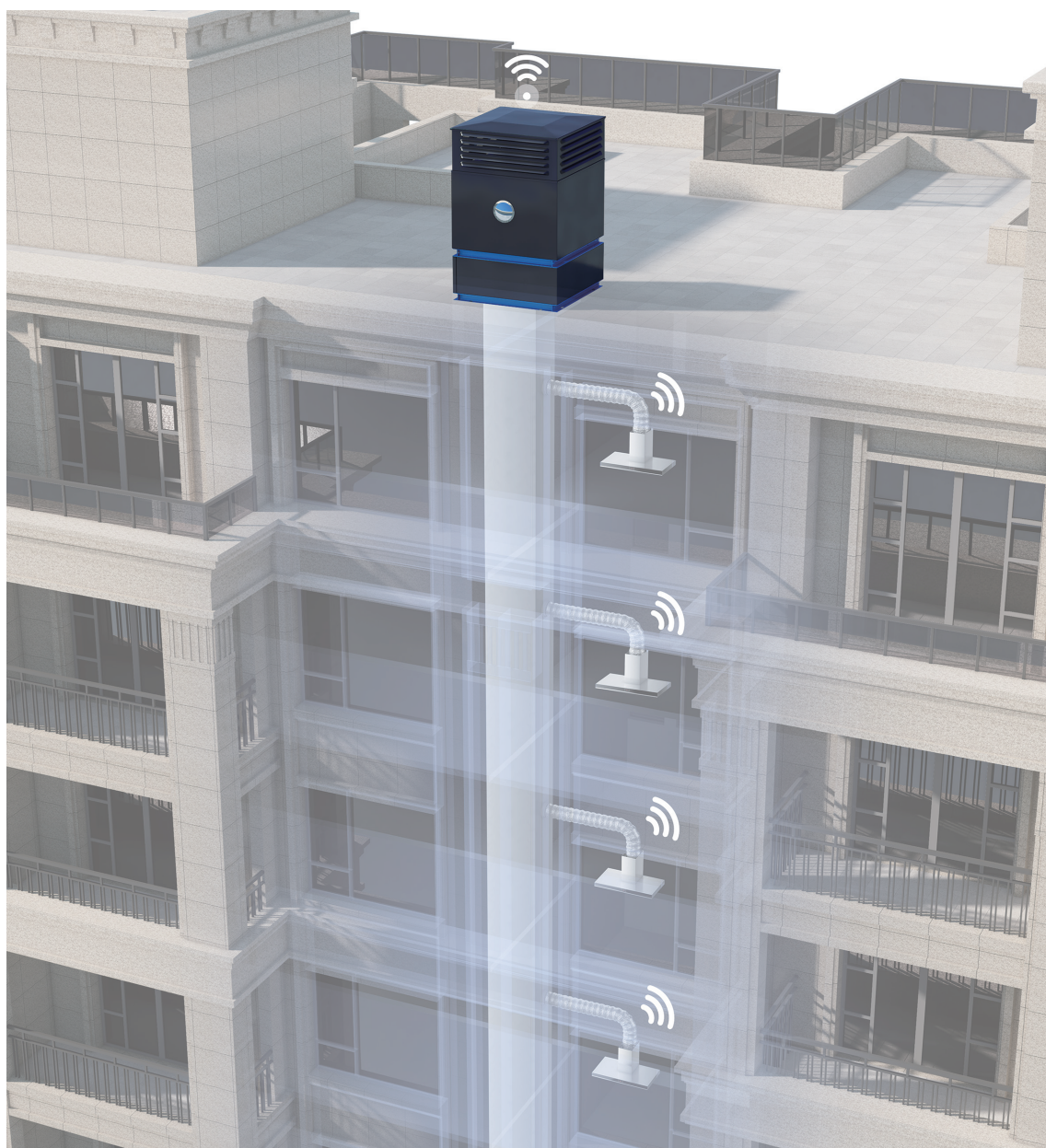
treat oil fume centrally, so as to thoroughly solve the problems of unsatisfactory oil fume suction and exhaust effect in kitchen, taint of odor in high-rise residential buildings and oil fume pollution. At present, CCS central oil fume purification system has been applied in medium- and high-end buildings in Beijing, Shanghai, Hangzhou and Kunming. CCS central oil fume purification system products are installed in the public flue on the roof, which will automatically adjust the fan gear according to the number of hoods turned on, and forcefully discharge the oil fume in the public flue, so as to improve the smoke exhaust efficiency of the public flue by more than 40% and prevent the oil fume from wandering and penetrating. For the oil fume pumped up from the flue, the "purification ventilation equipment" carries out centralized purification treatment, and the purification rate can reach 93.8%, thus reducing the

pollution of oil fume to the community environment. All operation data of the whole system can be transmitted to the background of the Company headquarters through the Internet, realizing real-time operation monitoring and quick response to maintenance. Robam Appliances has shouldered the social responsibility of environmental protection, and has made outstanding contributions to promoting Chinese kitchens to be green, healthy, environmentally friendly and intelligent.

The Company adopts reclaimed water reuse in spraying wastewater treatment, and develops technologies such as “turbine washing + ultraviolet photolysis + biological spraying” , ion desorption and “bag filter + cooling treat-

ment + plasma treatment + nano biological filtration” , with 50% reclaimed water reuse and “physicochemical + biochemical +RO treatment” technology for spraying wastewater.

The Company insists on cleaner production, regularly replaces the lighting facilities in the workshop, regularly upgrades the power distribution system, installs automatic sewage disposal devices, solar photovoltaic power generation devices, air conditioners and other energy-saving and consumption-reducing management equipment, saves 1.35 million KW of electricity annually, and sets up a Company-level energy management team to make a fixed report every month.



GREEN PRODUCTS

The Company fully considers the impact of products and services on quality and safety, environmental protection, comprehensive utilization of resources, energy saving and public health, etc. At the initial stage of product design and development, the Company takes environmental protection, energy saving and consumption reduction and personal health as the key inputs in product design, ensuring that public social responsibility is borne from the source.



Robam' double-chamber large-suction range hood: double-chamber double-suction can control oil fume in 1s.



Robam steaming and baking machine: steaming and baking are synchronous, baking juicier and steaming more thorough



Robam self-adaptive gas range: the gas range can be replaced without changing the kitchen.



Robam powerful dishwasher: four-layer tri-cross spray can effectively remove oil stains.



Robam maternal-child disinfecting cabinet: maternal-child sterilization protects the health of the whole family with 4 times of strength



Robam pesticide residue sink: clear water removes pesticide residue, with patented water ion technology

1. Waste disposal

According to national laws and regulations and environmental protection approval documents, the Company classifies the generated wastes, which are mainly divided into hazardous wastes, industrial solid wastes, domestic garbage and perishable garbage;

A third-party company is entrusted to sign an entrusted disposal contract for hazardous wastes. In 2020, the Company spent nearly RMB one million to entrust disposal of more than 180 tons of hazardous wastes;

The Company divides industrial solid waste into recyclable

waste and non-recyclable waste; Recyclable waste is sold through regular monthly bidding to realize resource recycling; Non-recyclable waste finally enters the thermal power plant for incineration through the cooperative unit to realize energy utilization;

Domestic garbage and perishable garbage are entrusted to the government designated units for unified collection and disposal;

The annual hazardous waste disposal rate can reach 100%.

2. Environmental protection solutions

The annual qualified rate of water, gas and sound detection is 100%.

Wastewater from production activities is disposed of by sewage treatment facilities designed and built by professional companies and then incorporated into municipal sewage pipe network together with domestic sewage;

Waste gas from production activities is discharged into the

environment after being treated by waste gas treatment facilities and meeting the standard.

Through reasonable layout of workshop equipment and sound insulation and noise reduction measures for local equipment, the noise at factory boundary reaches the standard.

5

CONCLUSION



PRACTICE THE ENTERPRISE PHILOSOPHY AND ASSUME SOCIAL RESPONSIBILITY

Leaders and employees at all levels of the Company are well aware of their obligations as a social citizen, actively advocate and personally participate in various public welfare support projects, determine support areas according to the Company's business and brand connotation, fulfill social responsibilities, and enhance corporate image, so that the enterprise truly becomes “an enterprise respected by the society”.

In the future, the Company will continue to assume social responsibility, solve the problem of kitchen oil fume purification by focusing on cooking, research and develop energy-saving and environmentally-friendly green products, save energy and reduce emissions in the production process, and use reusable packaging in the transportation of products, so as to make solid and continuous efforts to build new kitchens in China, solve Chinese cooking problems and lead the industry reform. Every Robam's employee will continue to uphold the spirit of entrepreneurship, unite as one around the Company's strategic objectives, brave the wind and the waves, and set sail to forge ahead all the way to achieve the enterprise of hundred years of Robam Group.

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