

Hangzhou Robam Appliances Co., Ltd.

2021 ESG Report



About the Report

Reporting Scope

- ⦿ The Report covers Hangzhou Robam Appliances Co., Ltd. (hereinafter referred to as “Robam”, “Robam Appliances”, “we” or “the Company”) and subsidiaries included in the consolidated financial statements of the annual report. The reporting scope of the Report is in line with that of the consolidated financial statements of Robam (stock code: 002508) annual report.

Reporting Period

- ⦿ The report is an annual report spanning a period from January 1, 2021 to December 31, 2021. Some text information is beyond the period. To such information notes are added.

Preparation Basis

- ⦿ The Report is prepared based on the Shenzhen Stock Exchange Social Responsibility Instructions to Listed Companies (Edition 2006) and the Self-Regulatory Directives No.1 for Listed Companies of the Shenzhen Stock Exchange -- Regulated Operation by Listed Companies on the Main Board (SZS [2022] No. 13) of the Shenzhen Stock Exchange, and uses the Standards for the Contents and Formats of Information Disclosure by Companies Offering Securities to the Public No. 2 -- Contents and Formats of Annual Reports (2021 Revision) of the China Securities Regulatory Commission (CSRC) for reference.

Data Explanation

- ⦿ Data and cases in the Report are from original records and financial reports of the Company prepared during actual operations.
Financial data in the Report is stated in RMB. Where financial data herein is inconsistent with that in the annual financial reports of the Company, the latter shall prevail.

Reliability

- ⦿ Robam Appliances undertakes that the Report is free from any false record, misleading statement, or material omission. The Board of Directors is responsible for the authenticity, accuracy and completeness of the Report.

Contact Information

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1.1 Company Introduction

Founded in 1979, Hangzhou Robam Appliances Co., Ltd. has grown into a widely-recognized brand of kitchen appliances in China that takes the lead in development history, market share, production scale, product collections, and sales areas. Robam Appliances is dedicated to shaping Chinese kitchens with modern technologies. Every kitchen appliance of Robam is made following Chinese cooking rules, thus making cooking easier, healthier and more fun for Chinese households.

Upholding our wise entrepreneurship of hard struggle and the "innovation, responsibility and pragmatism" principles, Robam Appliances is going all out to "create all beautiful yearnings of human beings for kitchen life", and to be a respectable enterprise in the society and a world-renowned time-honored enterprise leading the culinary revolution.

Purpose

To be a respectable enterprise in the society

Mission

Creating all the beautiful yearnings of human beings for kitchen life

Vision

Becoming a world-renowned time-honored enterprise leading the culinary revolution

Values

The wise entrepreneurship of hard struggle

Year of Foundation
1979

Company Name
Hangzhou Robam Appliances Co., Ltd.

Listing Code
Listed on the Shenzhen Stock Exchange
(Stock code: 002508; stock symbol: Robam Appliances)

Major Business
Production of range hoods, gas stoves, combi-steam ovens, dishwashers, disinfection cabinets, integrated stove, gas water heaters, water purifiers and other household kitchen appliances.

Markets Served

Products sold to **25** countries in **5** continents

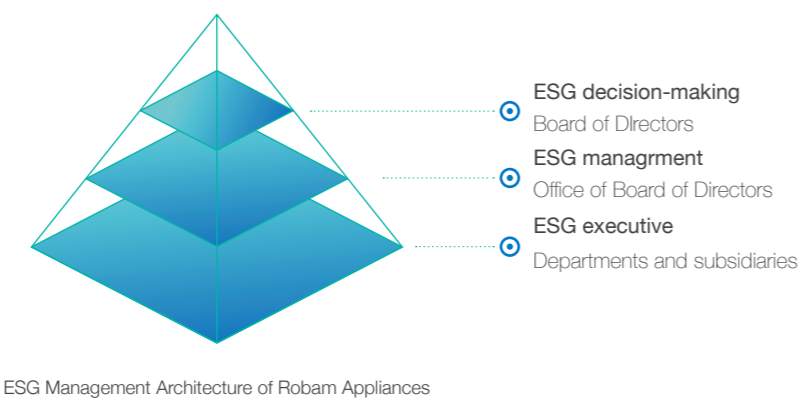
Location of the Headquarters

Hangzhou, China

1.2 ESG Management

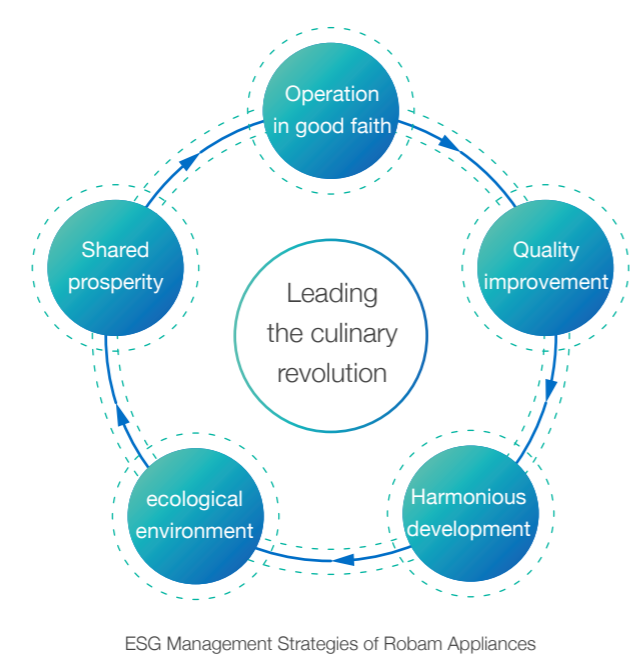
ESG Management Architecture

- The Company implements a top-down ESG management architecture to ensure efficient progress in ESG management: an ESG management system horizontally covering all functional departments and vertically covering all subsidiaries, with the management participating actively. The Board of Directors is responsible for decision-making for and supervision of ESG matters. The Office of the Board of Directors is responsible for coordinating and organizing all ESG assignments under the guidance of the Board. The departments and subsidiaries assume their own ESG assignments.



ESG Management Strategies

- The Company has made prudent ESG management strategies focused on "operation in good faith, quality improvement, harmonious development, ecological environment and shared prosperity", and has been carrying out ESG philosophy in operating activities.



ESG Strategies	Prioritized Issues	Main ESG Actions
Operation in Good Faith	·Regulated governance ·Business ethics	·Steadily advance corporate governance ·Create corporate culture on business ethics
Quality Improvement	·Innovation andreform ·Quality management ·Protection of customers' rights and interests	·Improve product quality and invest in product innovation ·Protect customers' rights and interests ·Improve customer satisfaction
Harmonious Development	·Employees' rights and interests, and welfare ·Employee development and training ·Occupational health and safety	·Improve employee welfare system ·The Robam School implements a multi-layered employee training system
Ecological Environment	·Environmental management ·Resource conservation ·Emission management	·Improve environmental management systems ·Step up efforts in energy conservation and consumption and emission reduction ·Take diversified measures to advance green manufacturing
Shared Prosperity	·Cooperation on supply chains for mutual benefits ·Promoting industry development ·Devoting active efforts to programs for public good	·Better assume social responsibilities on value chain ·Promote industry development and exchanges among industry players ·Encourage employees for voluntary undertakings

1.3 Management of Material Issues

Communication with Stakeholders

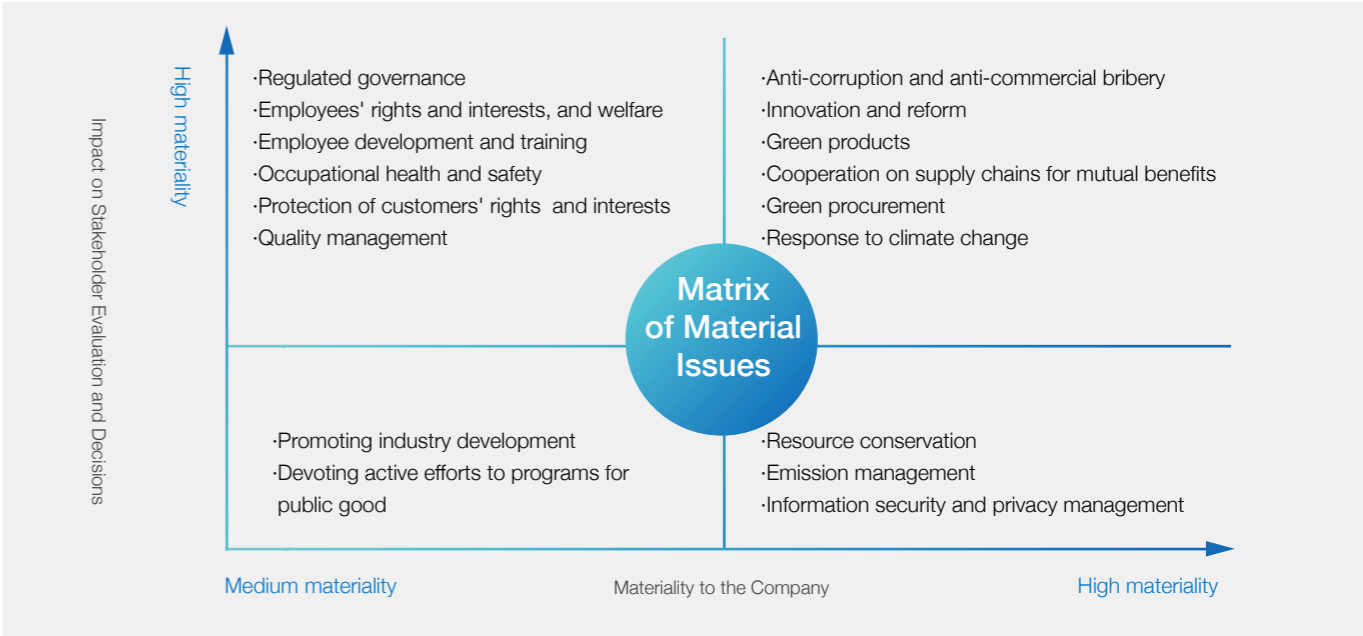
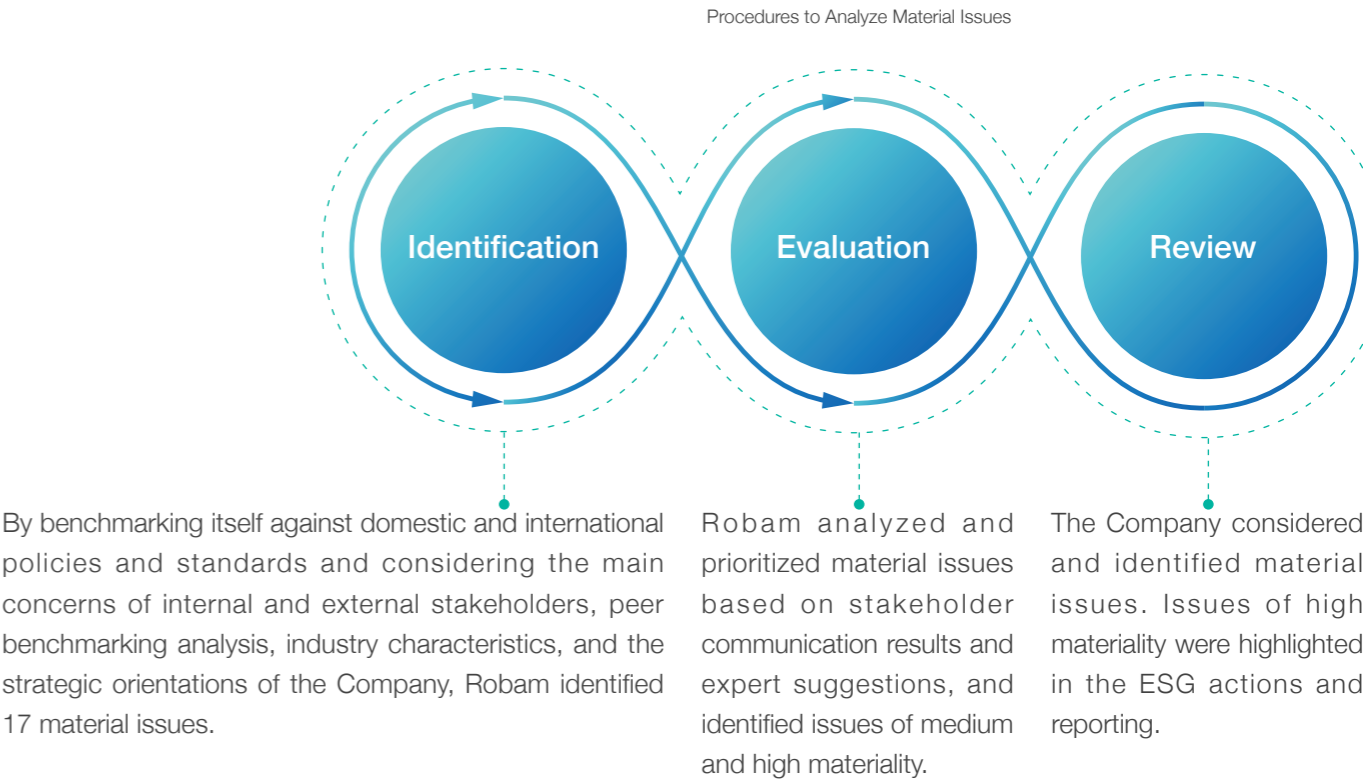
- We treat individuals or groups of individuals affecting or affected by our operations as stakeholders. Considering the characteristics of the industry and our operations, we see shareholders, investors, customers, governments and regulators, employees, suppliers, communities, and the public as our main stakeholders.

The Company is making efforts to establish mechanisms of communicating with stakeholders. We communicate with stakeholders and understand and respond to their expectations and demands via our website, media, meetings, reports, activities and other channels and measures. We incorporate stakeholders' concerns in our operations and decision-making process, in an attempt to improve our business management capacity and sustainable development capacity.

Types of Stakeholders	Main Concerns	Ways of Communication and Response
Shareholders and Investors	Economic performance, corporate governance, compliance management, anti-corruption efforts, risk management and IP protection	Shareholders' Meetings, financial reports, performance reports, anti-corruption management, etc.
Customers	Product and service quality, R&D and innovation, customers' rights and interests, customer information protection, engagement with customers, and customer satisfaction	Scientific research and innovation, product exhibition, customer survey, customer service hotline, customer satisfaction survey, customer privacy protection measures, etc.
Government and Regulatory Organs	Compliance management, climate change response, product and service quality and security, emission management, and energy utilization	Field visiting to the relevant institutions and organs, communication via official documents, policy implementation, information disclosure, etc.
Employees	Human capital development, occupational health and safety, and protection of employee rights and interests	Employee activities, activities of the workers' congress, employee manuals, employee training, employee assessment and promotion, etc.
Suppliers	Management of sustainable development of supply chains, compliance management, and anti-corruption efforts	Supplier management systems, transparent procurement, strategic cooperation, communication and reciprocal visits, etc.
Communities and the Public	Emission management, energy utilization, green products, and community voluntary services for public good	Devoting further efforts to environmental management, programs for public good, community voluntary services, etc.

Analysis of Material Issues

- In 2021, the Company carried out material issue analysis by benchmarking itself against the established industry experiences and best practices at home and abroad, adopting the applicable domestic and international policies and standards, and considering the main concerns of internal and external stakeholders, peer benchmarking analysis, industry characteristics, and the strategic orientation of Robam. The Company identified issues of high materiality following the identification, evaluation and review procedures, and treated them as priorities in corporate actions and reporting.



02

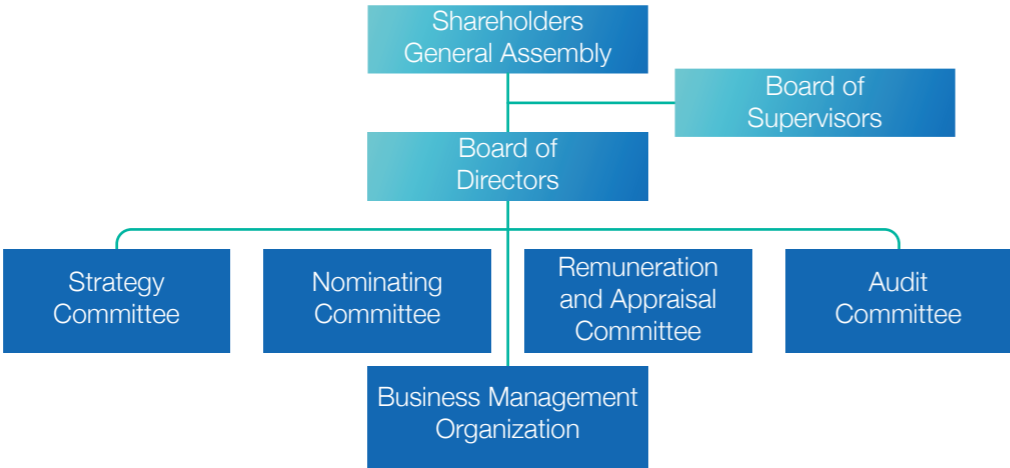
2.1 Regulated Governance
2.2 Compliance Management



2.1 Regulated Governance

Governance Structure

- The Company maintains a modern enterprise organizational system and operation mechanism consisting of the Shareholders' Meeting, Board of Directors, Board of Supervisors, and the senior management according to the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China, the Stock Listing Rules of the Shenzhen Stock Exchange and other applicable laws, regulations and normative documents. Under the Board of Directors are a Strategy Committee, a Nominating Committee, a Remuneration and Appraisal Committee, and an Audit Committee, which perform their respective duties and functions, playing a part in ensuring the efficient, scientific and regulated operation of the Company.



- The Shareholders' Meeting, Board of Directors, Board of Supervisors and the ad hoc committees of the Board of Directors are responsible for deliberating material development matters of the Company. In 2021, three Shareholders' Meetings, five meetings of the Board of Directors and five meetings of the Board of Supervisors were convened.

3

Shareholders' Meetings

5

meetings of the Board of Directors

5

meetings of the Board of Supervisors

Members of the Shareholders General Assembly and Boards and their main duties

Shareholders General Assembly	·As the supreme decision maker of the Company, the Shareholders General Assembly is responsible for determining operation policies and investment plans of the Company, electing and replacing any director or supervisor who is not an employee representative, deciding the remuneration for directors and supervisors, and examining and approving reports by the Board of Director and the Board of Supervisors.
Board of Directors	·The Board of Directors is composed of nine members, among whom three are independent directors. Independent directors serve as the chairperson/convenor of the Nominating Committee and the Remuneration and Appraisal Committee. ·The Board of Directors follows the diversification policy and the procedure specified by the Nominating Committee to appoint suitable and qualified personnel, implement resolutions adopted at the Shareholders' Meeting and manage the information disclosure of the Company.
Board of Supervisors	·The Board of Supervisors has now five supervisors, among whom two are employee representatives (one female representative). ·The Board of Supervisors is responsible for supervising the Board of Directors and its members, and the senior management, to prevent them from abusing power or infringing on legal rights and interests of shareholders, the Company or employees.

Information Disclosure and Communication with Investors

- The Company pays high attention to information disclosure to and engagement with shareholders and creditors. Efforts are made to ensure that all investors are timely informed of main developments that might affect the business of the Company and have access to the relevant data of the Company. The Company discloses information to investors via meetings, publications, and online platforms, including the Annual Shareholders General Assembly, interim meeting of Shareholders General Assembly, annual reports and interim reports released regularly, and announcements, briefings and news releases, in accordance with the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China and the Measures for the Administration of Information Disclosure by Listed Companies. The information of Robam is available on the China Securities Journal, Securities Daily, ShanghaiSecuritiesNews, Securities Times, [http:// www.cninfo.com.cn](http://www.cninfo.com.cn) and other platforms.

The Company releases regular reports and interim announcements according to requirements. The reports and announcements are authentic, accurate and complete, and are free from false records, misleading statements or material omissions. The Company was not in violation of or inconsistent with any applicable regulation in business operation. In 2021, the Company was rated "A" (excellent) at the 2020 information disclosure evaluation over listed companies on the Shenzhen Stock Exchange, securing such a rating for eight years in a row. In the investor relations filed, the Company won awards such as the "Best Company Award in Investor Relations" and "Best Board of Directors of Chinese Listed Companies on Main Board" at the 12th Tianma Award --Award for Chinese Listed Companies with the Best Investor Relations sponsored by the Securities Times, and was included among the Top 100 Most Valuable Listed Companies on Main Board by the Securities Times at its 15th Evaluation of Chinese Listed Companies by Value. The Board Secretary won the "Best Board Secretary Award" at the 12th Award for Chinese Listed Companies with the Best Investor Relations sponsored by the Securities Times and the 2020 Golden Bull Board Secretary Award sponsored by the China Securities Journal.

- ◉ The Board of Directors attaches great importance to investor relations management and maintenance, and has extended investor relations management to cover institutional investors, strategic investors, small and medium investors, etc. The Company maintains access to capital markets via investor service hotline, irm.cninfo.com.cn, online performance presentations, investor reception days, domestic and international strategy meetings, and domestic and foreign investors reverse roadshows.

Ways to Communicate with Investors



Risk Control

- ◉ Valuing risk management, the Company integrates risk management with business operations, and makes active efforts to find an effective risk management mechanism. The Company continues to conduct risk analysis, and improves the internal control system serving risk management and corporate strategic development based on industry developments and corporate evolution. The Company has formulated an Internal Control System according to the Basic Internal Control Norms for Enterprises and other laws, regulations and guidelines, which is an effective guarantee for the internal and external risk management and response and the long-term stable, high-quality and fast development of the Company. Robam was not found with serious defects in internal control design or implementation throughout the year of 2021.

Risk Management Measures



- ◉ With President serving as the Director, the risk control and management committee is set up to improve the risk control system, and take measures for beforehand prevention, in-process control and post-event relief.
- According to the external market environment and internal business data, risk changes are dynamically evaluated to formulate timely response measures.
- Strengthen the development of risk culture, carry out risk-related knowledge training, promote employees to improve their risk awareness and management ability.

Equity Incentives

- ◉ We completed our 2021 equity incentive plan according to the Measures for the Administration of Equity Incentives of Listed Companies of the CSRC and the applicable rules of the Shenzhen Stock Exchange and CSDC Shenzhen Branch. Under the equity incentive plan of 2021, 138 people were rewarded, all being medium-level managers and technical backbones of the Company during the implementation of the plan. A total of 3.04 million equity shares were granted, accounting for 0.32% of the share capital of the Company.

138

people were rewarded

3.04

million equity shares
were granted

0.32%

of the share capital
of the Company

2.2 Compliance Management

Anti-corruption and Anti-commercial Bribery

The Company strictly abides by anti-bribery, anti-fraud, anti-blackmail and anti-money laundering laws and regulations in places where we operate. A specialized anti-corruption and anti-commercial bribery team is set up to maintain an honest and ethical business environment. The Company has formulated and been strictly implementing a Management Standard for Construction of a Clean and Honest Enterprise, Stipulations on Honesty and Self-discipline, Reward Systems for Reporting, Norms for Procurement and Supplier Behaviors -- Anti-Corruption Pledge, etc. We demand that employees working at important positions sign the Integrity and Self-discipline Commitment. We sign the Anti-Corruption Pledge with suppliers and urge employees and suppliers to observe business ethics. In addition, the Company organizes a "warning and education meeting for Party members and officials" every year, to train directors and all employees on anti-corruption and anti-commercial bribery.

The Board of Directors is responsible for guarding against corruption and commercial bribery within the Company. The Audit Department, as authorized by the Board of Directors or the Audit Committee, carries out special (comprehensive) audit, audit and inspection, off-office audit, and surprise inspection, and effectively inspects the incorruptibility of and self-discipline and duty performance by Party members and officials within the Company.

Besides, to regulate complaints and reporting, the Company has set up an auditing, supervision and reporting platform and publicized an internal WeChat official account entitled "Hangzhou Robam Industrial Group", a reporting QR code, a reporting e-mail and a reporting hotline to encourage employees to report suspicious internal violations.



- ⦿ To protect whistleblowers and audit and inspection personnel, reporting contents are confined to the least possible people, reporting materials are maintained by specially designated persons, and more measures are taken to keep reporting a secret. Meanwhile, the Company makes sure the handling process and results of reporting are fair and impartial according to audit standards and procedures, so as to protect the privacy of whistleblowers and audit and inspection personnel. In case anyone retaliates against whistleblowers, the Company would hold him or her accountable, and transfer him or her to the judicial organ when necessary.

Information Security and Privacy Management

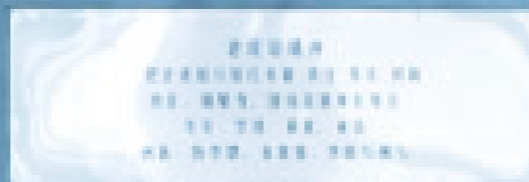


- ⦿ The Company attaches great importance to protecting information security of customers. We have established an information security management system under the ISO27001 standard, which has passed the ISO27001 information security management system certification. In addition, the Company is subject to the ISO27001 information security review by third parties each year, as well as network and user privacy security inspection by government regulatory organs. In such way, the Company keeps improving management performance in information security and privacy protection.

A Department of IT Application is set up for information security planning and management. All other functional departments assume their own information security responsibilities, coordinate the efforts to carry out information security management respectively, and communicate stakeholder requirements and expectations for the Company to the Department of IT Application, to help fulfill our information security goals. The Company also organizes information security and privacy protection training for employees, to improve their awareness of information security.

03

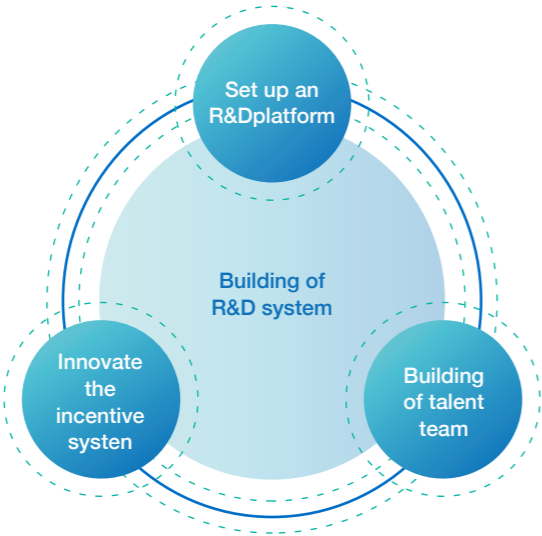
- 3.1 Innovation and Reform
- 3.2 Quality Management
- 3.3 Protection of Customers' Rights and Interests



3.1 Innovation and Reform

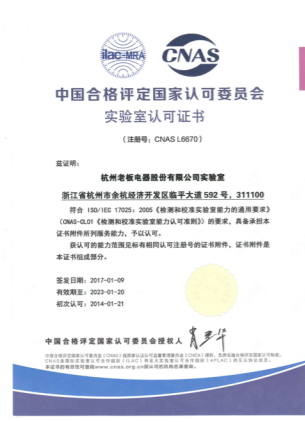
R&D and Innovation

- The Company believes that, for an enterprise to go far, it has to devote continuous efforts to R&D and innovation. To this end, we build a R&D system, invest heavily in product and technical R&D, and build up the independent R&D capacity and employee innovation ability. Our technical research achievements are timely commercialized based on our technical advantages, maintaining our leading position in the industry.



- In terms of R&D platforms, we have a Central Research Institute acting as the decision maker for all our innovation projects. Under the institute are a Fundamental Research Institute, an Innovation Research Institute and an Intelligent Research Institute. These institutes are advancing the innovation and reform of the Company from perspectives of fundamental R&D, technical breakthrough, product form and category launching, new material application, user experiences, etc.

The Company has been recognized as a state-level technical center, provincial-level R&D center, provincial-level key lab, high-tech enterprise, and state-level technical innovation demonstration enterprise.



- In 2021, the Company had 876 R&D staffers, including 5 with associate senior professional titles or above, and 74 with medium-grade professional titles. The Company had 8 employees with doctorate and 124 with master's degrees, and was an industry leader in R&D team size and strength.

876

R&D staffers

5

associate senior professional titles or above

74

medium-grade professional titles

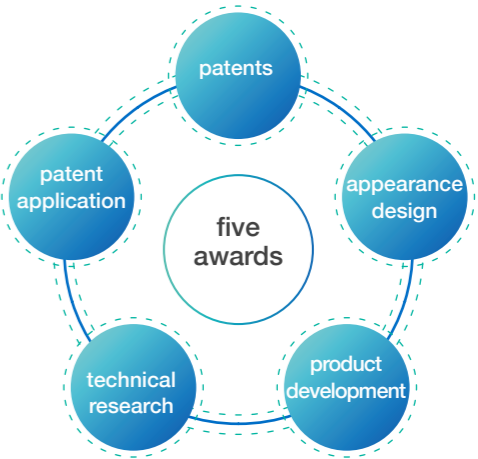
8

doctorate

124

master's degrees

- In addition, to attract and retain innovation and R&D talents and stimulate their innovation potential, the Company grants awards for patents, appearance design, product development, technical research and patent application, and rewards for the employees participating in R&D projects.

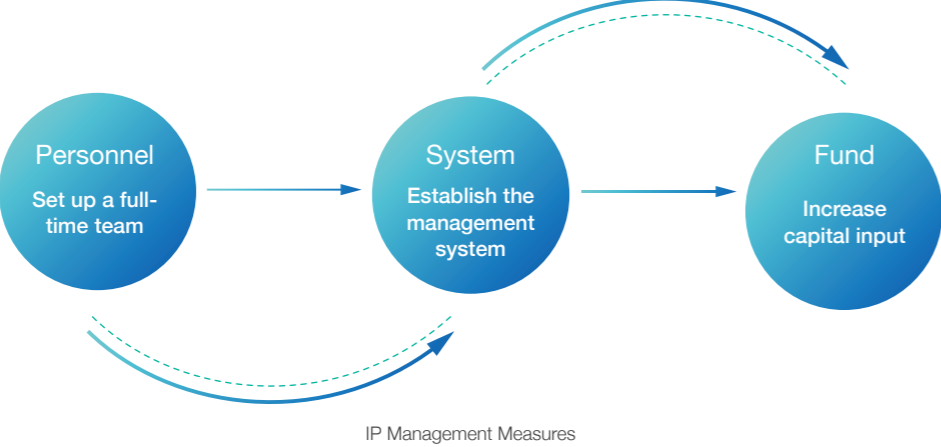


Science and Technology Festival

- Innovation is the primary driving force for development. To better stimulate employees' innovation vitality, Robam Appliances organized a science and technology festival on the theme of innovating kitchen appliances in December 2021. Employees with marked contribution to patent innovation, production innovation, technical innovation, patent application quality and quantity, etc., were commended and recognized as corporate models. They are effective support for the technical undertaking and management performance improvement of the Company.

IP Protection

As an innovative listed company, the Company respects knowledge, advocates innovation, builds credibility and abides by law when it comes to intellectual properties. We believe respecting intellectual properties means maintaining market order. The Company prepares internal IP system documents and strengthens the planning and implementation of IP systems according to the GB/T 29490-2013 Intellectual Property Management Specifications for Enterprises. Robam has passed the GB/T 29490-2013 intellectual property management system certification. Robam is active in IP protection. A specialized work team is set up to implement the Intellectual Property Management System, the Patent Application System and the Standards for Intellectual Property Maintenance and Management, to build up the IP operation capacity of the Company. Moreover, the Company repeatedly organized the relevant functional departments for IP training, to raise employees' IP awareness.



IP Management Measures

In new product development, we would apply for patents on our core technologies, to protect them with patents. By analyzing our own patents and patents in the industry, the Company manages to identify the core technologies that are not protected by patents, and uses them as the guidelines for the R&D and operation activities within the Company. To encourage technicians for better IP protection, the Company rewards patent inventors by type of patents. As of December 31, 2021, the Company had held 2,010 effective patents. **In 2021, 1,093 patents were applied, including 274 patents for invention.**

In addition to spurring patent application and innovation by employees according to law, the Company takes initiative to seek trademark affirmation and protection. In 2021, the Company applied to the China National Intellectual Property Administration for annulling a similar trademark used by a company on a similar product, and was accepted.

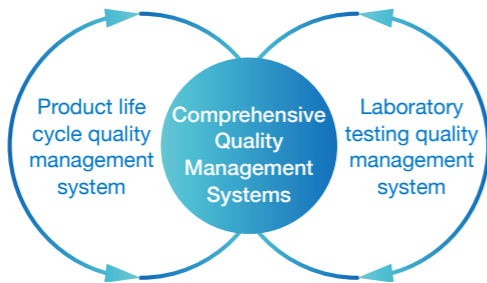
While protecting our own intellectual properties, we make sure we don't infringe on others' intellectual properties. Before we make technical innovation, engage in new product sales and management, participate in external exhibitions and take part in other IP related activities, the relevant department of the Company would carry out sci-tech novelty retrieval to make sure no IP infringement happens. We have determined proper research directions and technical paths for the development of new technologies, processes and products and technical transformation by consulting intellectual property literature, to start R&D at a higher level and avoid repeated development or IP disputes. In 2021, we involved no infringement on others' intellectual properties.



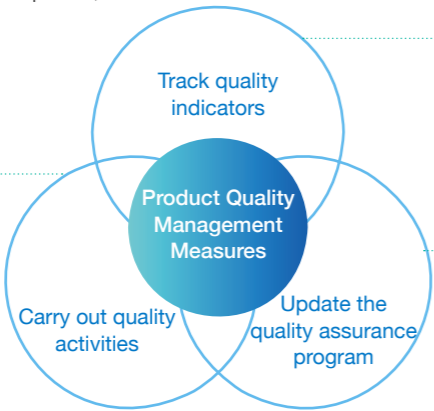
3.2 Quality Management

Improve Quality Management Systems

- High-quality products and services are the fundamental competitiveness of enterprises. We ensure product quality and take regular quality improvement measures via rigorous product life-cycle quality management and lab testing quality management, thus continuing to improve quality management effect.



- We have established quality management systems covering the entire life cycle of our products based on international leading quality management philosophies, which have passed the ISO 9001 quality management system certification and the “Made in Zhejiang” certification (product testing + management systems). Considering main factors affecting product quality, we have formulated Standards for Nonconforming Product Management, Measures for Dealing with Abnormal Manufacturing Procedures, Measures for Market Quality Early Warning and Graded Treatment, Rules for Blind Spot Implementation, etc. We ensure all-round quality control by tracking quality indicators, carrying out quality control activities, upgrading quality assurance plans, etc.



Set market quality, new product quality, supplier quality, quality in manufacturing, quality improvement and talent education and other indicators, follow up and continuously improve the performance of such indicators

Update and publish the Full Category Warranty Commitment Program to be user-centered and comprehensively improve user experience and satisfaction.

Carry out quality activities such as pre-job training, quality control point examination, case education, mine clearance and blind spots with 8,943 participants in 2021.

- In terms of quality management effect, we completed 86 Six Sigma/QCC projects and recorded a benefit of RMB 8.1 million from quality improvement in 2021. We trained 149 Six Sigma Black- and Green-Belt quality talents. [Six Sigma is a technology that improves the quality process management of an enterprise. Six Sigma Black Belt is the backbone of the full implementation of Six Sigma in the enterprise, responsible for the specific execution and promotion of Six Sigma, while shouldering the task of training the Green Belt. Six Sigma Green Belt is directly distributed in the front lines of production and management, and a high-quality green belt team plays a key role in the top-down implementation and continuous improvement of Six Sigma concept.], including 65 Black-Belt talents and 84 Green-Belt talents. Besides, the Company won the first prize

at the Asia Symposium on Quality Function Development and Innovation, a professional-level award at the QC Team Achievement Publication Competition organized by the China Association for Quality, a professional-level Six Sigma award granted by the China Association for Quality, the first prize for Zhejiang quality management teams, the first prize for Hangzhou quality management teams, etc.

Our laboratory is mainly for testing the safety and usage performance and reliability of kitchen appliances and gas stoves and their spare parts and materials. With regards to laboratory quality management, we formulate and implement a Quality Management Manual and implementation rules according to the ISO/IEC17025:2017 General Requirements for the Competence of Testing and Calibration Laboratories, the CNAS-CL01:2018 Accreditation Criteria for the Competence of Testing and Calibration Laboratories, the CNAS-CL01-A003:2018 Guidance on the



Application of Testing and Calibration Laboratories Competence Accreditation Criteria in the Field of Electrical Testing, specifications recognized by the China National Accreditation Service for Conformity Assessment Laboratory, and the applicable Chinese laws and regulations, to ensure the legality and impartiality of the testing and service quality at the laboratory, thus providing the society with accurate and reliable testing data and results. Our laboratory has been recognized by the China National Accreditation Service for Conformity Assessment Laboratory.

Six Sigma is a technology that improves the quality process management of an enterprise. Six Sigma Black Belt is the backbone of the full implementation of Six Sigma in the enterprise, responsible for the specific execution and promotion of Six Sigma, while shouldering the task of training the Green Belt. Six Sigma Green Belt is directly distributed in the front lines of production and management, and a high-quality green belt team plays a key role in the top-down implementation and continuous improvement of Six Sigma concept.

Encourage Quality and Skill Improvement

- The Company runs a Quality School, which trains employees on quality and skills by organizing new employee training, internal training and external exchanges.

Ways to Improve Quality and Skills

Orientation training

Internal training empowerment

External exchange

·A three-level quality education system for new front-office employees
In 2021, we organized 64 three-level quality education activities for new employees, with a total of 3,887 trainees trained on the basic quality knowledge.

·Continuous TQE internal training
In 2021, we organized 38 internal training courses, with a cumulative training time of 72 hours and 2,142 trainees. Our training on quality had covered 49.3% of the staff.
·Strengthening quality trainer team building and course resource development
We have 21 trainers on quality, including 2 new trainers and 19 internal trainers certified by the Robam School. Nine quality courses were developed or optimized in 2021.

·Expanding influence in the industry via external exchanges and learning
In 2021, we received 4 study visits by external entities like the China Jiliang University and Bull Group Co., Ltd. We participated in 3 industrial standard discussions organized by the Zhejiang Quality Association and the China Association for Quality.
·Consolidating quality foundation
We organized two quality experience and know-how sharing activities and shared 15 quality experiences and know-hows in 2021. We planned and launched quality and skill competitions, with 81% of our staff members participating, and a qualification rate of 100% for quality engineering and 97.29% for quality control recorded.

3.3 Protection of Customers' Rights and Interests

Full-life-circle Customer Services

- The Company aims to provide customers with agile, responsive and premium services and maintain harmonious and close customer relations. We provide comprehensive technical services to customers before, during and after sales, having formed a benign interaction with customers and differentiated customer experiences. Our Strategic Market Headquarters, Service and Logistics Department, Quality Department and Marketing and Comprehensive Management Department coordinate and cooperate with each other on product and technical service management. They regularly visit customers, coordinate customer complaints, track product quality, install and maintain products. Besides, the Company organizes training for marketing personnel at regular intervals, to improve their professional skills and customer service ability, thus improving the customer service quality of Robam.



- To effectively improve services and make sure responsive premium services are available to all customers, we implement Robam Appliances Standards for Handling Agency Complaints to regulate service complaint and crisis handling procedures of our agencies. We promptly respond to customer complaints by phone and on our website. We classify customer complaints and specify deadlines for response to different classes of complaints. The Service and Logistics Department is responsible for supervising the complaint handling process, to make sure every complaint is effectively handled within the time limit.

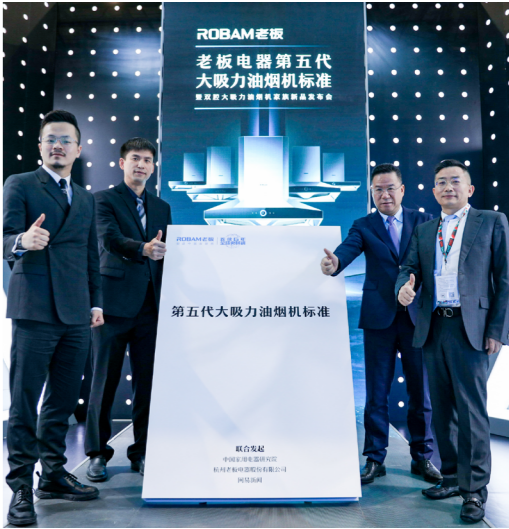
Response to Complaints and Time Limit for Achieving Solution

Common grievance	To make response within 30 minutes	To solve the grievance within 72 hours
Serious complaint	To make response within 20 minutes	To solve the complaint within 48 hours
Service crisis	To make response within 10 minutes	To solve the complaint within 48 hours

Robam takes initiative to engage with customers to understand their perception, experiences and needs, and promote our products to customers from more fields through targeted product promotions such as at the 2021 Appliance & Electronics World Expo (AWE).

2021 Customer Surveys (partial)

- Survey on consumers and consumer acceptance of automatic cooking
- Tentative promotion of the concept of steaming, baking and frying all-in-one machines
- Survey on users of and needs for integrated sinks
- Understanding dishwasher users and tentative promotion of the concept of dishwashers
- Survey on the use of disinfection cabinets
- Study on characteristic purchase channels of consumers of gas water heater sets
- Understanding high-end dishwasher users and tentative promotion of the product concept



To understand customer satisfaction with our products, we carried out a Special Survey on All Robam Products in February 2021, during which we evaluated user experiences before, during and after sales to confirm their importance and satisfaction.

Responsible Marketing

- We carry out marketing activities strictly in accordance with the applicable national laws and regulations like the Advertisement Law of the People's Republic of China, the Cybersecurity Law of the People's Republic of China and the Trademark Law of the People's Republic of China, and industrial rules. Before new products are launched, their instructions and manuals would be reviewed by the department submitting these materials, and the patent-related technical support department, product department, laboratory and legal specialists, to make sure there aren't any content or description involving infringement or violating the advertisement law. We promote products via product manuals within product packages and our website. Considering characteristics of different products, we often organize customer training on products, covering product performance, use efficiency, potential risks, safety instructions, operation and maintenance methods, etc.



04

- 4.1 Employee' Rights and Interests and Welfare
- 4.2 Employee Development and Training
- 4.3 Occupational Health and Safety



4.1 Employee' Rights and Interests and Welfare

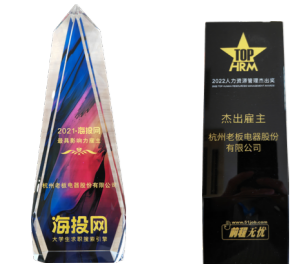
Recruitment and Basic Rights and Interests of Employees

- We recruit employees strictly in accordance with the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Provisions on the Prohibition of Using Child Labor and other laws and regulations, as well as our Human Resource Management Manual and Employee Attendance Management Standards.

We adhere to the equal employment criteria, and are opposed to all discrimination due to gender, age, region, educational background, religious belief, nationality, race, sexual orientation, physical disability, etc. We try to create a diverse and inclusive workplace. Meanwhile, Robam implements a fair, impartial and transparent recruitment mechanism, and prohibits child labor, forced labor, working overtime, harassment, abuse, etc., effectively protecting legal rights of our employees. In 2021, we used no child labor or forced labor.

Recruitment and Basic Rights and Interests of Employees

Categories	Policies of Employee Rights and Interests
Recruitment and Elimination	<ul style="list-style-type: none">Recruitment: We recruit employees according to our Recruitment Management Standards and the applicable laws and regulations, and following the fairness, impartiality and no discrimination principles.Elimination: We abide by our Elimination Management Standards in eliminating employees, to protect their legal rights and interests.
Remuneration and Incentives	<ul style="list-style-type: none">Remuneration: We adjust remuneration twice a year and make remuneration raising plans for employees according to our Remuneration Management Standards.Incentives: We give physical and spiritual incentives to employees delivering extra performance, contribution or value according to our Incentives Management Standards.
Work Hours and Leaves	<ul style="list-style-type: none">Work hours: Employees take mixed weekends (meaning one day off for a week and two days off for another). Employees are required to work 8 hours a day/shift.Leaves: Employees are entitled to statutory leaves and personal leaves, sick leaves, work-related injury leaves, annual leaves, marriage leaves, prenatal check-up leaves, maternity leaves, paternity leaves, breastfeeding leaves, bereavement leaves and other paid leaves.



2021 Most Influential Employer on Haitou.cc
2022 Outstanding HR Management Award on 51job.com

To maintain a harmonious employment relationship and protect legal rights and interests of employees, we have set up a work union according to the Labor Law of the People's Republic of China, the Trade Union Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Regulations of Zhejiang Province on Collective Contracts, etc.

Collective negotiation on employee rights and interests has been carried out between employee representatives and corporate representatives, with a Collective Contract considered, adopted and signed at the third meeting of the third congress of workers

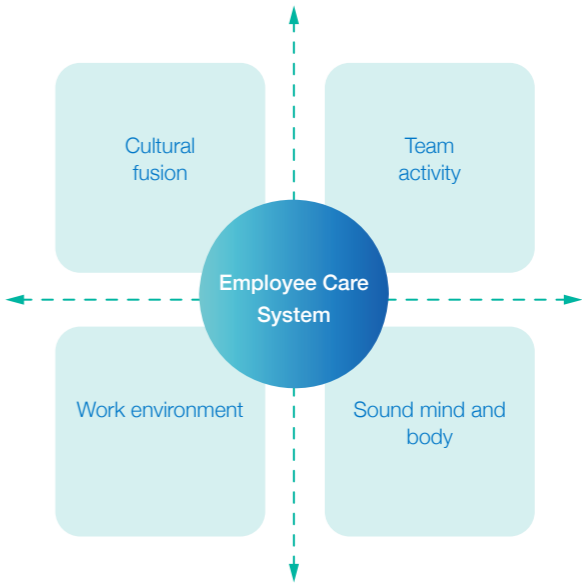


and staff members. Consultation on employee remuneration on the basis of equality has been conducted between corporate representatives and employee representatives according to the Regulations of Hangzhou on Enterprise Wage Collective Negotiation, with a Remuneration Agreement signed. Besides, on the basis of equality, employee representatives and corporate representatives have entered into special collective contracts like the Special Collective Contract on Labor Safety and Health, the Special Collective Contract for the Protection of Female Employees' Rights and Interests, and the "Employer Cares Employees, Employees Love Employer" Common Agreement, in accordance with the Regulations of Zhejiang Province on Collective Contracts, the Special Provisions on Labor Protection for Female Workers, the Regulations of Zhejiang Province on Population and Family Planning, etc.

In 2021, the Company won honors including the 2021 Zhejiang Annual Extraordinary Employer on liepin.com, the 2021 Outstanding Wealth Sharing Award on aiaward.cn, the 2021 Most Influential Employer on Haitou.cc, and the Outstanding Employer title at the 2022 Outstanding HR Management Award on 51job.com.

Employee Welfare and Care

- We advocate the "working happily and living healthily" philosophy. To enhance the happiness of employees, accumulate happy energy, and improve their life and work quality, we have built an employee care system consisting of four parts: cultural integration, team activities, physical and mental health and work environment.



Welfare for Vise Outstanding Employees

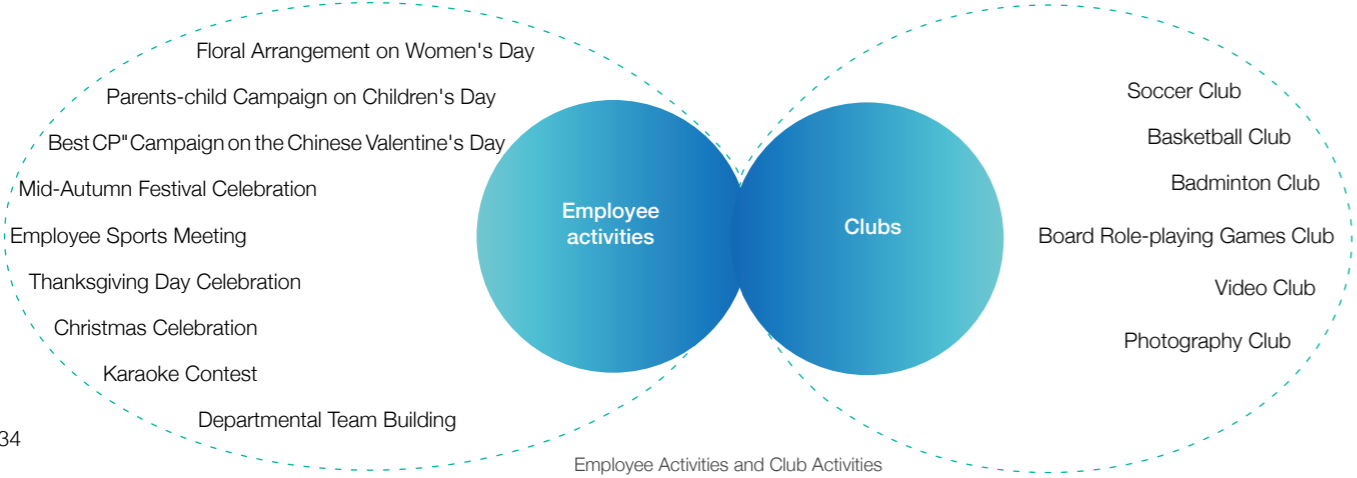


- To encourage employees highly fitting the corporate culture to be good models, we implement an Incentive Plan for Vise Outstanding Employees, and elect Vise Outstanding Employees every quarter by innovation, responsibility performance and pragmatism. In 2021, 20 Vise Outstanding Employees were elected and provided with fringe benefits like free breakfast for a month, parking lots for outstanding employees for a month, three-day paid leave, and incentive points.

- Our Welfare Management Standards, Employee Welfare Manual and other management systems formulated according to the applicable laws and regulations further improve our employee welfare system, and provide employees with fringe benefits concerning holiday, health, activity, learning, work and life.

Welfare	Description
Holidays	The New Year's Day, Spring Festival, Lantern Festival, Women's Day, May Day, Mid-Autumn Festival, National Day, and the bonus in commemoration of the Company's listing
Life allowances	Meals and meal subsidy, birthday blessings, bonus for continuous improvement, employee discounts for buying our products, high temperature subsidy, energy supplement packages, team building activities, staff activities, and staff associations
Insurances	The accident insurance, business travel insurance, serious disease insurance, outpatient and inpatient insurances, high-end medical treatment services, inpatient medical interaction, TCM physiotherapy, health examination, dental medical treatment, fitness facilities, and health lectures
Awards for model employees	The "vise" spirit award, innovation award, outstanding team award, Golden Bull award, star employee award, quarterly "vise" outstanding employees, quarterly three-star cultural employees, outstanding Party members, outstanding Party workers, active Party members, award for craftsmanship and outstanding contribution, top ten youth model employees, top ten youth/new employees, model woman pace-setter and woman pace-setters
Training	The E-learning, specialized schools, special training plans, external training and corporate library
Leaves	Spring Festival leaves longer than statutory Spring Festival holiday, long-distance leaves for wedding ceremony, prenatal check-up leaves, long-distance leaves for bereavement, parental leaves and paternity leaves, in addition to statutory leaves
Talent services	Top talents of Hangzhou, top talents of Linping District, four types of talents, fresh graduates and skilled talents
Housing subsidies	Bachelors' apartments with refined decoration, housings/housing subsidies, public rental housing subsidy in Linping District, and settling-in allowance/rent subsidy for fresh graduates

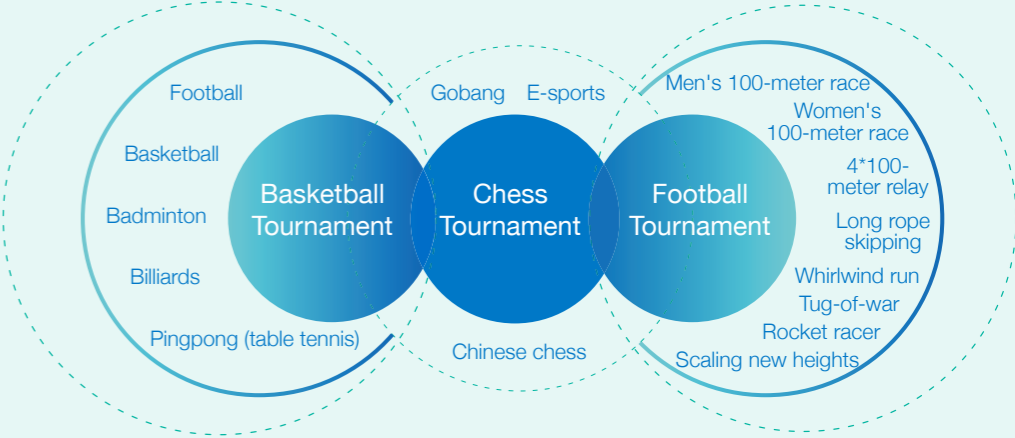
- To offer employees more off-work cultural activity choices, we organized various forms of employee activities and club activities, such as the employee sports meeting, football club, basketball club, and badminton club for improving their health, flower arrangement, karaoke competitions, video shooting club and photography club for cultivating their hobbies, and family activities and matchmaking on Chinese Valentine's Day for enhancing employee's relationship with families and friends. In such ways did we effectively enhance the corporate cohesion.



The Tenth Robam Employee Sports Meeting

- The employee sports meeting is a major way to promote our "working happily and living healthily" philosophy, an important part of our corporate culture, and a significant measure to consolidate our production reform.

To enhance corporate cohesiveness and colleague friendship and diversify off-work activities of employees, we held the Tenth Robam Employee Sports Meeting in 2021. The sports meeting, on the theme of "Losing No Time in Fulfilling the Dream of Developing Robam into a Time-Honored Enterprise", lasted for nearly one and a half months, during which 16 competitions in three events (i.e. the Chess Tournament, Basketball Tournament and Football Tournament), were organized. In the spirit of "friendship first, competition second", the players from various departments and subsidiaries of the Company carried forward the vise spirit of innovation, responsibility and pragmatism on the track field, and demonstrated the good physical quality and spiritual outlook of the majority of employees, contributing to the achievement of the Company's grand goal of "building a world brand and a century-old enterprise" in the future.



Conduct surveys on employees' professional dedication and satisfaction

- The Company held various forms of employee forums on a regular basis to collect employees' voices, establish a comfortable and positive employee relationship, and cultivate employees' sense of identity with and belonging to the Company. The Company, meanwhile, carried out lectures on health knowledge such as Overview of Chinese Food Culture and Children's Diet Health to improve the health literacy level of employees.

In addition, with the goal of "Continuously enriching the corporate culture, enhancing the centripetal force and competitiveness of enterprise, and improving the cohesion and combat effectiveness of employees", the Company held the All Staff Culture Seminar and Cooking Culture Promotion and other content-rich corporate culture promotion activities, and worked to improve employees' perception of corporate culture and employee satisfaction through various forms of activities, such as All Staff Cooking Certification, Robam Family Feast, Vise Conference, etc.

- The Company launches surveys on employees' professional dedication and satisfaction every year, and proposes specific measures to further improve employees' professional dedication and satisfaction based on the survey results:

2021 initiatives

Combine material incentive with spiritual motivation, optimize the incentive method; incentive strategies continue to guide incremental value creation.
Strengthen the performance publicity with better ways and methods, and strengthen employees' understanding of performance management.
Increase capital investment into team building, and enable team building; front-line employees organize "happy moment" activities every quarter.
Improve the Welfare Management System, continue to optimize and adjust the corresponding welfares for different groups.

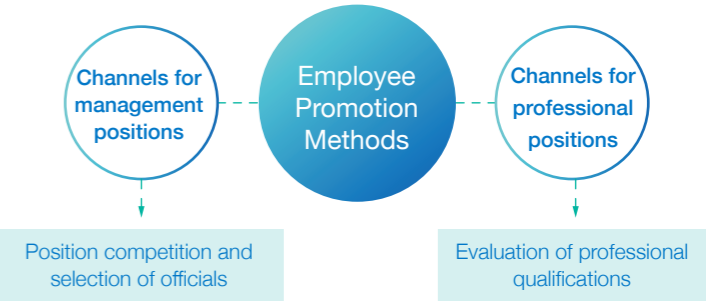
4.2 Employee Development and Training

Talent Echelon Construction

- The Company has set up a career development system for employees, established the Talent Development Management Standard, effectively managed the career development of employees, promoted employees to achieve development goals, and created a talent echelon.

In 2021, the Company proposed an endogenous talent development strategy based on the new three-year talent strategy. The Company invited external industry experts to lead the organization for rapid development. At the same time, it recruited a large number of fresh graduates with high potential (including undergraduates, masters and doctoral candidates) to strengthen the talent reserve with focus on the implementation of the training plan of endogenous strategy, so as to comprehensively build a standby force for the development of Robam talents.

As guided by employee ability and value creation, the Company designs a career promotion channel with dual-track development of management (management channel) and profession (professional channel), forming six job families, including management family, product R&D family, supply chain family, marketing family, professional service family, and skill operation family. For employees with matching management or professional ability, they may grow across professions and are encouraged to transform to multi-skilled talents.



Multi-dimensional Talent Training System

- The Company has established an endogenous talent training system, and formulated training plans for employees at different levels and positions, including regular employees, labor workers, temporary workers, and interns, from entry to various stages of development. By carrying out targeted training programs, the Company helps employees improve their professional ability and comprehensive quality in an all-round way.

The Company's training system covers growth training, professional training, cultural training, and leadership training, providing employees with uninterrupted and penetrating training resources through a variety of online and offline training activities and courses. Additionally, the Company encourages and supports employees to obtain academic qualifications and certificates in order to provide employees with more and better career development opportunities.

The Robam School precisely builds a curriculum system for employee's growth

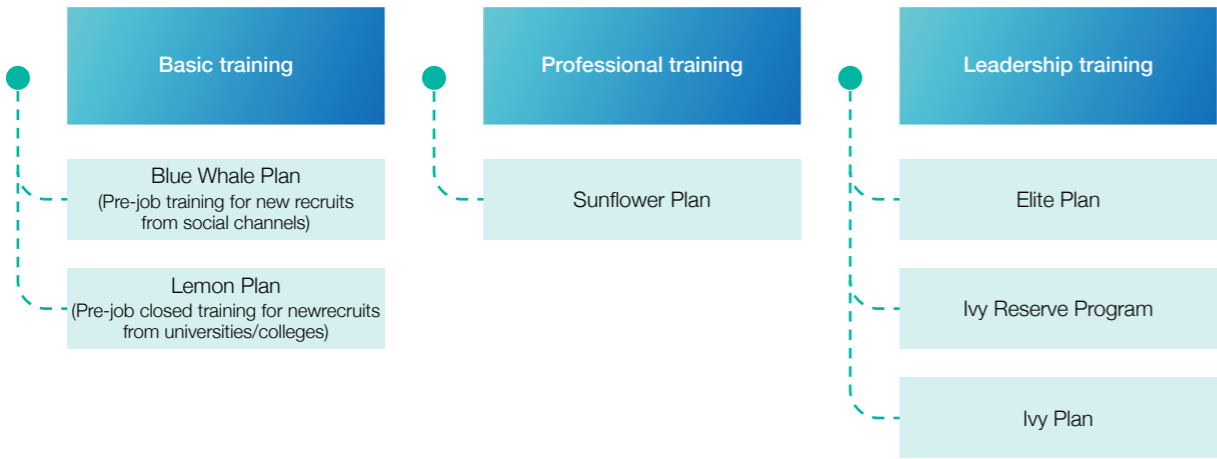
In order to accurately and effectively improve the quality of talent construction, the Company has established the Robam School for all employees and provides a comprehensive growth curriculum system. The Robam School has formulated such management systems as the Training Management Code, Internal Trainer Management Method of Robam School, Textbook Development Management Method of Robam School, External Training Management Method of Robam School, Professional Branch Operation Management Method of Robam School to ensure the orderly development of talent training and training operation of the Company.

With the mission of "cultivating outstanding Robam members, fostering leading talents of Robam, contributing to the sustainable development of China's small and medium-sized entity enterprises, and becoming an employee growth consultant, business development partner, as well as organizational culture inheritance and practical value platform", the Robam School provides the training to serve the career development of employees.

Besides, the Robam School has independently developed the learning platform "E-learning" APP, which is synchronized between computer and mobile phone, so that employees may study on it anytime and anywhere. By the end of the reporting period, the E-learning had offered a total of 1,199 courses, including internal and external courses, and the headquarters platform was enabled by 6,465 persons, with a login rate of 98.23%, 332,354 logins, and 51 logins per capita; it held a total of 512 tests, covering 50,688 person-times, and supported 234 offline training sessions, covering 1,170 person-times; it updated knowledge for 398 times, with a total learning time of 1.516 million minutes and a per capita learning time of 3.91 hours.



Employee Training System



Training Programs and Progress in 2021

Name of Program	Trainee	Introduction
Lemon Plan	New employees via on-campus recruitment	Uniformly learn standardized courseware such as corporate culture, company system and process, code of conduct and etiquette on the Company's "E-learning" APP.
Sunflower Plan	Employees who have worked for the Company for 2 to 3 years	Guide employees to develop expertise through the professional channel, cultivate business backbones and young expert talents with high professional quality in respective department, and quickly improve the professional ability of employees.
Ivy Plan	Mid-level leader	Combine management skills and coaching techniques, enable middle-level management to get inspiration from team activities and comprehend the way of management in team activities with focus on both competition and cooperation.
Rainbow Plan	Senior leaders	Combine leadership and business power, customize personalized training programs for future leaders, including Rainbow Forum, Vise Forum and coaching techniques + program experience + study tour.
Outstanding Leader Program	General managers of branch offices and agencies	The 2.5-year special course for large companies, CSP course, jointly established by the Robam School and Cheung Kong Graduate School of Business, broadens horizons through classroom learning interaction, action learning, benchmark enterprise visits and exchanges, and overseas study tours to systematically improve enterprise business philosophy, management ability, management literacy, leadership art and social responsibility.



2016年3月11-12日 老板电器 常青藤中层干部培训 @ 余杭人民武装学校



4.3 Occupational Health and Safety

Work Safety

The Company endeavors to build a safety culture with work safety responsibility as the core and risk assessment and control as the means. The identified risks related to work safety for the Company include safety risks in the construction stage of the construction project, safety risks in the workplace during the production and operation stage, and chemical management risks. In the past 3 years, no death occurred in the Company due to work-related injuries.

The Company continues to promote the standardization of work safety, and requires that the safety facilities of the construction project must be designed, constructed, put into production and used in synchronization with the main project to ensure the safety at source. At the same time, the Company continuously improves safety monitoring measures, covering major hazard source monitoring, fire alarm and fire control, etc., and establishes the management systems such as Hazardous Operation Safety Management Standard, Gas Cylinder Safety Operation Management Standard, On-site Emergency Drug Management Standard, Fire Safety Management Standard, Electricity Safety Management Standard, Laboratory Safety Management Standard, and Gas Distribution Room Safety Management Standard, so as to prevent and reduce work safety accidents and protect the life and property safety of the Company and employees.

The Company has formulated the Emergency Plan for Production Safety Accidents to standardize the early warning, emergency response and disposal, and reporting of safety accidents. The Company establishes a three-level safety supervision mechanism, and conducts company-level, department-level, and team-level safety supervision at a regular basis; regularly performs inspections of safety hazards on the job site, and rectifies the identified safety hazards; implements three-level safety education and safety training activities for all employees, strengthens employees' safety awareness and improves risk identification ability; regularly carries out safety emergency drill activities, detects the problems in the emergency plan through simulating the accident scene, and then constantly improves the emergency plan.

In terms of chemical management, the Company has developed the Chemical Management System to prevent unscheduled purchase, receipt and use, and reduce the risks of chemical use.

Occupational Health and Safety



The Company strictly abides by the Law of the People's Republic of China on Prevention and Control of Occupational Diseases, formulates the Occupational Disease Management Standard, Occupational Disease Hazard Monitoring and Evaluation Management System, Occupational Disease Hazard Warning and Notification System, Emergency Plan for Occupational Disease Hazard Accidents, Reporting Standard for Occupational Disease Hazard Projects, Occupational Health and Safety Testing Standard, Occupational Hazard Protection Equipment and Facilities Management System as well as other systems, is certified by ISO45001 Occupational Health and Safety Management System, regularly carries out detection of dangerous and harmful factors, and regularly implements targeted occupational health examinations to ensure the occupational health of employees. Furthermore, the Company effectively disseminates and publicizes the knowledge of occupational disease prevention and the concept of healthy work with the help of large LED screens, WeChat and other platforms, and enhances the self-protection awareness among employees. In 2021, the Company was not punished for violating laws and regulations related to occupational health and safety.

The Company has identified the following main hazard factors related to occupational disease, including noise, welding fumes, radiation, manganese and its compounds, grinding wheel dust, other dust, benzene, xylene, ethyl acetate, acetone, cyclohexane, solvent gasoline, n-hexane, formaldehyde, liquefied petroleum gas, solvent gasoline, sodium hydroxide, hydrogen sulfide, etc. Every year, the Company entrusts a qualified testing agency to test the production workshop for hazard factors of occupational disease, reports the test results to Yuhang District Safety Supervision Bureau and files them in the occupational health management account. Meanwhile, the Administrative Department of the Company feeds back the test results to the Production Department, and the Production Department informs employees of various positions in the workshops of the occupational disease hazard factors and their concentration values by putting up notices or circulating them, and informs employees of protective measures.

In order to implement special labor protection for female employees and underage workers, the Company formulates 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.

Additionally, the Company pays close attention to employees' mental health, sets up employee relationship positions, expands employee communication channels and platforms, and keeps abreast of employees' psychological state; it offers employee mental health courses, stimulates students' enthusiasm for discussion and interaction through courses and lectures, and promotes employees' mental health work to proceed in an orderly manner.

05

- 5.1 Environmental Management
- 5.2 Resource Conservation
- 5.3 Discharge and Emission Management



5.1 Environmental Management

Environmental Management System

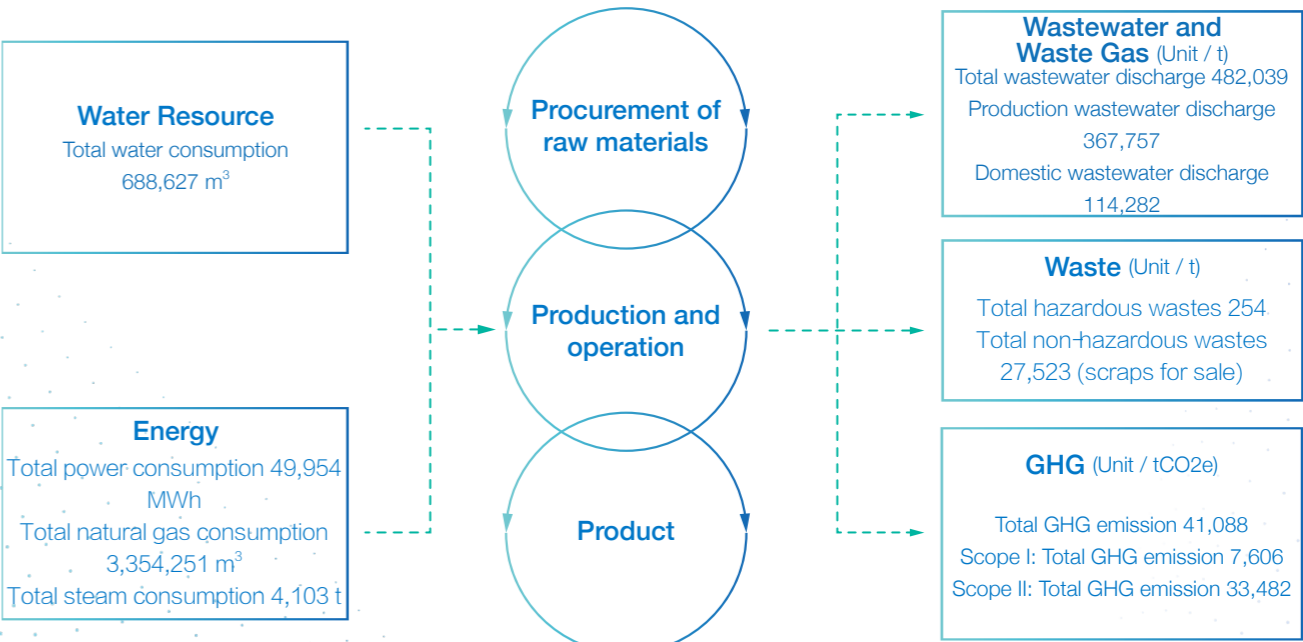
In order to ensure the orderly development of environmental management, the Company has established an environmental management system in accordance with the requirements of local environmental protection laws and regulations. As guided by the environmental protection policy of "according priority to protection, emphasis on prevention, integrated governance, company participation and liability assumption of damages", the Company has prepared a series of environmental protection systems involving environmental management, training and emergency response, such as EHS Assessment Management Standard and Waste Management Standard. Moreover, the Company has established the EHS Management Committee to be responsible for guiding, inspecting and supervising the development of environmental protection work.



Environmental management objectives	<ul style="list-style-type: none">Zero environmental pollution accidents100% waste sorting and storage, 100% collection and disposal rate100% harmless treatment rate of hazardous wastes
Environmental management system	<ul style="list-style-type: none">EHS Assessment Management Standard, Waste Management Standard, Management Standard for Monitoring of Environmental and Occupational Health and Safety Management Performance, and Management Standard for Identification and Evaluation of Environmental Factors, etc.
Environmental system certification	<ul style="list-style-type: none">Passed ISO14001 environmental management system certification

The Company integrates the concept of environmental management into the whole process of raw material procurement, manufacturing and waste management, and implements various continuous improvement actions in energy management, water management, waste management and pollutant discharge.

The main identified resources consumed by the Company in the production process include water, energy and raw materials, etc.; the generated emissions mainly include wastewater, waste gas, hazardous and non-hazardous wastes, etc.



5.2 Resource Conservation

Water Resource

- The purchased municipal water is the main source of water used by the Company. The Company establishes an inspection system for plant-wide water pipe network and equipment, and repairs and eliminates leakage in a timely manner in case of leakage; reinforces the water management system of office buildings and toilets, and regularly checks the water appliances at various water consumption points for long-running water and leakage of water; strengthens water-saving publicity and education, puts up water-saving publicity posters at main water consumption points, and improves employees' water-saving awareness.

By reusing reclaimed water, all the wastewater in the coating production process is partially reused in the production process after having been treated by the wastewater treatment system, thus saving 12,600 tons of water annually.

Energy

- The Company advocates and practices the concept of green development, strictly abides by the Environmental Protection Law of the People's Republic of China, Law of the People's Republic of China on Conserving Energy, Renewable Energy Law of the People's Republic of China and other laws and regulations, establishes the Energy Management System, and sets up an energy management leading group, with the head of each department being the person in charge of energy management of respective department, forming an energy management network. The Company has been certified by GB/T 23331 Energy Management System.

The Company's energy consumption mainly consists of electricity, natural gas and steam, which is the main source of greenhouse gases. In line with the principle of energy saving and consumption reduction, the Company exercises source control and continuous improvement while satisfying and improving productivity, and reduces the impact on the environment while reducing production costs. In 2021, the Company's unit product energy consumption was reduced by 2%.

By formulating and implementing energy management goals, optimizing plant area traffic, and retrofitting old equipment, the Company reduces production costs and GHG emissions at the same time.

Besides, the Company is committed to expanding the use of photovoltaic power generation. By the end of 2021, the Company has implemented photovoltaic power generation projects in the headquarters plant area and Maoshan Plant area. Photovoltaic power generation facilities are built on the roof of the existing production plants, and the power generated by the Company is directly supplied to the production process, with an annual power generation capacity of 5.01 million KWH and an annual savings of 61.6 tons of standard coal.

5.01 an annual power generation capacity

61.6 an annual savings standard coal

Energy Saving Measures and Achievements

Measures	Specific Actions	Achievements
Production area traffic optimization	Arrange new energy minibuses between the three plant areas to pick up and drop off employees at fixed points on a regular basis	About 16,640 liters of gasoline are saved
Equipment renovation and upgrading	Change the engine power and reduce the use of handling labor and equipment consumables for large elevator renovation project of Production Department II	The comprehensive benefits derived from savings on energy amount to about RMB 120,000 annually



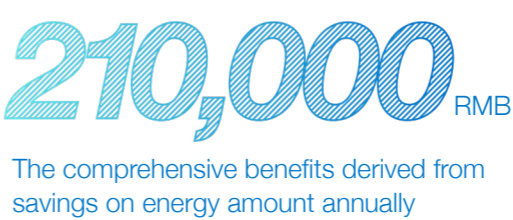
Raw Materials

- The production materials of the Company mainly include cold-rolled sheet, galvanized sheet, stainless steel, tempered glass, etc. The Company explores the possibility of saving materials in production, packaging, office and other links, and constantly improves the utilization rate of materials by continuously refining the production process to achieve efficient production.

The Company sets up a digital committee to realize paperless office by adopting information-based and efficient means in daily work processes and the use of materials. At the same time, all printers are provided with cloud printing, and paper is uniformly collected and used, and controlled in the collecting stage.

Raw Material Saving Measures and Achievements

Measures	Specific Actions	Achievements
Change of production auxiliary materials	Change the material bottom support from plastic and wood to iron	Improve the reuse rate of production auxiliary materials
Technological innovations	Reduce the number of grams of packaging to lower the disposal cost of hazardous chemicals in the one-component silicone rubber packaging improvement project	About RMB 210,000 can be saved annually if the savings on energy are converted into economic benefits



5.3 Discharge and Emission Management

Wastewater Discharge Management

- The chemical oxygen demand (COD_{Cr}) and ammonia nitrogen (NH₃-N) are the main wastewater pollutants produced by the Company during production and operation. The Company handles sewage discharge permits in accordance with the requirements of the state and local governments, strictly implements sewage discharge declaration and sewage registration, and establishes a wastewater treatment system to discharge wastewater uniformly up to the standard through discharge outlets.

Wastewater Discharge Categories and Standards

Categories	Implemented Discharge Standards	Monitoring Measures
COD _{Cr}	Grade III Standard of Integrated Wastewater Discharge Standard (GB8978-1996)	Regularly entrust a third party for testing
NH ₃ -N	Indirect Discharge for Emission Limitation of Nitrogen and Phosphorus for Industrial Wastewater (DB33/887-2013)	Regularly entrust a third party for testing

Waste Gas Emission Management

- The gas smoke, canteen cooking fume, and plastic spraying dust are the main air pollutants produced by the Company during production and operation. The Company effectively supervises waste gas emission, and ensures that all emission indicators meet local and industrial emission standards through strict treatment and monitoring measures.

Waste Gas Emission Categories and Standards

Categories	Implemented discharge standards	Monitoring measures
Gas smoke	Emission Standards for Air Pollutants of Boiler (GB13271-2014)	Regularly entrust a third party for testing
Canteen cooking fume	Emission Standard of Cooking Fume (GB18483-2001)	Regularly entrust a third party for testing
Plastic spraying dust	Grade II Standard of Integrated Emission Standard of Air Pollutants (GB16297-1996)	Regularly entrust a third party for testing

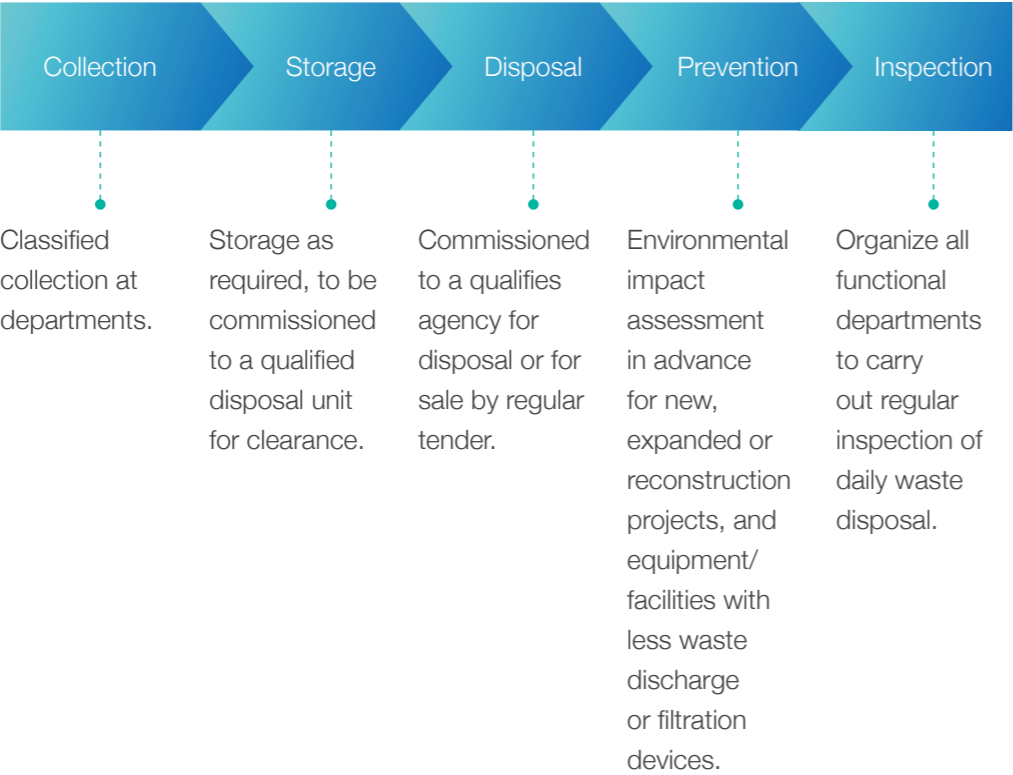
Waste Management

- The Company manages waste following the principles of reduction and reuse, and fully improves the efficiency of resource utilization. The industrial waste generated in the production process is regularly sold through bidding or entrusted to a qualified disposal agency for comprehensive utilization, and the construction waste is handed over to a qualified agency for recycling and disposal to maximize resource utilization. The rest general waste, such as kitchen waste, is entrusted to a qualified agency for salvage and clean-up, and domestic waste is processed by the environmental sanitation department. For hazardous wastes, the Company strictly implements the Standard for Pollution Control on Hazardous Waste Storage and entrusts a qualified agency for standardized disposal.

For electronic waste, the Company scraps the electronic components returned from the market, and transfers the processed electronic waste to a third-party qualified agency for disposal. The Company disassembles the recovered whole machine products, and recycles the recyclable parts. For the waste generated in the production process, the Company realizes the reuse of waste through scrap recycling or sale by bidding.

Type of Waste and Disposal Measures

Categories		Contents	Measures
Hazardous wastes		Water treatment sludge, paint slag, waste activated carbon, waste oil, waste oil barrels, V-Telon empty bottles, silicone rubber packaging, alcohol bottles (barrels), oil-stained rag gloves, laboratory waste liquid, waste emulsion, grinding sludge, etc.	Entrust a qualified agency for standardized disposal
Non-hazardous wastes	Industrial waste	Sheet metal scraps, waste carton, waste foam, waste wood, waste plastics, etc.	Bid for sale on a regular basis or entrust a qualified disposal agency for comprehensive utilization
	Domestic waste	Beverage bottles, food packaging, napkins, toilet garbage, etc.	Entrust the environmental sanitation department for disposal
	Construction waste	Waste generated during construction	Entrust a qualified agency for disposal
	Waste oils and fats	Waste oils and fats from normal activities in canteens	Entrust a qualified agency for salvage and clean-up



GHG Management

⦿ The massive GHG emission is an important cause of global climate change. The Company recognizes that mitigating climate change is of great significance to the enterprise itself and the world.

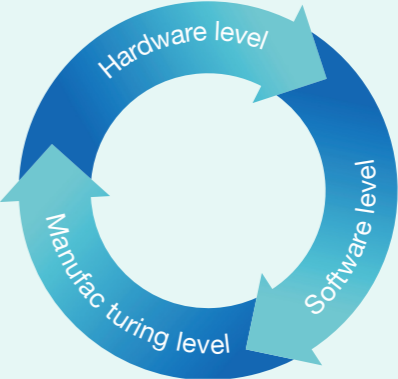
In active response to China's carbon emission peak target in 2030 and carbon neutrality to be achieved in 2060, the Company has calculated the GHG emissions of equipment manufacturing according to the Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions of Machinery and Equipment Manufacturing Enterprises (for trial implementation) issued by the National Development and Reform Commission.

In 2020, the Company's total GHG emissions from equipment manufacturing were 35,411.00 tCO₂e. Among them, the emission of fossil fuel combustion was 7,391.48 tCO₂e, the GHG emission from the net purchased and consumed electricity was 27,141.03 tCO₂e, and the emission of net purchased heat was 878.49 tCO₂e. In 2021, the Company continued to reduce carbon emissions by giving priority to the use of photovoltaic energy, continuously carrying out proposals to improve and reduce energy use, and using smart power systems.

The Company identifies the impact of its operations on the climate and the environment, builds a climate change management system from four levels of governance structure, strategy formulation, risk management, as well as target and performance formulation, identifies risks and opportunities related to climate change, and integrates climate change mitigation and adaptation into daily management.

Governance Structure	Strategy	Risk Management	Objectives and Performance
<ul style="list-style-type: none">· Incorporate climate change issues into high material issues of ESG management, and the Board of Directors shall supervise and manage the Company's climate change issues· Functional departments and subsidiaries incorporate climate change management into their daily work priorities	<ul style="list-style-type: none">· Actively identify the major sources of GHG emissions· Identify the risks that climate change poses to the company operations and plan to integrate climate change risks and opportunities as part of the overall operational risk management· Actively explore a new model of "carbon neutral" kitchen appliances	<ul style="list-style-type: none">· Carry out management actions in terms of resource conservation and emission reduction to minimize GHG emissions from energy use· Encourage employees to seek green office for less GHG emissions	<ul style="list-style-type: none">· Regularly count and disclose GHG emissions and emission density, assess the Company's performance in managing climate change· Calculate based on successive years of GHG emission data and lay the foundation for setting quantitative climate targets

Build a green kitchen with science and technology and create a new model of "carbon-neutral" kitchen appliances



At the hardware level, with the theme of energy saving and environmental protection, the Company analyzes the current problems faced by air, water, food, energy, etc., and develops professional kitchen solutions. The Company has launched a powerful dishwasher with first-class water efficiency and lower energy consumption to save water and electricity, as well as a central purification system and a fresh air system, which not only achieves energy saving and emission reduction, but also reduces cooking fume pollution in the user's living environment.

At the software level, the Company has developed the ROKI intelligent cooking system and built the world's largest Chinese cooking curve database to help users build green smart kitchens. In the future, the Company will continue to research and expand the Chinese cooking curve database, strengthen the application of digital and intelligent technologies in the field of kitchen appliances, and help users achieve high-end intelligent and energy-saving kitchen experience.

At the manufacturing level, the Company eliminates the use of contaminated or chemically treated raw materials such as electroplating at the source, reducing waste gas emissions and waste discharge through advanced manufacturing technology. In addition, the Company has established a "future factory", which has obvious effects in improving production efficiency, as well as reducing production and personnel costs. In the future, the Company will further achieve the goal of carbon reduction in manufacturing through the comprehensive application of big data, Internet of Things, mobile Internet, cloud computing and other technologies.

06

- 6.1 Cooperation on Supply Chains for Mutual Benefits
- 6.2 Promoting Industry Development
- 6.3 Devoting Active Efforts to Programs for Public Good



6.1 Cooperation on Supply Chains for Mutual Benefits

Build a Sustainable Supply Chain

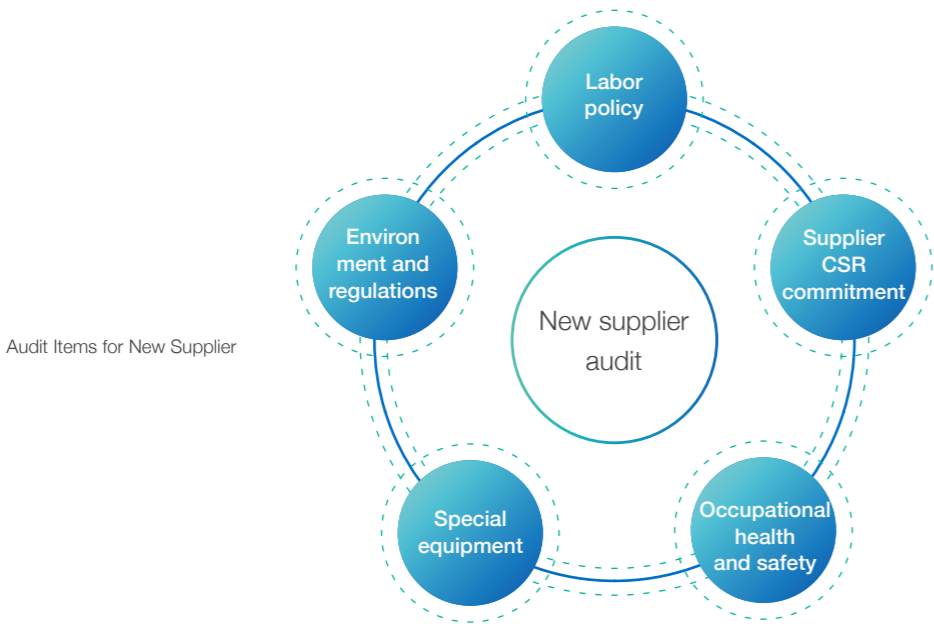
The Company builds a sustainable supply chain from the perspective of the whole life cycle, and prepares the supplier management system documents such as the Management Measures for Productive Material Suppliers, Management Measures for Unreliable Suppliers, and Procurement Business and Code of Conduct for Suppliers, so as to standardize the procurement business activities such as supplier selection, evaluation, management and elimination.

The suppliers are divided into productive material suppliers and non-productive material suppliers. The former refers to the raw material, general part, and outsourced part suppliers. The Company divides suppliers into four categories based on procurement amount and supply risk: Strategic, leveraged, bottleneck, and general suppliers.

The Company requires all of material suppliers to sign the Environmental, Occupational Health and Safety Commitment and CSR Guidelines for Suppliers to specify management requirements for human rights, labor, occupational health and safety, business ethics, environmental protection and social responsibility management systems.

For new suppliers, the supplier social responsibility is taken as the red line indicator of the supplier introduction. The Company audits the new suppliers on social responsibility items on site, such as labor policies, supplier CSR commitments, occupational health and safety, special equipment, environment and regulations, according to the New Supplier Audit Form. Supplier's labor management performance will be factored into the selection of suppliers.

The Company includes qualified suppliers in the List of Productive Material Suppliers; and puts forward rectification requirements for conditionally acceptable suppliers, requiring them to make rectification regularly and reply to the rectification report, after which the qualified suppliers will be included in the List of Productive Material Suppliers.



The Company employs the balanced score card model to evaluate daily performance of suppliers, and the results serve as the basis for supplier improvement. The Company performs annual social responsibility on-site audit of core suppliers by entrusting well-known third-party certification agencies or personnel from relevant departments within the organization to improve the comprehensive capabilities of suppliers in an all-round way. At the same time, the Company has established a supplier incentive mechanism through green procurement management.



Green Procurement Management

Green quality management	<div>· Select high-quality suppliers through comprehensive capability evaluation of suppliers</div> <div>· Incorporate green products into strategic indicators</div>
Green design management	<div>· Select appropriate raw materials through green design product manufacturing and environmental criteria, and cooperate with suppliers of green design products</div>
Green packaging management	<div>· Set up a packaging standardization project team to adopt standardized packaging containers or design special appliances</div>
Green logistics management	<div>· Analyze and evaluate suppliers' transportation vehicles and logistics modes</div> <div>· Operate a reasonable number of orders, and provide the loading rate of transportation tools</div>

The Company holds an annual supplier meeting, and carries out exchanges and cooperation with suppliers through quarterly meetings, lean cost meetings, strategic communication meetings, material assurance meetings, and quality review meetings, so as to achieve long-term common development with suppliers. In 2021, the Company implemented the Supplier Empowerment Project, for which a project team was established, consisting of externally-engaged senior tutors, transferred strategic procurement directors and cost accounting specialists, and newly-recruited supply chain lean engineers. The project team cultivates internal talents and teams for 11 suppliers to save costs, improve delivery rate and increase production capacity to varying degrees, thereby enhancing the sustainable development ability of suppliers.

Conflict Minerals
Procurement
Management

- ⦿ The Company may use the metal gold (Au) and tin (Sn) in the production process of products, which are classified as conflict minerals. The Company manages the conflict minerals by following the principles of the Responsible Business Alliance (RBA) and the Global e-Sustainability Initiative (GeSI), as well as the OECD guidelines, in order to manage and reduce risks in the Company's supply chain. The Company undertakes not to procure or support the use of "conflict minerals" that are derived from illegal mining activities or profits for financing armed activities, and explicitly prohibits sourcing raw materials from areas where human rights are not respected, illegal trade is conducted and violence is funded.

The Company performs risk identification and management of mineral resource procurement, and conducts conflict mineral investigations on suppliers, 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). The Company signs the Conflict Minerals Statement with all suppliers, requiring all suppliers not to purchase conflict minerals, and requiring suppliers to extend this requirement to their subordinate supply chains. In 2021, no suppliers were found to violate the Conflict Minerals Statement.

6.2 Promoting Industry Development

- ⦿ The Company has always valued the industry-university-research cooperation, actively established various forms of cooperation and collaboration with universities and research institutes, strengthened exchanges and cooperation with domestic and foreign peer companies, effectively organized and utilized social resources, and promoted industry development and innovation.

In terms of industry-university-research cooperation, the Company has established a key innovative project team for cracking tough technical problems with Northwestern Polytechnical University, China Jiliang University, Jiangnan University, Wuhan University, University of Electronic Science and Technology of China and other universities, aiming at technological industrialization and commercialization in noise quality, high-performance fans, digital smoke exhaust, etc. Relying on the technology platform of colleges and universities, the Company appoints senior R&D engineers to lead the progress of the project during the cooperation, and at the same time entrusts college professors to build technical capabilities of high-potential talents.

In terms of industry exchanges, the Company regularly visits outsourcing factories and brand partners, seeks new win-win models in exchanges and sharing, and reaches a consensus on input in key technology R&D. The Company cooperates with major supply chain platforms, and holds technical exchange conferences on a monthly basis to discuss the application prospects of cutting-edge technologies in kitchen appliances. Additionally, the Company is committed to promoting industrial development, and actively participates in or presides over the preparation of relevant national standards, industrial standards and group standards.

Categories	Achievements
Industry-University-Research Cooperation	<div>· Establish a test and evaluation method for noise quality of range hoods.</div> <div>· Propose test methods for sound absorption materials and sound absorption coefficient, test and analyze sound absorption coefficients of 11 commonly used sound absorption materials, and determine the optimal parameters of two-component sound absorption materials.</div> <div>· Build the audio injection method and regulated sound design method of the range hood, and output the regulated sound database and the preliminary audio injection module structure.</div>
Industry Exchange	<div>· Carry out technical exchanges and reserves for new fume purification methods and new forms of fume hoods.</div>
Participation in Standard Setting	<div>· Led the preparation of 1 industrial standard, 6 group standards, and 2 manufacturing standards of Zhejiang Province, and participated in the development of 9 national standards, 3 industrial standards, and 9 group standards in 2021.</div>

6.3 Devoting Active Efforts to Programs for Public Good

Common Prosperity

- In June 2021, the Opinions of Central Committee of the Communist Party of China and the State Council on Supporting Zhejiang's High-quality Development and Building a Demonstration Zone for Achieving Common Prosperity was issued. As a representative of China's high-end kitchen appliances and private enterprises in Zhejiang Province, Robam Appliances has deeply integrated the requirements for promoting common prosperity and high-quality development in the new era with its mission and vision, and actively planned its implementation plan for high-quality development and common prosperity.

As guided by the overall goal of "creating the people's growing needs for a better life, giving full play to the role model of Robam Appliances, and comprehensively helping the construction of high-quality development and common prosperity demonstration zone in Zhejiang", the Company has determined the six courses of action, namely doubling employees' income, promoting pilot demonstration of public charity, accelerating pilot demonstration of coordinated regional development, boosting intelligent manufacturing and rebuilding the cultural environment of China's industrial civilization with technological innovation, propelling the popularization of "eatology education", and publicizing Chinese cooking culture.

Robam Appliances establishes a working group for achieving common prosperity, and builds a new people-oriented system of common prosperity concerning ability and income; develops a new path for promoting public welfare first in local areas in a deep-going way; optimizes its manufacturing strength, explores new results in sustainable intelligent manufacturing, and gives full play to the role model of Robam Appliances. With these efforts, the Company strives to comprehensively boost the construction of high-quality development and common prosperity demonstration zone in Zhejiang.

Community Co-building

- The Company always keeps in close touch and deeply integrates itself with the community, and regards the meeting of community needs and seeking common development with the community as an important aspect of corporate social responsibility.

The Company continues to carry out many projects such as "Sending warmth and giving love", "Joining hands with towns and villages" and "Requiting the society and making contribution to hometown" to help regional development, with a total investment of more than RMB 3 million in 2021. The Company continues to carry out community outreach activities such as "Learning from Lei Feng on March 5", "Holding hands on Children's Day", conveying regards to teachers on Teachers' Day, extending greetings to front-line traffic police officers working under high temperature, and visiting nursing homes. Through these activities, we maintain contact with surrounding enterprises, villages and communities, and assume social responsibilities actively. Besides, we continue to carry out the relief campaign of "Boundless love" to help patients with severe diseases tide over difficulties.

In terms of public welfare, the Company mainly focuses on poverty alleviation and health education.

Field	Categories	Objects	Specific Actions
Poverty Alleviation	Beautiful Kitchen Action	Low-income families in Chun'an County, Yuhang District, Linping District, Zhejiang Province, Tiexi District, Liaoning Province and other counties/districts	The Company has invested nearly RMB 5 million to help more than 110 households to improve their backward kitchen conditions. In 2021, about RMB 1.7 million was invested to help 71 households.
	Warm Kitchen Plan	Families receiving subsistence allowance in Hangzhou	The Company and Hangzhou Charity Federation jointly launched the public welfare charity project of "Warm Kitchen Plan", which has provided nearly 300 families receiving subsistence allowance with free replacement service of kitchen appliances.
Health Education	Food education program and class	Offline resources cover the whole province and online resources throughout the country	The Company promotes the food education culture by opening classes, building bases and holding experience activities.
	Free replacement program	Eligible users having used Robam appliances for 12 years or more	With a view to protecting users' respiratory health, the Company called on people to bid farewell to the aging range hoods and stay away from the lampblack hazards during the "Lung Cancer Awareness Month", and replaced the old range hoods with the latest ones for free for more than 1,000 families.

07

Key Quantitative Performance



Key Quantitative Performance

Economic Performance

Indicators	Unit	2020	2021
Operating revenue	RMB 10,000	812,862.08	1,014,770.60
Operating revenue growth rate	%	4.74	24.84
Total assets	RMB 10,000	1,245,756.83	1,390,603.52
Net profit attributable to shareholders of the listed company	RMB 10,000	166,074.99	133,171.21
Basic earnings per share	RMB/share	1.75	1.41

Environmental Performance

Indicators	Unit	2020	2021
Total power consumption	kWh	39,091,659	49,954,337
Total PV power generation	kWh	4,673,263	5,014,979
Total natural gas consumption	m³	3,269,844	3,354,251
Total steam consumption	t	2,907.19	4,103.45
Total GHG emission ¹	tCO2e	35,411	41,088
Scope I: Total GHG emission	tCO2e	7,391	7,606
Scope II: Total GHG emission	tCO2e	28,020	33,482
GHG emissions per million revenue	Mt of CO2e/ RMB million	4.36	4.05
Total water consumption by source	m³	501,443	688,627
Total wastewater discharge	t	351,010	482,039
Production wastewater discharge	t	252,982	367,757
Domestic wastewater discharge	t	98,028	114,282
Total hazardous wastes	t	204.23	253.76
Total non-hazardous wastes	t	22,011	27,523
Waste collection and disposal rate	%	100	100
Harmless treatment rate of hazardous wastes	%	100	100
Annual environmental investment expenditure	RMB 10,000	1,025,546.6	1,259,752.85
Number of environmental training sessions oriented to employees	Times	10	12
Number of cases punished for violations against environmental protection laws and regulations	Case	0	0

Notes:
[1] GHG emissions are the sum of GHG emissions in Ranges 1 and 2. Range 1 is calculated based on the consumption of natural gas, gasoline and diesel and corresponding emission factors. Range 2 is calculated based on the power consumption, steam consumption and corresponding emission factors.

Social Performance

·Employees' Employment Performance

Indicators		Unit	2020	2021
Total employees		Person	4,612	4,879
By gender	Male employees	Person	3,014	3,142
	Female employees	Person	1,598	1,737
By employment type	Full-time labor contract employees	Person	3,080	3,812
	Full-time labor dispatching employees	Person	1,532	1,067
By age group	Employees under 30	Person	1,128	1,606
	Employees aged 30-50	Person	3,218	3,029
	Employees aged over 50	Person	266	244
By job level	Grass-roots employees	Person	4,475	4,727
	Middle management employees	Person	115	124
	Senior management employees	Person	22	28
By educational background	Employees with PhD degrees	Person	9	8
	Employees with master's degrees	Person	138	155
	Employees with bachelor's degrees	Person	903	1,310
	Employees with two-or-three-year college degrees or below	Person	3,563	3,406
Employee turnover rate ²		%	14.18	14.78
By gender	Turnover rate of male employees	%	13.93	14.92
	Turnover rate of female employees	%	14.64	14.52
By age group	Turnover of employees under 30	%	18.61	18.35
	Turnover of employees aged 30-50	%	13.03	13.56
	Turnover of employees aged over 50	%	7.64	3.94

Notes:
[2] Employee turnover rate = Number of employee turnover during the reporting period / (Number of employees at the end of the reporting period + Number of employee turnover during the reporting period) × 100%.

-Employee Training Performance

Indicators	Unit	2020	2021
Total number of employees trained	Person	4,612	4,879
Male employees trained	Person	3,014	3,142
Female employees trained	Person	1,598	1,737
Grass-roots employees trained	Person	4,475	4,727
Number of middle management staff trained	Person	115	124
Senior management employees trained	Person	22	28
Employee training coverage ³	%	100	100
Proportion of male employees	%	65.35	64.4
Proportion of female employees	%	34.65	35.6
Proportion of grass-roots employees	%	97.03	96.88
Proportion of middle management employees	%	2.49	2.54
Proportion of senior management employees	%	0.48	0.57
Total hours of employee training	Hour	104,555	131,274
Total hours of training for male employees	Hour	68,320.80	84,538.63
Total hours of training for female employees	Hour	36,234.20	46,734.87
Total hours of training for grass-roots employees	Hour	101,450.67	127,182.92
Total hours of training for middle management employees	Hour	2,582.51	3,340.64
Total hours of training for senior management employees	Hour	522.78	749.94
Average hours of employee training ⁴	Hour	22.67	26.91
Average hours of training for male employees	Hour	22.67	26.91
Average hours of training for female employees	Hour	22.67	26.91
Average hours of training for grass-roots employees	Hour	22.67	26.91
Average hours of training for middle management employees	Hour	22.46	26.94
Average hours of training for senior management employees	Hour	23.76	26.78

Notes:

[3] Employee training coverage = Total number of employees trained/Total number of employees*100%

[4] Average hours of employee training = Total training hours/Total number of employees

-Employee Rights and Interests
Protection Performance

Indicators	Unit	2020	2021
Labor contract signing rate	%	100	100
Social insurance coverage	%	100	100
Employee medical examination coverage	%	100	100
Number of employees covered by collective bargaining agreement (at the end of period)	Person	4,612	4,879
Percentage of employees subjected to regular performance and career development evaluation	%	100	100

-Occupational Health and Safety
Performance

Indicators	Unit	2020	2021
Number of employees in positions exposed to occupational diseases	Person	1,579	1,432
Number of employees suffering from occupational diseases	Person	0	0
Occupational taboo post adjustment rate	%	100	100
Compliance rate of monitoring of occupational hazard factors	%	85	91.3
Number of employees meeting with work-related injury accidents	Person	19	14
Number of employees who died as a result of work-related injuries	Person	0	0
Number of employees covered by safety education	Person-time	2,277	3,886
Implementation rate of safety training for job transfer (including secondment for more than three days)	%	100	100
Number of safety drills	Times	21	18

-R&D and Innovation Performance

Indicators	Unit	2020	2021
R&D expenses	RMB 10,000	30,334.76	36,602.67
Percentage of R&D expenses in operating revenue	%	3.73	3.61
Number of R&D personnel	Person	742	876
Percentage of R&D personnel	%	16.09	17.95
Number of trademarks approved during the reporting period	Case	99	123
Number of trademark applications during the reporting period	Case	117	69
Number of patents granted during the reporting period	Case	418	630
Number of patent applications in the reporting period	Case	744	1,093

-Supplier Management Performance

Indicators	Unit	2020	2021
Total number of suppliers	Nr.	274	312
Number of suppliers performing environmental, labor, ethical performance evaluations according to the Company's supplier evaluation system ⁵	Nr.	141	83
Supplier pass rate of social responsibility audit	%	100	100

Notes:
[5] In 2021, subject to the COVID-19 pandemic, the Company exempted the audit of suppliers that passed the audit in the first year to ensure full coverage of the audit, thus decreasing the total number of supplier audits.

Community Public Welfare Performance

Indicators	Unit	2020	2021
Community public welfare investment	RMB 10,000	94.78	147.18
Charitable donation amount	RMB 10,000	403.58	422.26
Number of employees involved in volunteering activities	Person	1,230	1,304
Total hours of employee volunteering services	Hour	2,632.1	2,738.7

08

Benchmarking Index to Guidelines on Social Responsibility of Listed Companies issued by Shenzhen Stock Exchange (SSE)

Benchmarking Index to Shenzhen Stock Exchange Guidelines for Self-regulation of Listed Companies No. 1 - Standardized Operation of Listed Companies on the Main Board Market



Benchmarking Index to Guidelines on Social Responsibility of Listed Companies issued by Shenzhen Stock Exchange (SSE)

SSE Guidelines on Social Responsibility of Listed Companies	Relevant sections
Chapter 1 General Provisions	
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Article 7	Regulated Governance
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Article 18	Employee Development and Training
Article 19	Employees' Rights and Interests, and Welfare

SSE Guidelines on Social Responsibility of Listed Companies	Relevant sections
Chapter 4 Protection of Rights and Interests of Suppliers, Customers and Consumers	
Article 20	Innovation and Reform
Article 21	Protection of Customers' Rights and Interests
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Benchmarking Index to Shenzhen Stock Exchange Guidelines for Self-regulation of Listed Companies No. 1 - Standardized Operation of Listed Companies on the Main Board Market

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8.3	Social responsibility strategic planning and working mechanism	ESG Management
8.4	Disclosure of CSR report	ESG Management
8.5	Protection of workers' rights and interests	Employees' Rights and Interests, and Welfare
8.6: (I)	Compliance with environmental protection laws and regulations and industry standards	Environmental Management
8.6: (II)	Environmental protection program	Environmental Management
8.6: (III)	Utilization of natural resources	Resource Conservation
8.6: (IV)	Disposal of pollutants	Emission Management
8.6: (V)	Pollution control facility	Emission Management
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8.6: (VIII)	Other environmental protection responsibilities	Environmental Management
8.8	Environmental protection policy implementation and corrective measures	Environmental Management
8.10: (I)	Product safety laws and regulations and industry standards	Occupational Health and Safety
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8.10: (III)	Product quality and safety guarantee mechanism and contingency plans	Quality Management

Clauses and Disclosure		Section
8.10: (IV)	Other work and product safety responsibilities	Occupational Health and Safety
8.11: (I)	Employee management system and violation handling measures	Employees' Rights and Interests, and Welfare
8.11: (II)	Prevention of occupational hazards and supporting safety measures	Occupational Health and Safety
8.11: (III)	Employee training	Employee Development and Training
8.11: (IV)	Other responsibilities for protection of employees' rights and interests	Employees' Rights and Interests, and Welfare
8.12	Ethics of science	Not applicable
8.13	Content of CSR report	About the Report



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