Supply chain management governance and communication mechanisms

To strengthen communication and collaboration with affected regions, upstream and downstream supply chain enterprises, government departments, NGOs, media, and other stakeholders, respond promptly and effectively to related concerns, and continuously improve the company's supply chain governance capabilities and information transparency, adhering to the principles of "honesty, trustworthiness, and responsibility," the company has specially established the "Shanghai Shanshan New Materials Co., Ltd. Supply Chain Appeal and Communication Mechanism."

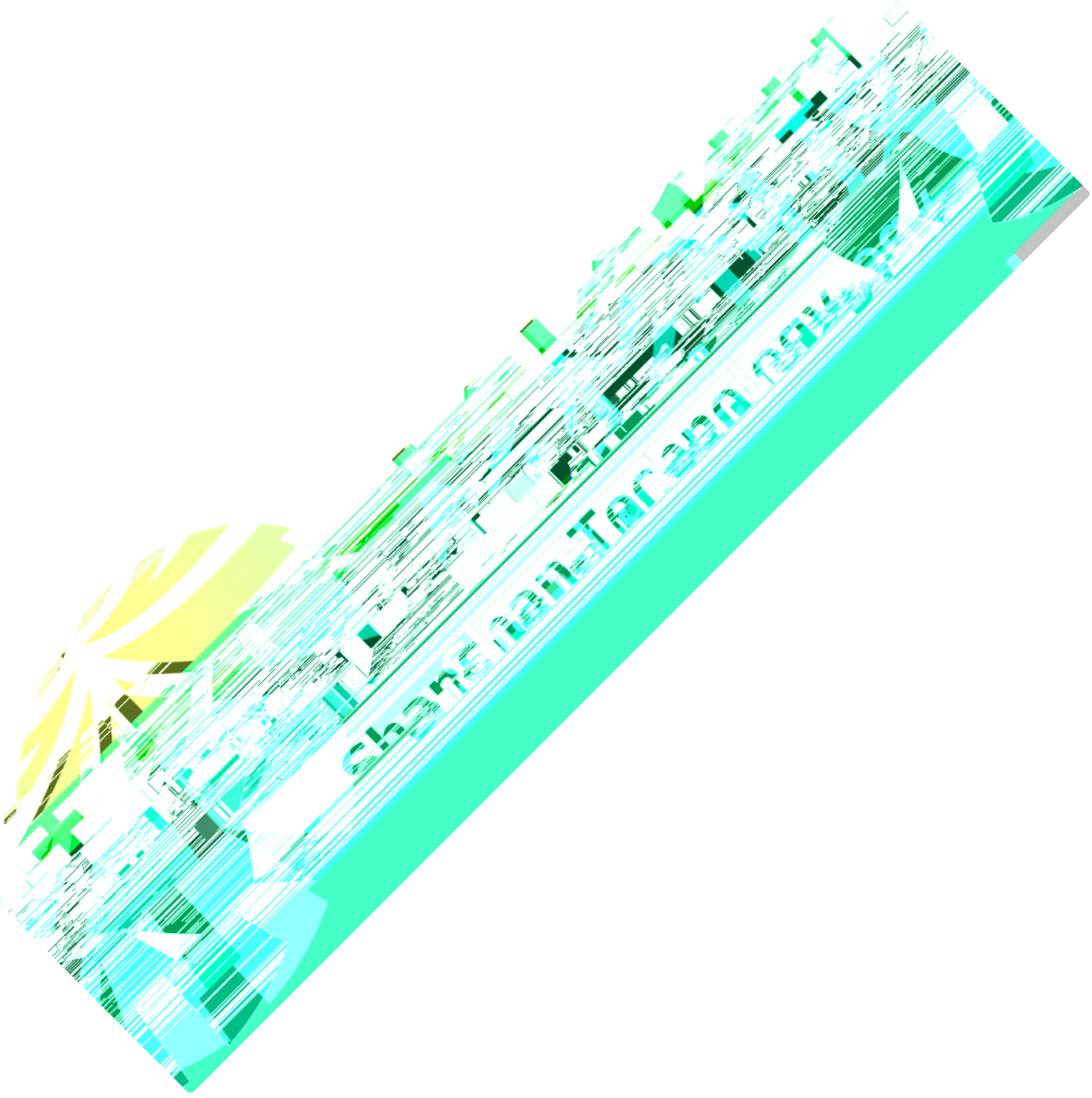
1. Mechanism Objectives

This mechanism aims to receive, review, respond to, report, and handle the expectations and demands of stakeholders regarding supply chain governance, strengthen communication and collaboration with external parties, and build a dialogue and consultation platform to continuously enhance the company's supply chain governance capabilities.

2. Scope of Appeals and Communication

This mechanism applies to relevant parties of the Company and departments, units, and personnel involved in responsible mineral procurement work. The scope of stakeholder suppliers covers all Shanshan Technology suppliee tak r я

杉杉科技
Shanshan Technology



This complaint and communication mechanism operates through the following six steps:

Step 1: Accept complaints or communication

Staff handling complaints and communications are responsible for recording the content of the complaint and communication, ensuring that relevant details are included in the "Supply Chain Due Diligence Grievance Handling Opinion."

Step 2: Preliminary assessment

Conduct a preliminary assessment of whether the content of the complaint and communication aligns with the scope of this complaint and communication mechanism, and convey the information to the relevant company leadership and departments.

Step 3: Confirm the appeal

Within seven working days of receiving the complaint and communication, a written reply to the complainant confirming receipt and providing steps and timeline for resolving the complaint.

Step 4: Appeal response

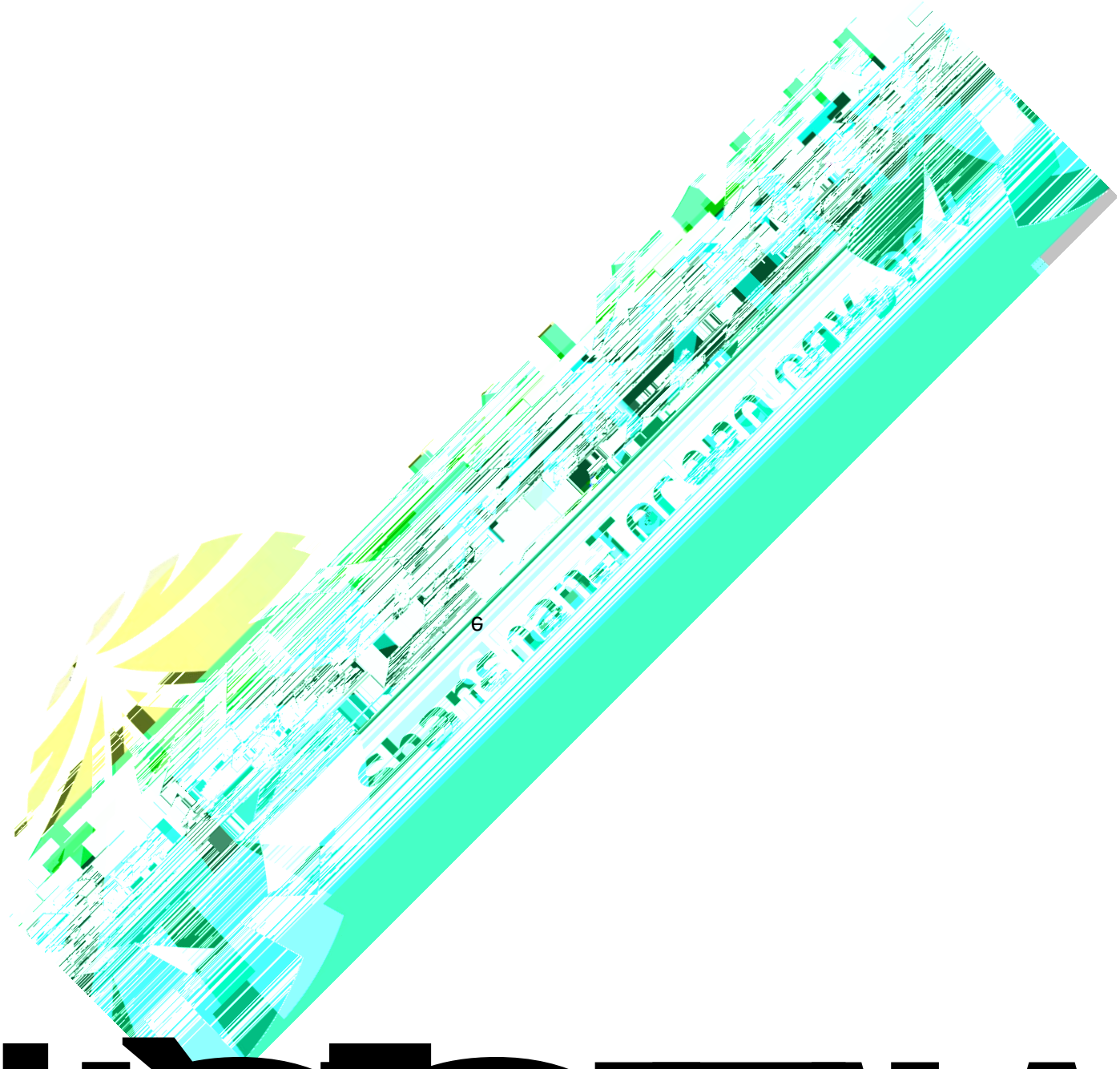
Upon receiving an appeal, an investigation is initiated immediately, and within one month from the start of the complaint, a related investigation report or action report is completed, along with a conclusion drawn to the response. In cases of complex or special circumstances that prevent completion of investigations and responses within the specified time, communication records related to the complaint must be properly maintained and continuous follow-up to ensure the issue is resolved promptly and properly, with timely updates on progress provided to the complainant until the issue is finally closed.

There will be three ways to respond:

1) If the appeal does not meet the scope of the appeal and cannot be substantiated, the appeal will be dismissed;

2) Accept appeals, but the company does not need to take corrective or improvement measures;

3) Accept appeals



materials to the respondent, ze

