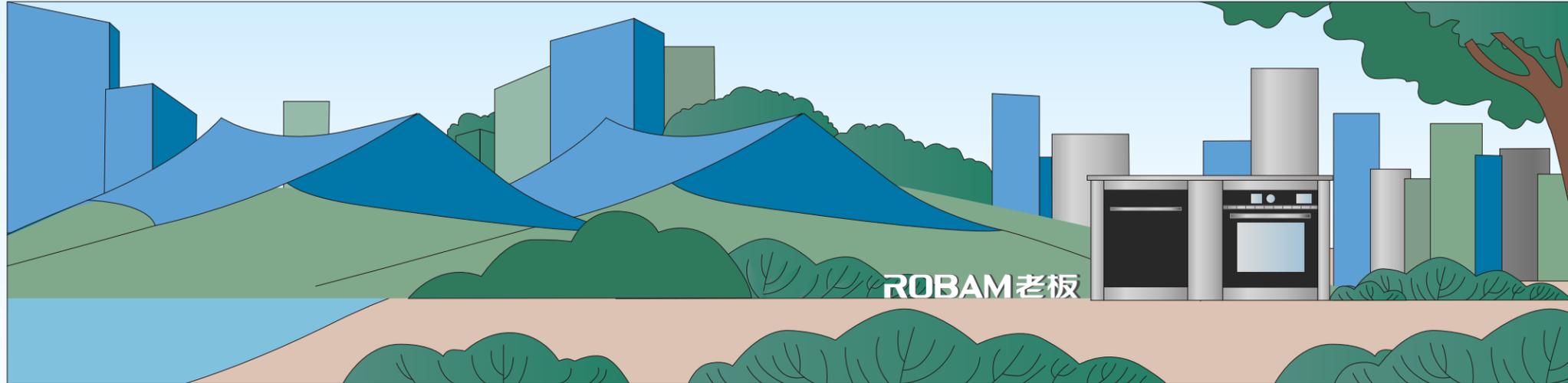
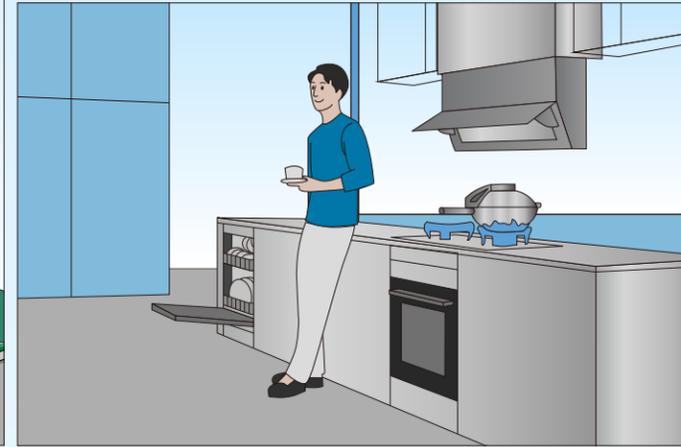
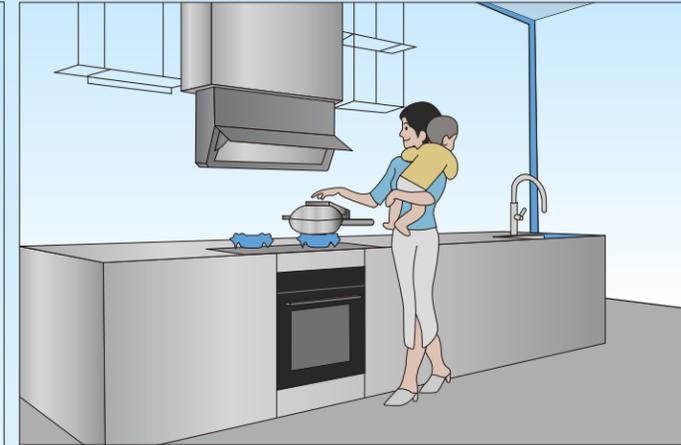


ROBAM老板

2022 | HANGZHOU ROBAM
APPLIANCES CO., LTD.

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’s (stock code: 002508) annual report.

Reporting Period

The report is an annual report spanning a period from January 1, 2022 to December 31, 2022. Some information may relate to previous years or reflect 2023 guidelines and practices.

Preparation Basis

Guidance on Social Responsibility Reporting (GB/T 36001-2015) of Chinese National Standard
GRI Standards of the Global Sustainability Standards Board

Sustainable Development Goals (SDGs) of the United Nations

Guidance on Chinese Corporate Social Responsibility Reporting (CASS-ESG 5.0) of Chinese Academy of Social Sciences (CASS)

Shenzhen Stock Exchange Social Responsibility Instructions to Listed Companies of the Shenzhen Stock Exchange

Data Explanation

Data and cases in the Report are from original records and financial reports of the Company prepared during actual operations. Unless otherwise stated, all 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 asserts that the Report is devoid of any false record, misleading statement, or material omission. The Board of Directors is responsible for ensuring the authenticity, accuracy and completeness of the Report.

Contact Information

Office of the Board of Directors, Hangzhou Robam Appliances Co., Ltd.

Tel.: 0571-86187810

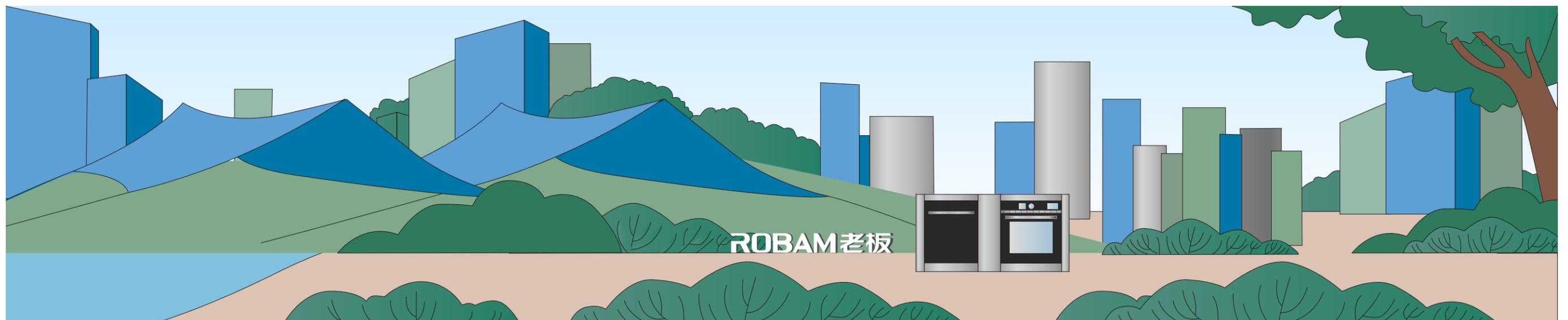
More ESG information of Robam Appliances is available on:

www.robam.com and www.cninfo.com.cn



Contents

01 About Robam Appliances 01	02 Topic: Digital and Intelligent Manufacturing 07	05 Environmental Protection 34	06 Harmonious Workplace 40
Company Introduction..... 01	Intelligent Manufacturing 07	Environmental Management..... 34	Employees' Rights and Interests 40
• Company Overview..... 01	• Digital and Intelligent Manufacturing Base..... 08	Greenhouse Gas Management..... 35	• Equal Employment..... 40
• Company Vision..... 01	• Intelligent Unmanned Factory..... 08	Pollution Prevention and Control..... 36	• Democratic Management..... 42
ESG Management Architecture..... 03	Digital Cooking 12	Resource Conservation..... 37	Talent Training and Development..... 43
• ESG Management..... 03	• ROKI Digital Kitchen Appliances..... 13	• Energy Management..... 38	• Promotion and Development Channel..... 44
• Communication with Stakeholders..... 05		• Resource Management..... 38	• Talent Development System..... 44
• Analysis of Material Issues..... 06			Care for Employees..... 47
			Occupational Health and Safety..... 50
			• Occupational Health..... 50
			• Safe Production..... 51
03 Regulated Governance 15	04 Quality Product 21	07 Community Co-development 55	08 Appendix 67
Corporate Governance 15	R&D and Innovation 21	Supply Chain Management..... 55	Key Quantitative Performance..... 67
• Organization Structure..... 15	IP Protection..... 24	• Supplier Sustainability Management..... 57	• Economic Performance..... 67
• Operation of the Shareholders' General Meeting, the Board of Directors and the Board of Supervisors..... 16	Quality Assurance..... 25	• Green Procurement..... 59	• Environmental Performance..... 67
• Information Disclosure Management..... 17	• Quality Management..... 25	Avoid Conflict Minerals..... 59	• Social Performance..... 69
• Investor Relations Management..... 17	• Quality Control..... 25	Industry Exchange 61	GRI Content Index 74
Risk Management..... 18	• Quality Culture..... 27	Social Engagement..... 63	Suggestions and Feedback..... 78
Business Ethics..... 19	User Service 30	• Common Prosperity..... 63	
	• User Service System..... 30	• Social welfare..... 66	
	• Protection of Customers' Rights and Interests..... 31		
	Information Security 33		



01 | About Robam Appliances

Company Overview

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.

Adhering to our wise entrepreneurship of hard struggle and guided by the principle of “innovation, responsibility and pragmatism”, Robam Appliances shoulders the mission of “fulfilling people’s diverse desires for exceptional kitchen experience”, and strives embody our belief in becoming “a respectable enterprise in the society” and “a world-renowned-time-honored enterprise leading the culinary revolution”.

YEAR OF FOUNDATION:
1979

COMPANY NAME:
HANGZHOU ROBAM APPLIANCES CO., LTD.

LISTING CODE:
LISTED ON THE SHENZHEN STOCK EXCHANGE (STOCK CODE: 002508; STOCK NAME: ROBAM APPLIANCES)

MAJOR BUSINESS:
MAJOR BUSINESS: PRODUCTION OF RANGE HOOD, GAS STOVE, COMBI-STEAM OVEN, DISHWASHER, DISINFECTION CABINET, INTEGRATED STOVE, GAS WATER HEATER, WATER PURIFIER AND OTHER HOUSEHOLD KITCHEN APPLIANCES.

Company Vision

Purpose

- to be a respectable enterprise in the society

Mission

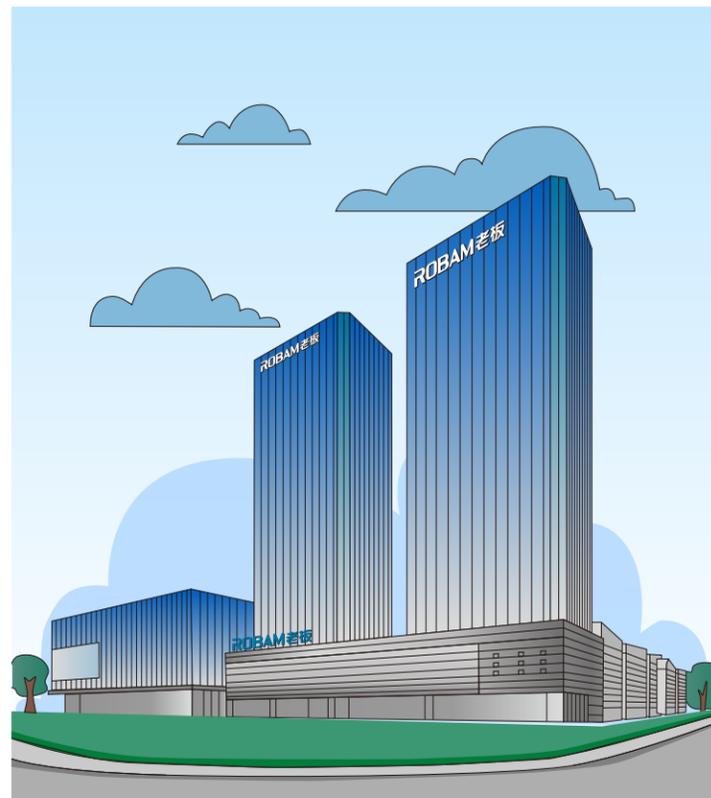
- fulfilling people’s diverse desires for exceptional kitchen experience

Vision

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

Values

- the wise entrepreneurship of diligent effort

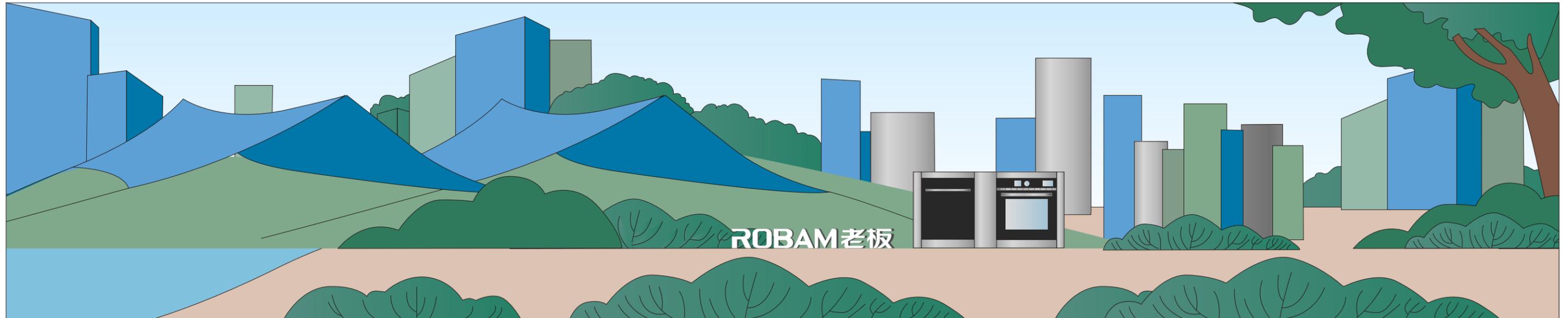


MARKETS SERVED:
25 countries in 5 continents

LOCATION OF THE HEADQUARTERS:
Hangzhou, China

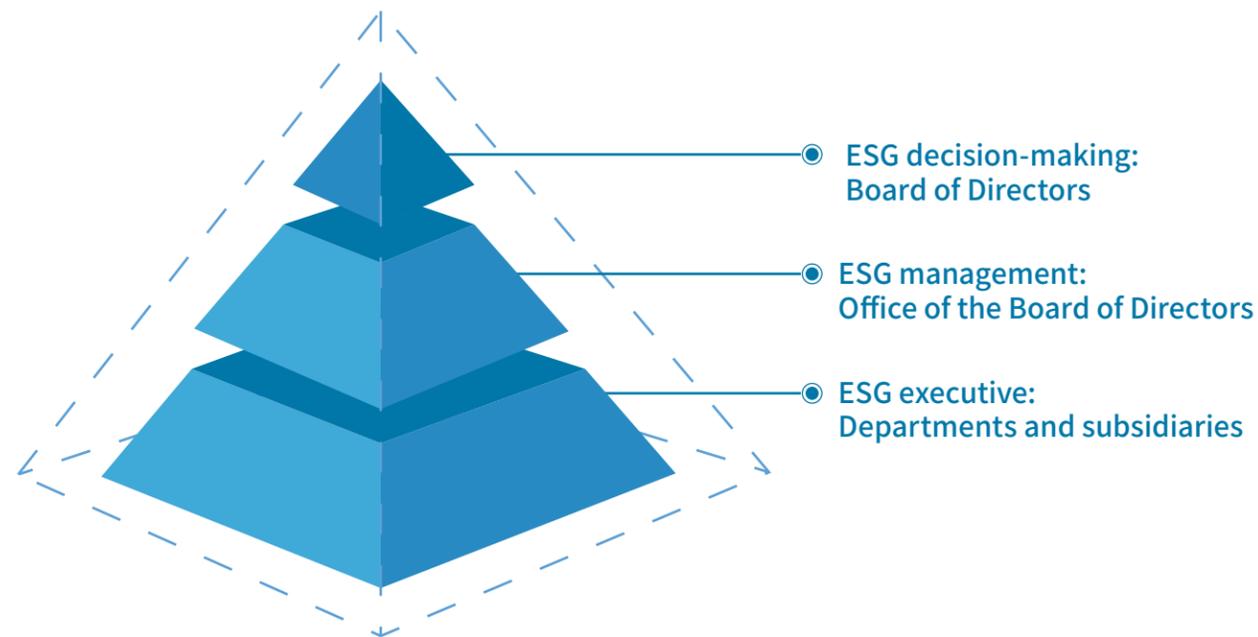


ESG Management Architecture



• ESG Management

The Company has adhered to an ESG management strategy featuring “operation in good faith, quality improvement, harmonious development, ecological environment and shared prosperity,” and established a top-down ESG management architecture to ensure efficient progress in ESG management. 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 arranging all ESG assignments under the guidance of the Board, including assigning specific ESG tasks to departments and subsidiaries.



ESG Management Architecture of Robam Appliances

ESG Strategies

- Operation in Good Faith
- Quality Improvement
- Harmonious Development
- Ecological Environment
- Shared Prosperity

Prioritized Issues

- Operation in Good Faith:**
 - Regulated governance
 - Business ethics
- Quality Improvement:**
 - Innovation and R&D
 - Quality management
 - Customer service
- Harmonious Development:**
 - Employees’ rights and interests, and welfare
 - Employee development and training
 - Occupational health and safety
- Ecological Environment:**
 - Environmental management
 - Pollution prevention and control
 - Resource conservation
- Shared Prosperity:**
 - Supply chain management
 - Industry communication
 - Social participation

Actions & Practices

- Operation in Good Faith:**
 - Steadily advance corporate governance
 - Create corporate culture on business ethics
- Quality Improvement:**
 - Improve product quality and innovation
 - Protect customers’ rights and interests
 - Improve customer experience
- Harmonious Development:**
 - Improve employee welfare system
 - Develop employee training system
 - Promote standardized safety production
- Ecological Environment:**
 - Improve environmental management systems and strengthen environmental protection management
 - Advance green manufacturing and advocate energy conservation and emission reduction
- Shared Prosperity:**
 - responsibility value chain
 - Engage in industry events and promote industry exchanges and development
 - Respond to common prosperity strategy and encourage employees to contribute to voluntary undertakings

SDGs Goals



• Communication with Stakeholders

The Company pays close attention to the impact of its operations on various stakeholders. According to the industry and business characteristics, the primary stakeholders are identified, including: shareholders and investors, customers, government and regulatory authorities, employees, suppliers, communities, and the general public. The Company has sorted out stakeholders' focal points and established a diversified communication mechanism to understand and respond to stakeholders' expectations and demands. We incorporate issues that are of stakeholders' concerns into our operations and decision-making process, in an attempt to improve our business management capacity and sustainable development capacity.

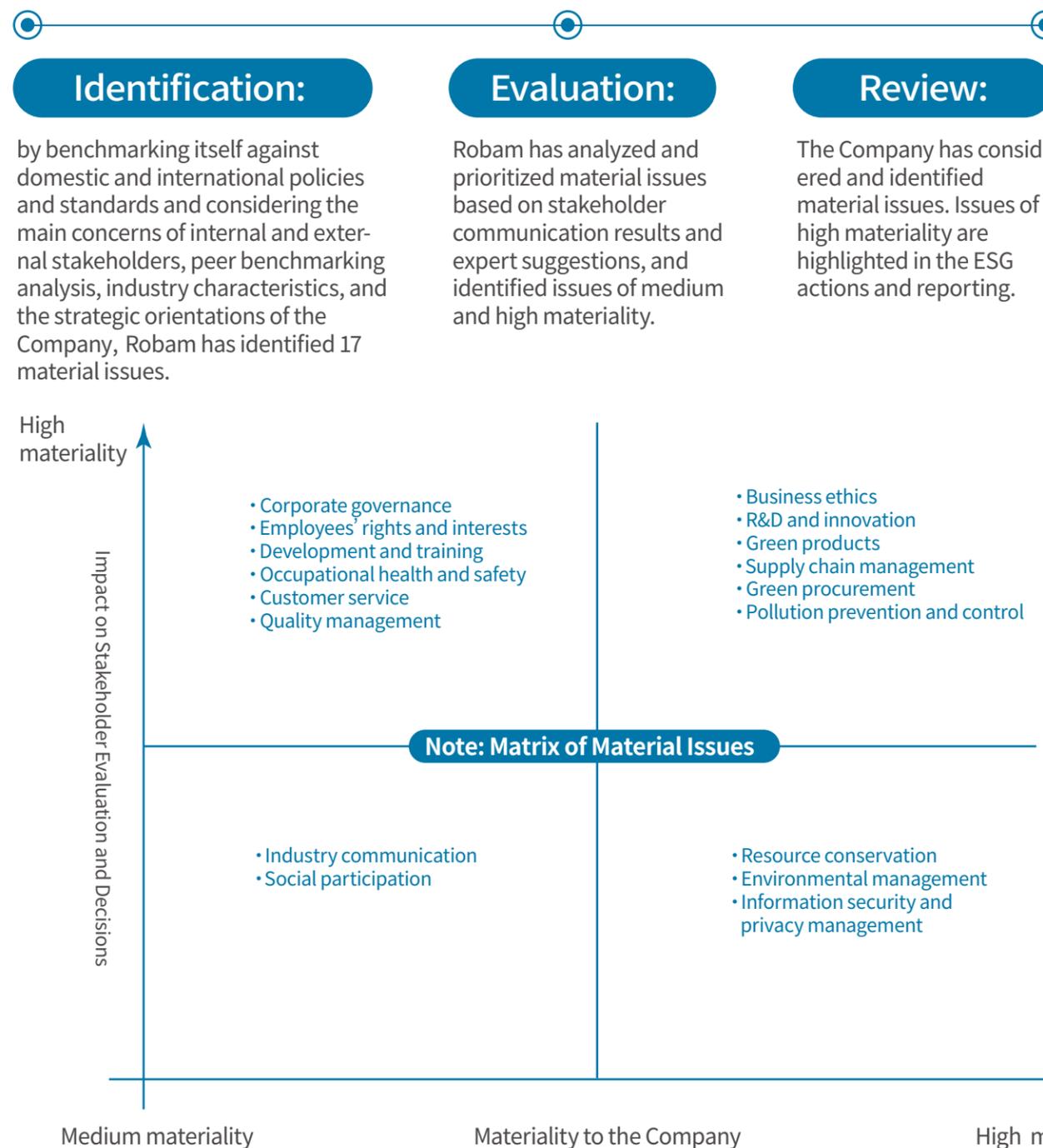
Types of Stakeholders	Issues of Concerns	Ways of Communication and Response
Shareholders and Investors	<ul style="list-style-type: none"> Economic performance Corporate governance Business ethics Compliance management Risk management Intellectual property protection 	<ul style="list-style-type: none"> Shareholders' General Meeting Information disclosure Performance briefing Domestic and international strategy meetings Investor reception Roadshow
Customers	<ul style="list-style-type: none"> Product quality and safety R&D and innovation Service quality 	<ul style="list-style-type: none"> Scientific research and innovation Product exhibition Customer service system Customer privacy protection measures Customer satisfaction survey
Government and Regulatory authorities	<ul style="list-style-type: none"> Compliance management Climate change response Product quality Pollution prevention and control Energy management 	<ul style="list-style-type: none"> Field visiting to the relevant institutions and organs Communication via official documents Policy implementation Information disclosure
Employees	<ul style="list-style-type: none"> Employees' rights and interests Occupational health and safety Employees' training and development 	<ul style="list-style-type: none"> Employee activities Activities of the workers' congress Employee assessment and promotion Employee training
Suppliers	<ul style="list-style-type: none"> Management of supply chains Compliance management Business ethics 	<ul style="list-style-type: none"> Supplier management systems Supplier communication and appraisal Strategic cooperation
Communities and the Public	<ul style="list-style-type: none"> Green products Community voluntary services for public good 	<ul style="list-style-type: none"> Community activities Voluntary services

Table Note: Communication with Stakeholders of Robam Appliances

• Analysis of Material Issues

The Company has carried out material issue analysis by benchmarking itself against the established industry experience 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 its strategic orientation. The Company identified issues of high materiality following the identification, evaluation and review procedures, and treated them as priorities in corporate actions and reporting.

Procedure of Analysis of Material Issues



02 Topic: Digital and Intelligent Manufacturing Empower Cooking in the Future

5G, artificial intelligence, Internet of Things and other emerging technologies have set off a new round of manufacturing industrial revolution, which also provides new ideas for the development and upgrading of intelligent manufacturing in the kitchen appliance industry. Focusing on users and products, with digital-driven Cloud Nine Central system, Robam Appliances has realized digital marketing, digital manufacturing and digital product development.



Intelligent Manufacturing

Since 2010, Robam Appliances has input machine labor force, implemented the transformation and upgrading strategy of kitchen appliance manufacturing, and built the first future factory based on 5G and cloud technology in the industry while developing industry-leading lean production and intelligent manufacturing system, which help strengthen manufacturing capacity, and empower kitchen appliance manufacturing with an interconnected industrial Internet of Things.



• Digital and Intelligent Manufacturing Base

Driven by the needs of transformation and upgrading, Robam Appliances has developed and promoted its digitalization and intelligence instead of simply using machines. We built the industry's first digital and intelligent manufacturing base in 2015, and developed the first automatic hood stamping line, the first automatic integrated hood welding system and the six-axis robot stamping line in China, creating a brand-new production model of kitchen appliance manufacturing, and achieving a significant improvement in the process, which is more adaptable to flexible production model that involves varieties and small batches. In addition, we also built the largest and most intelligent warehouse and logistics center in the industry, which realizes the automation of stock-in and stock-out and the whole process of storage and warehousing, accurate inventory control, and instant response to the large-scale and differentiated sales and logistics needs of the global market. The digital and intelligent manufacturing base has increased production efficiency by more than 40%, and reduced operating costs by more than 30%. The new manufacturing base has been selected by the Ministry of Industry and Information Technology for various intelligent manufacturing demonstration projects. Currently, the construction of the second phase of intelligent manufacturing project – Robam Appliances Intelligent Manufacturing Science and Technology Park has been completed.



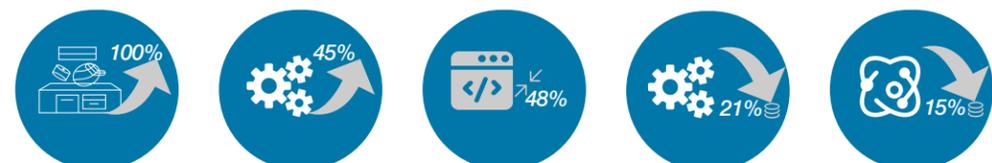
Intelligent Warehouse and Logistics Center

• Intelligent Unmanned Factory

The Company is committed to innovating kitchen appliance manufacturing industry with digital intelligence, and has never stopped exploring intelligent manufacturing. In order to implement the central government's guidance of "giving full play to the advantages of a new system, promoting scientific and technological innovation, accelerating breakthroughs in core technologies in key fields, and creating new advantages for future development", the Company has comprehensively transformed and upgraded its intelligent manufacturing base, with scientific and technological innovation as the core driving force, continually promoting industrial transformation and upgrading. In 2020, the Company built the industry's first unmanned factory covering an area of about 50,000 square meters, and developed a full value chain driven by data, with Cloud Nine Central Intelligent Platform as the core, focusing on users and products. The factory has been included in the first batch of "Future Factory" in Zhejiang Province.

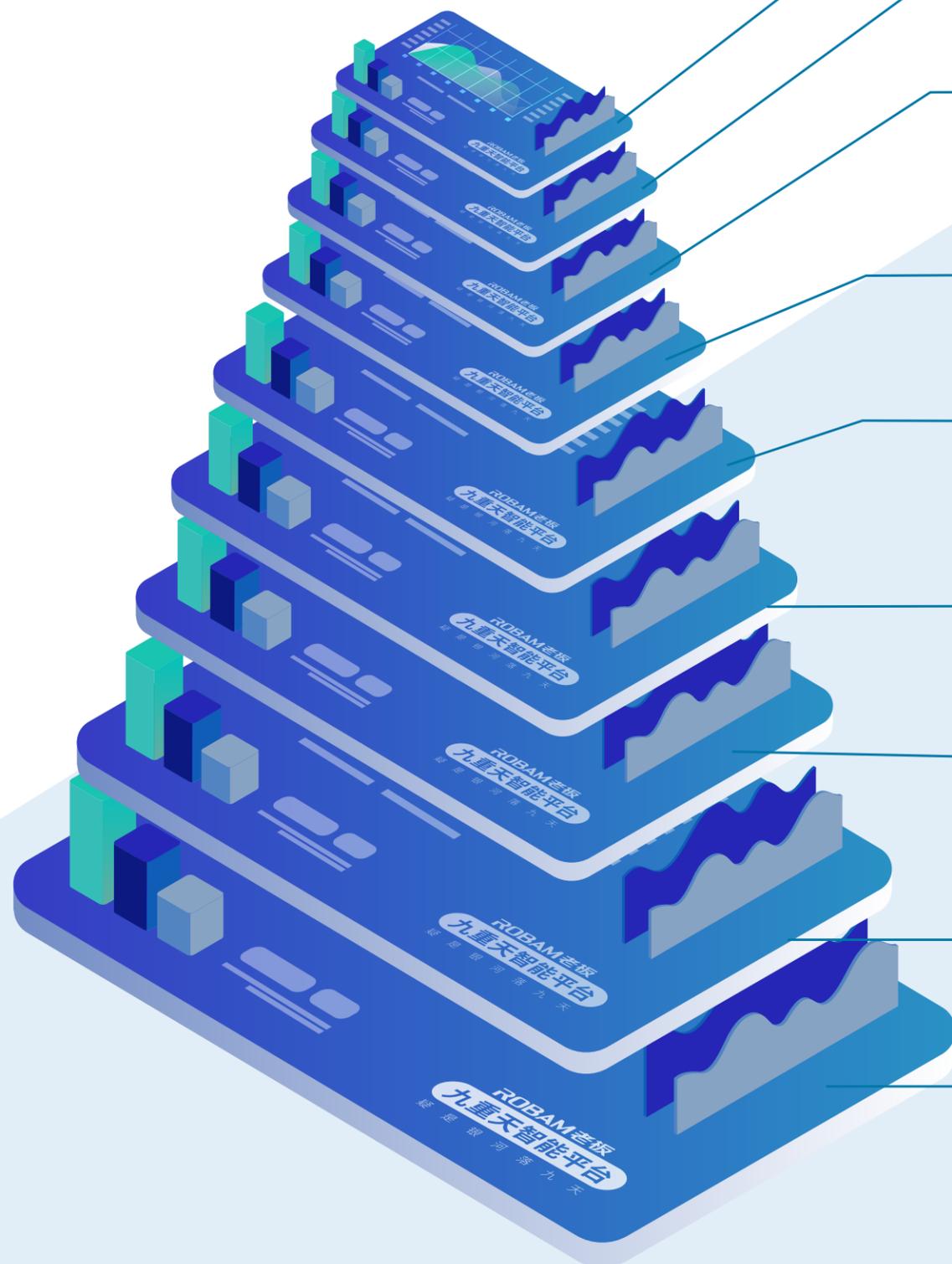
Data Performance:

Significant results in "cost reduction and efficiency improvement": product quality improved to nearly 100%, production efficiency increased by 45%, product development cycle shortened by 48%, production costs reduced by 21%, and operating costs decreased by 15%.



Core: Cloud Nine Central Intelligent Platform

The core of the Company's digital-driven business is the Cloud Nine intelligent platform, and the name is inspired by the expression of "As if the Silver River fell from the blue sky" in an ancient Chinese poem. Each "cloud" represents the Company's digital component modules.



Cloud Nine: to be a world-renowned time-honored enterprise leading the culinary revolution

The Company will achieve connectivity between market and users, R&D and users, and manufacturing and users, and become a world-renowned time-honored enterprise leading the culinary revolution.

Cloud Eight: digital intelligence development

Digital intelligence is deeply integrated with business. The Company has made scientific decisions with shared business centers and data centers to make scientific decisions, realizing end-to-end management of the whole business process from the user, market, R&D and manufacturing.

Cloud Seven: marketing digitalization

Through stratified and classified analysis of user data, the Company has achieved accurate customer acquisition. Users can consult, purchase and experience our products through multiple channels. The Company provides users with customized services before, during and after sales, and convert user orders and market forecast data into production orders to guide production and manufacturing.

Cloud Six: R&D digitalization

The Company has obtained user requirements through multiple channels, and analyzed users' expectations of products to conduct product planning. Through collaborative design platform, we have realized co-creation with users and developed the most satisfactory products for users.

Cloud Five: digital manufacturing development

Focusing on the industrial internet platform, the Company precisely matches resources and manufacturing through planning, scheduling, and supply-related processes for user orders; a material sharing model is established to realize data sharing from the production side to the supplier side, creating a unique supply chain ecosystem of Robam Appliances.

Cloud Four: digitalization management

The Company built an efficient operation management system supported by finance, human resources and office operation to accelerate the reform of enterprise organization and empower marketing, manufacturing and R&D.

Cloud Three: data standard development

Through the development of data center, the Company has achieved the standardization of business data, connected with data of core business systems, formed a complete data chain, and built a domain model, while integrating algorithms and business application requirements to construct data portrait for accurate planning, R&D, marketing and manufacturing.

Cloud Two: business standard development

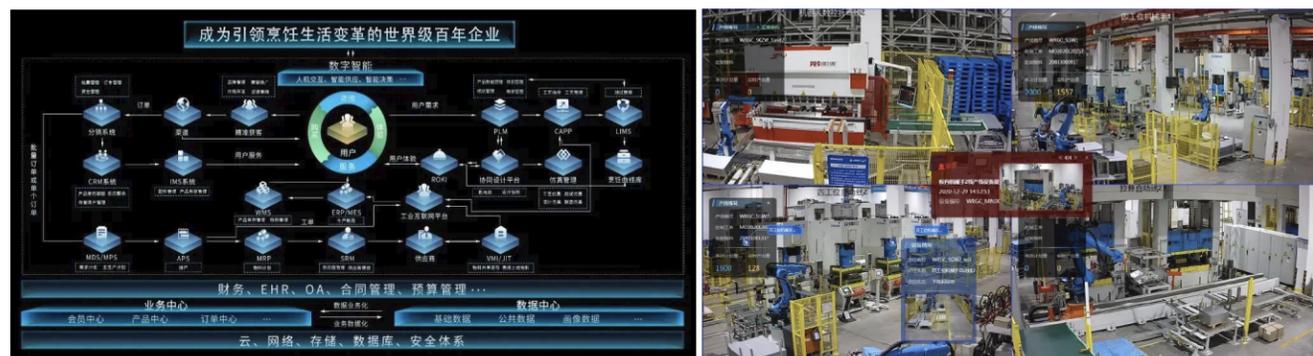
Through the construction of business centers, the Company achieves standardization and generalization of business capabilities, and consolidates them in a shared service center model. During this process, the business centers are interconnected and collaborate with each other, with the focus on the business itself.

Cloud One: infrastructure

Hybrid cloud is the main focus to realize resource integration, support the stability of business systems, and guarantee system security.

Composition: Cutting-edge Technology

The Future Factory, as an intelligent manufacturing project at the forefront of the industry, integrates a variety of cutting-edge technologies such as industrial Internet, 5G Standalone network, AI technology, vision detection technology, digital twin technology, and IOT + edge computing, leaping quality improvement in every link of intelligent manufacturing.



Cloud Nine Intelligent Central Platform

Future Factory features an hyperconverged intelligent system with realistic scenarios

Project • Independent Decision-making by Data

The data from each channel are transmitted to data center, and mapped to the actual factory model by digital twin technology. Meanwhile, all businesses follow rules and scenarios; with AI technology, we can achieve independent decision making by data, and present both the processes and results, with human supervising and assisting decision making.

Project • Production, Logistics and Warehousing

According to business scenarios, we have realized automatic arrangement of multiple devices with unmanned operation, established a logistics and warehousing system with intelligent operation, scheduling, statistics, analysis and management, and improved the digitization and intelligence of operational processes of finished products, parts turnover and incoming and outgoing storage.

Project • Application of 5G Network

5G network is widely used in intelligent production, collaborative manufacturing, logistics scheduling, quality inspection, and equipment management, etc.

Vision: “Zero” Manufacturing

The Company envisions "zero emissions, zero inventory, and zero distance" in its manufacturing process, which means achieving zero inventory through lean production, zero lead time through agile manufacturing, and zero distance through collaborative manufacturing. The Company will focus on the relationships between people, equipment, systems, and products, integrating market-R&D, R&D-manufacturing, and manufacturing-market processes to achieve precise management.

Digital Cooking

In response to evolving user needs, Robam Appliances has developed kitchen appliances from the demand for convenience and diversity in cooking methods to improving the cooking environment and reducing the inconvenience of cooking tasks, and even treating cooking as a hobby and a creative pursuit. Through digital technology, Robam Appliances leverages digital technology to continuously lower the barriers to cooking. By building a digital cooking ecosystem platform centered around AI-assisted Chinese cooking techniques, which integrates hardware, software, and manufacturing, the Company transforms the complexities of cooking into a convenient, enjoyable, and rewarding experience in the kitchen.



• ROKI Digital Kitchen Appliances

ROKI, as part of Robam’s digital cooking product line, offers 6 main appliances including Mr. ROKI intelligent audio, ultra-thin automatic range hood, self-regulatory smart stove, gas stove compatible automatic frying pan, automatic steam-baking-frying oven, and automatic dishwasher. Centered around AI-assisted cooking techniques and digital recipe databases, ROKI has been the first in the world as an AI cooking assistant and enables automatic cooking with gas stove compatible frying pan, automatic cooking with steaming and baking, and automatic dishwashing across the entire automatic cooking chain. ROKI has been honored with the awards of “Green and Intelligent Product Driven by Carbon Neutrality and Carbon Peak”, “Green and Intelligent Brand Driven by Carbon Neutrality and Carbon Peak”, and the “Special Contribution Award” for automatic cooking technology with open flame.

Essence

Digital kitchen appliances aim to make cooking smarter, rather than focusing on industrial intelligence alone.

Purpose

Simplify cooking to encourage user engagement, enhancing the happiness derived from participating in the cooking process.

Value

Utilize digital technology to establish connections between people and cooking, helping everyone rediscover the true essence of culinary art.



Based on ROKI system, Robam Appliances collects data in real time during cooking, and restores the key steps of each dish to form cooking curves through AI analysis. The cooking curves are then feedbacked to the world's largest database of Chinese cooking curves built by Robam Appliances. By the end of the reporting period, more than 3,000 curves of classic Chinese dishes have been collected. The innovations of ROKI Digital Kitchen Appliances are as follows:

• Mr. ROKI



ROKI digital kitchen appliances are equipped with the world's first AI cooking assistant "Mr. ROKI", which not only makes the cooking experience more interesting and futuristic, but also enhances the efficiency of users before, during and after cooking. By interacting with "Mr. ROKI", suggestions on what to cook and how to cook can be provided for users, and users can control the cooking appliances more efficiently.

Automatic Cooking with Open Flame

By combining the gas stove compatible automatic frying pan and the self-regulatory smart stove, open-flame automatic cooking has been achieved for the first time, upgrading the synergy between the range hood, cooktop, and pan. The system automatically adjusts the heat intensity and cooking time based on the dish being prepared, while also automatically controlling the range hood's operation and airflow. Coupled with the steam-baking-frying oven, as well as the automatic dishwasher, the automation of kitchen appliances has reached new heights within the industry.

Digital Recipe

By recording the cooking time and heat intensity in real time, users' own digital recipes will be created. After digital recipes are uploaded for sharing, other users of digital kitchen appliances can download and use them to reproduce the same taste in their own kitchen.

In the future, the Company will continue to make Chinese people's kitchen life greener, healthier and more intelligent through better products and services such as digital kitchen appliances, and continue to lead the kitchen appliance industry to achieve green and high-quality development.

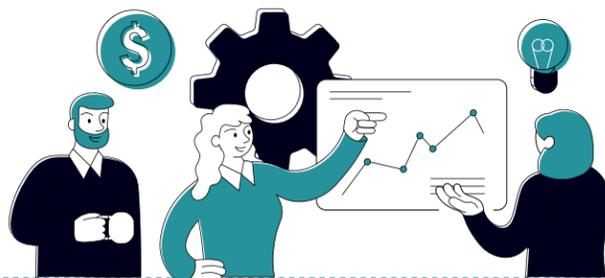


03 | Regulated Governance

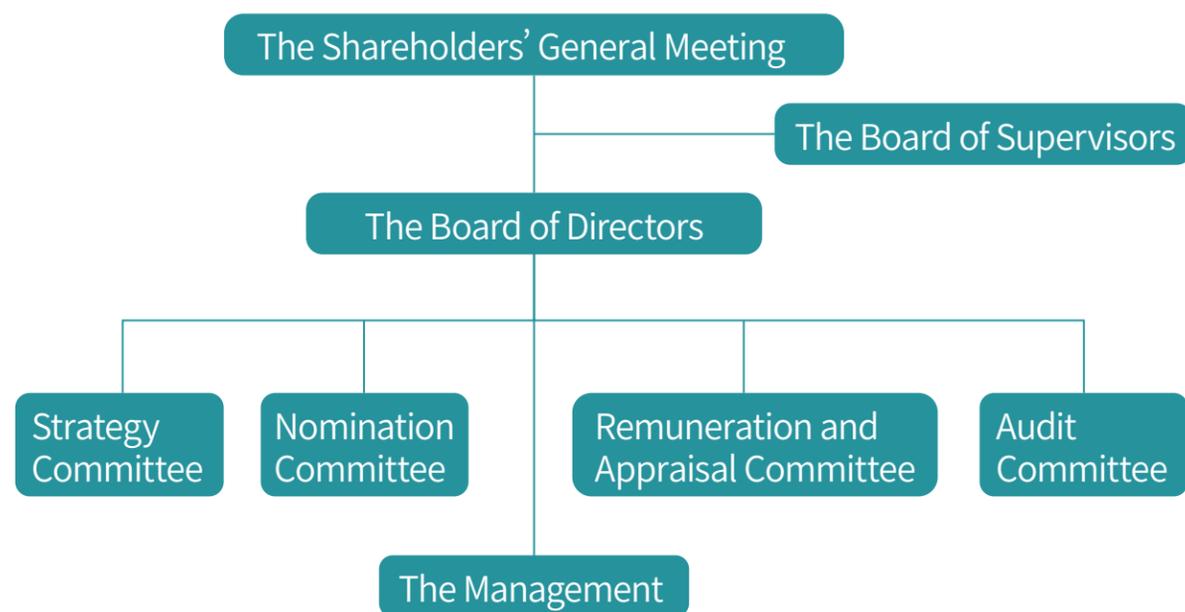
Corporate Governance Risk Management Business Ethics

Corporate Governance

Organization Structure



The Company has strictly complied with **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, and established **the Shareholders' General Meeting, the Board of Directors, the Board of Supervisors and the Management, building a modern corporate organization system and operating mechanism.** Under the Board of Directors are a Strategy Committee, a Nomination 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.



Operation of the Shareholders' General Meeting, the Board of Directors and the Board of Supervisors

The Shareholders' General Meeting, the Board of Directors, the Board of Supervisors and the sub-committees carry out their work in a diligent, compliant and efficient manner in accordance with the relevant provisions of the Articles of **Association of Robam Appliances, the Rules of Procedure of the Shareholders' General Meeting, the Rules of Procedure of the Board of Directors, the Rules of Procedure of the Board of Supervisors** and the implementation rules of each sub-committee.

Shareholders' General Meeting

As the supreme decision maker of the Company, the Shareholders' General Meeting 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 Nomination Committee and the Remuneration and Appraisal Committee. The Board of Directors follows the diversification policy and the procedure specified by the Nomination Committee to appoint suitable and qualified personnel, implement resolutions adopted at the Shareholders' General 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.

Data Performance:

In **2022**, the company organized **5** meetings of the Board of Directors, **5** meetings of the Board of Supervisors, **3** Shareholders' General Meetings.

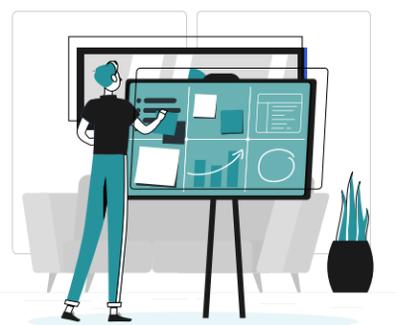
Name of Organization	Number of Members	Number of Independent Director Members
Strategy Committee	4	1
Nomination Committee	3	2
Remuneration and Evaluation Committee	3	2
Audit Committee	3	2

Information Disclosure Management

In order to regulate the information disclosure behavior of the Company, ensure authentic, accurate and complete disclosure of information and safeguard the legitimate rights and interests of shareholders, the Company has formulated the Management Measures for Information Disclosure of Hangzhou Robam Appliances Co., Ltd. according to the Measures for the Administration of Information Disclosure by Listed Companies, the Securities Law of the People's Republic of China, and the relevant provisions of the Articles of Association of Robam Appliances. The Company discloses information in regular reports and interim announcements to investors via meetings, publications, and online platforms. **The information of Robam is available on the China Securities Journal, Securities Daily, Securities Times, <https://www.cnstock.com/>, <http://www.cninfo.com.cn> and other platforms.**

Data Performance:

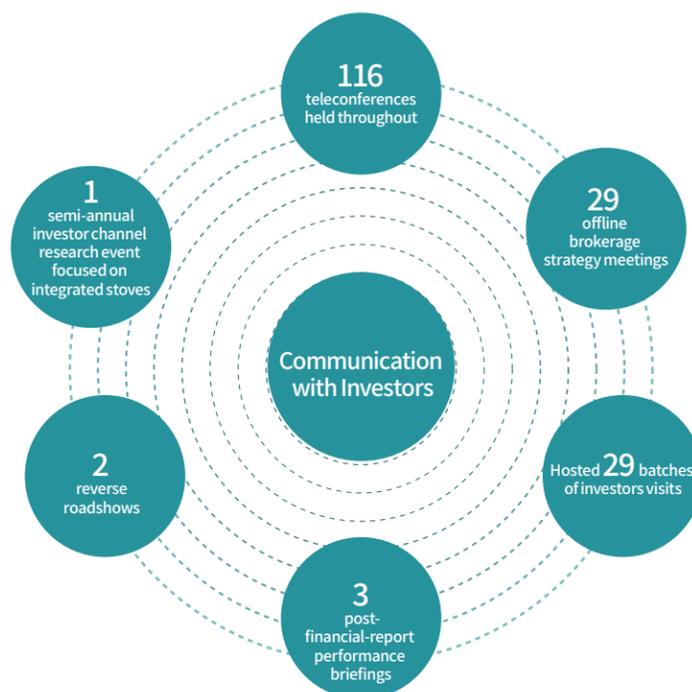
4 Regular Reports
49 Interim Announcements



Investor Relations Management

In order to strengthen the communication between the Company and investors and potential investors, enhance investors' understanding of the Company, achieve the healthy and rapid development of the Company and maximize the interests of shareholders, including the majority small and medium-sized investors, the Company strictly abides by relevant laws and regulations, and takes into account the actual situation of the Company to formulate the Management Measures for Investor Relations of Hangzhou Robam Appliances Co., Ltd.

Data Performance



The Company maintains continuous communication with the capital market through various forms such as investor hotline, Easy IR platform of Shenzhen Stock Exchange, online performance briefings, investor reception day, domestic and international strategy meetings and reverse roadshow for domestic and foreign investors, etc. In 2022, the Company was rated **“A” (excellent) at the 2021 information disclosure evaluation over listed companies on the Shenzhen Stock Exchange, securing such a rating for nine years in a row.** In the investor relations filed, the Company won awards such as the **“Best Board of Directors of Chinese Listed Companies on Main Board” and the “Best Company Award in Investor Relations” at the 13th Tianma Award - Award for Chinese Listed Companies with the Best Investor Relations sponsored by the Securities Times; P5W Investor Relations 2021 Outstanding IR Enterprise, Small and Medium-sized Investor Relations Award; Secretary of the Board of Directors of the Company was awarded the 13th Best Director Secretary Award of China Main Board Listed Company Investor Relations sponsored by the Securities Times.**



P5W Investor Relations - 2021 Outstanding IR Enterprise

Small and Medium-sized Investor Relations Award

Risk Management

The Company attaches importance to risk management, integrates risk management with business activities, and actively explores to establish an effective risk management mechanism. In order to prevent and resolve business risks, implement risk management responsibilities, and avoid systemic risks, the Company has established a risk control and management committee, with the president as the director of the committee and a permanent institution (Legal Affairs Section) to take various measures for precautions, interim control and post-event relief.



01 | Conduct self-assessment of major risks on a regular basis, assess dynamic changes in risks based on domestic and international market environment and business data, and formulate countermeasures in a timely manner

02 | Increase efforts to build a risk culture, conduct training in the field of risk management, and improve employees' risk awareness and management capabilities

The Company has **formulated an Internal Control System** according to the Basic Internal Control Norms for Enterprises and other laws, regulations and guidelines, **to manage and respond to internal and external risks, ensuring the long-term stability and high-quality development of the Company.** During the reporting period, no significant deficiencies were identified in the Company’s internal control design or implementation. The first internal audit report, “2022 Robam Appliances Internal Control Audit Report”, was issued to continuously improve the level of risk management.



Photos of risk control training sessions



Photos of risk control training sessions

Business Ethics

The Company strictly abides by anti-bribery, anti-fraud, anti-blackmail and anti-money laundering laws and regulations in places where it operates, and prohibits any form of loss and waste, violation of rules and regulations, favoritism, corruption and bribery as well as all kinds of acts that damage the interests of the Company. A specialized anti-corruption and anti-commercial bribery team is set up to maintain an honest and ethical business environment with a commitment to disciplinary supervision and audit supervision, investigation and detection of fraud and corruption, and supervisory interviews and educational admonition, so as to promote the environment of integrity and morality in business. The Company has formulated and strictly implements a Management Standard for Development 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. Employees working at important positions are required to sign the Integrity and Self-discipline Commitment. The Anti-Corruption Pledge is signed with suppliers to urge employees and suppliers to observe business ethics. Combined with actual situation, the Company has improved routine monitoring and special inspection, and enhanced special audit, serious investigation, and punishment of dereliction of duty, violation of rules and regulations. In addition, **the Company organizes a “warning and education meeting for Party members and officials” every year, conducting training on anti-corruption and anti-commercial bribery for directors and all employees.**



In order to standardize the management of complaints and reports, **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.**

With regard to the protection of whistleblowers and auditors, the Company is responsible for the fairness and impartiality of the reporting process and results in accordance with the standardized procedures of auditing standards. The Company keeps the basic information of whistleblowers and the content of reports strictly confidential, and protects the personal privacy of whistleblowers and auditors strictly. The Company protects whistleblowers by minimizing the number of persons in the know, specializing in the safekeeping of reporting materials and other confidentiality management measures, and prohibits any organization or individual from blocking, suppressing or retaliating against whistleblowers on any pretext. In case of retaliation against whistleblowers, the Company will deal with it strictly and transfer the case to judicial authorities if necessary.

Reporting Channels (Anonymous if Necessary)



Tel:
0571-86282818



WeChat:
ROBAM-InternalAudit



E-mail:
sjb@robam.com



Party building activities – Learning the spirit of CPC



Party building activities – Learning the spirit of CPC

04 | Quality Product

- R&D and Innovation
- IP Protection
- Quality Assurance
- Customer Service
- Information Security

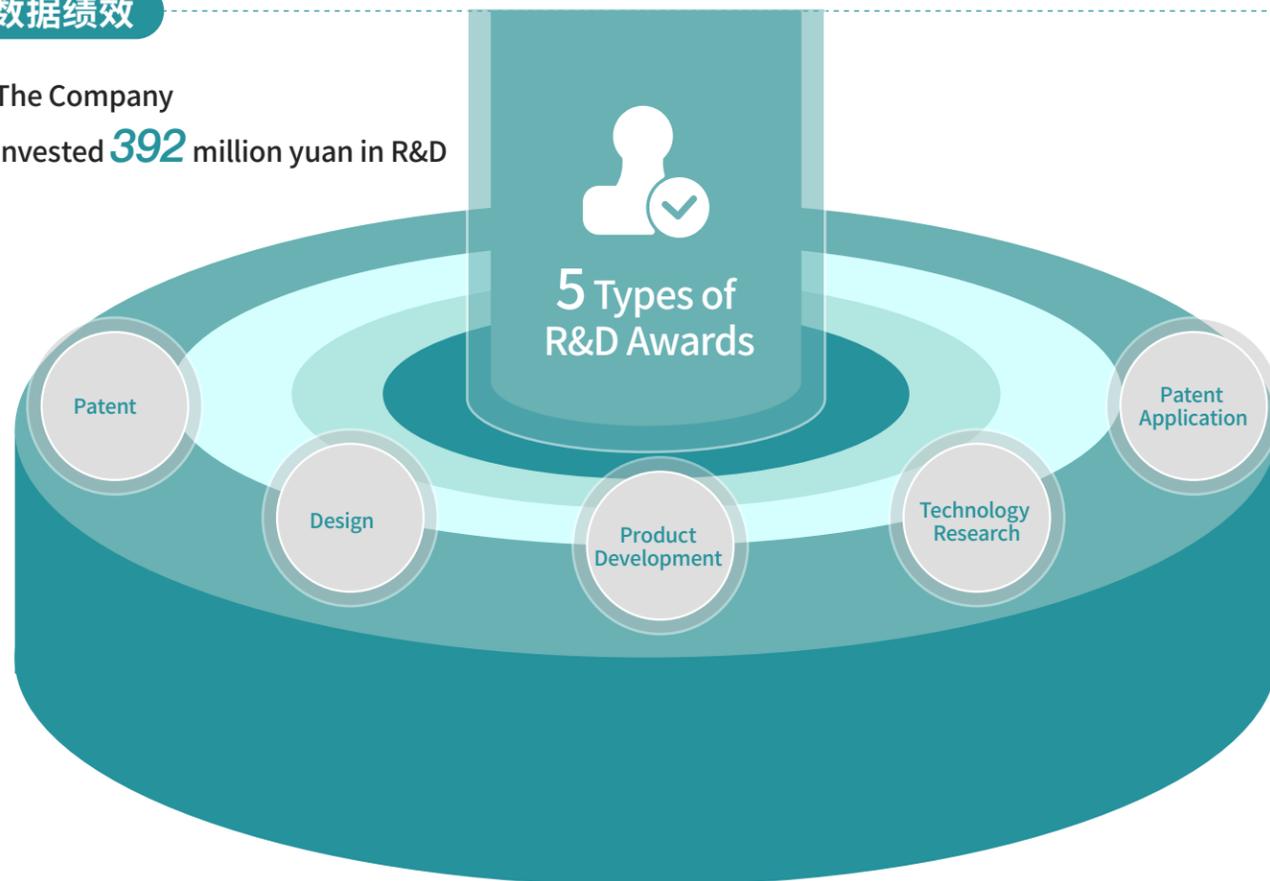


R&D and Innovation

Robam Appliances insists on R&D innovation, and has established the Central Research Institute as the decision-making institution for various innovation projects, with the Basic Research Institute, the Innovation Research Institute and the Intelligent Research Institute to **promote the Company to innovate from various dimensions such as basic R&D, technological breakthroughs, new forms, new categories, new material applications and user experience. The R&D team consists of 929 people, including 8 employees with doctoral degrees and 95 employees with master's degrees.** In order to mobilize the enthusiasm of innovative R&D project members, the Company has set up five types of R&D awards, i.e., **patent, design, product development, technology research and patent application**, to motivate employees to give full play to their innovative ability.

数据绩效

The Company invested **392** million yuan in R&D



Case: The 7th Science and Technology Festival of Robam Appliances

The Company promotes science and technology innovation, and carries out the science and technology festival with the theme of “embracing the era of digital intelligence and moving towards the future of kitchen appliances”. The event has covered staff skills competition, technical exchange seminars, excellent commendation, etc., aiming to create an innovative atmosphere of intelligent and new kitchen appliances, promote innovative products that are powered by science and technology, share and exchange cutting-edge innovative technology, and to realize sustainable value creation.



• Activity 1: “Compare Skills, Strive for Pioneers” - Staff Skills Competition

The 12th Staff Skills Competition was organized to build a platform for staff to learn from and exchange with each other, and to warm up for the Science and Technology Festival. The competition is composed of 4 programs, which examine the core skills - drafting, PS design, experimental testing and electrical design. The number of participants were 300+.

• Activity 2: Seminars

Five seminars were held, centering on the development of technical routes of digital kitchen appliances, application of innovation tools, cutting-edge technology of each product line, innovation knowledge and evaluation of new product achievements. 800+ people participated in the seminars.

• Activity 3: The Road to Glory

Employees are interviewed on the topic of “technology changes life” and “the harvest of the award winners in the past science and technology festivals”. We have promoted the innovative products powered by science and technology, highlighted the outstanding award-winning honor, advanced technology experts, innovative projects, etc., and shared the advanced technology to broaden employees’ horizon. There are 7 categories of awards, including patent, design, product development, technology research, process technology, excellent individual patent, and external excellence, with 51 awardees in total and a total bonus of over 430,000 yuan.



The 7th Science and Technology Festival of Robam Appliances
 “Embracing the Era of Digital Intelligence and Moving Towards the Future of Kitchen Appliances”

The Company continues to focus on investing in product technology R&D, and strengthening its independent R&D capacity and the innovation capability of employees, aiming to maintain its leading position in the industry by establishing technological advantages and industrializing its scientific and technological R&D achievements. As of the end of the reporting period, the Company has been recognized as a **national technology center, provincial R&D center, provincial key laboratory, high-tech enterprise and national technology innovation demonstration enterprise**. During the reporting period, the Company was awarded the First Prize and Second Prize of 2022 Science and Technology Progress by China National Light Industry Council, 2021 National Quality Benchmark Award by China Quality Association, Intelligent Product Award by China Kitchen and Bathroom Industry Innovation and Development Summit Organizing Committee, 2021 Science and Technology Innovation Product Award of the China Kitchen and Bathroom Industry, and 2021 Golden Choice Award by the judging committee of China Hardware Technology Product.



Award to Key Technology R&D and Industrialization of Double-cavity and Double-suction Intelligent Range Hood and Key Technology R&D and Industrialization of Powerful Steaming, Baking and Frying Intelligent Oven

IP Protection

The Company respects knowledge, and upholds the principle of “respecting knowledge, advocating innovation, and building credibility and abiding by law”. An **internal intellectual property system is established according to GB/T 29490-2013 Intellectual Property Management Specifications for Enterprises**, and “Intellectual Property Management Manual”, “Patent Application System”, “Intellectual Property Maintenance Management Standard” and procedural documents are compiled in accordance with the actual situation of the Company. These documents clarify the requirements of patent, trademark, copyright, contract management, etc. The Company has continuously improved the management of intellectual property, implemented the introduction and application of intellectual property system, formed the layout of patent protection, guided R&D and operation, and laid the foundation for the standardized operation of patents. **The Company has passed the certification of GB/T 29490-2013 Intellectual Property Management System.**



The Company actively maintains its intellectual property rights, classifies and manages its intellectual property rights according to patents, trademarks, copyrights, business secrets, etc.; applies for protection of patents, trademarks and copyrights in a timely manner, and actively promotes the registration and maintenance of trademarks. During the reporting period, the company successfully filed several invalidation declarations with the China National Intellectual Property Administration against similar trademarks used by others.

In addition, the Company conducts patent analysis and search for technical solutions at each stage of project development of new technologies, new processes and new products to avoid duplication of development or intellectual property disputes; the patent specialists collect external information on a regular basis, and conduct searches before involving intellectual property activities to avoid infringement of others’ intellectual property rights. No infringement of others’ intellectual property rights occurred during the reporting period.

Data Performance:

During the reporting period, the Company applied for **1,351** patents, including **401** invention patents. As of the end of the reporting period, there were **3,457** valid patents in total, **91** of which were valid invention patents. **10** products were certified as Made in Zhejiang.

Quality Assurance

Robam Appliances always takes quality as the foundation of its business, continuously integrates all relevant systems, establishes a quality management system adapted to the actual situation of the Company, and effectively fulfills the responsibilities and objectives of the management, ensuring the effective operation of the system and promoting sustainable development of the Company.



Quality Management

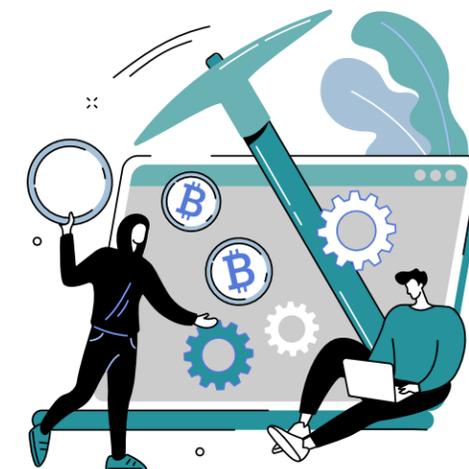
The Company has established a strict quality assurance system, and adopted the quality policy of “quality first, quality best; continuous improvement of business quality, continuous pursuit of excellence in performance”. We have produced and sold products in strict accordance with Product Quality Law and Management Regulations of Compulsory Product Certification and other regulations and national compulsory standards, and formulated quality management documents with Comprehensive Quality Management Guide as the general outline, which cover the whole process of design, development, procurement, production, sales and after-sale service. **We implement comprehensive quality control by taking measures such as tracking quality indicators and conducting quality activities** to ensure that we provide safe, healthy and comfortable products to our customers. As of the end of the reporting period, the Company has **obtained ISO 9001 Quality Management System Certification and Made in Zhejiang certification (product testing + management system)**.

Quality Management Measures	Contents
Adopt Quality Indicator for Quality Tracking	Set multiple indicators such as market quality, new product quality, supplier quality, manufacturing process quality, quality improvement and talent development; and track the indicators for accomplishment and improvement
Conduct Quality Activities	Carry out quality activities such as pre-job training, quality control point examination, case education, minesweeping, and blind spot, etc. There were 2954 participants in these activities in 2022.

In order to ensure the effectiveness of the quality management system, the Company has established Internal Audit and Self-Evaluation Management Standards and Management Measures for System Internal Auditors, trained internal auditors according to actual needs, conducted regular sampling checks on product consistency and compliance with laws and regulations, and carried out company-wide internal audits of the system every year. For the non-conformities found in the audit, the Company analyzes the causes, develops corrective measures and preventive control measures, and finally forms the internal audit report to provide suggestions for subsequent quality management improvement.

Quality Control

The Company actively responds to the quality risk. According to the main factors affecting product quality, combined with the actual implementation of various control measures, we have developed Non-conforming Product Management Standards, Process Exception Handling Methods, and other procedural documents to achieve a comprehensive improvement of quality from incoming materials to process to shipment. The Company focuses on implementing failsafe operational methods at the quality control point and improving key personnel’s skills. We also carry out the analysis and improvement of corrective and preventive measures with the help of quality professional tools, so that we can guarantee the qualification rate of product delivery and the improvement of QC sampling rate index, and avoid quality accidents.



Non-conforming Products Control

All products must pass the inspection before flowing into the next process or leaving the factory. Any unqualified products are marked, recorded, evaluated, isolated and complying with processing requirements. Non-conforming products must be repaired and re-inspected before entering the next process. For all quality problems and failures, the Company has detailed data records, and product data and data of key components of some products are traceable.

The Company also holds monthly product quality meetings, sets up QCC quality control circles, Six Sigma and reliability project improvement teams, and links upstream suppliers and related partners to attack major product quality issues, eliminate quality risks and improve product quality satisfaction. **During the reporting period, the Company completed 22 Six Sigma projects (including 6 Black Belts and 16 Green Belts) and 76 QCC, with quality improvement benefits of 8.6 million yuan; and empowered employees with qualification, for example, 16 employees gained Six Sigma Black Belt, and 26 employees gained Green Belt.**



External Quality Awards Received by the Company during the Reporting Period

Type	Awarded by	Award
QC Quality Team	Zhejiang Association for Quality China National Light Industry Council	Second Prize Excellent Achievement
Six Sigma Black Belt	The Asia Symposium on Quality Function Deployment and Innovation China Association for Quality	First Prize Quality Technology Award - Six Sigma Excellence Award (Black Belt)

Laboratory Quality Management



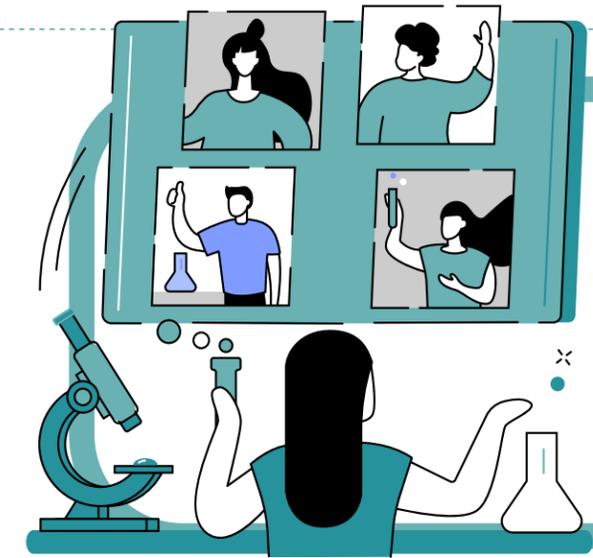
The Company's laboratory mainly carries out safety performance, operational performance and reliability performance tests of kitchen appliances, gas stove and other products, as well as the testing of corresponding parts and materials. In accordance with ISO/IEC 17025:2017 General Requirements for the Competence of Testing and Calibration Laboratories, CNAS-CL01:2018 Accreditation Criteria for the Competence of Testing and Calibration Laboratories, CNAS-CL01-A003:2018 Guidance on the Application of Testing and Calibration Laboratories Competence Accreditation Criteria in the Field of Electrical Testing and the requirements of relevant accreditation regulations and relevant laws and regulations by the China National Committee for Conformity Assessment (CNAS), we have developed the Quality Handbook and procedure documents to ensure the quality of laboratory testing and services and provide accurate and reliable test data and results. The Company's laboratory has been accredited by CNAS.

Quality Culture

The Company vigorously promotes the development of quality culture, establishes the quality culture implementation committee, puts forward quality values and quality policies, prepares the blue book of Quality Culture Guide and promotes it to all employees, and establishes the quality concept of "not accepting, manufacturing or selling non-conforming products". The Company organizes special activities on March 15, June 18 and in September every year to create an atmosphere of quality culture with the participation of all employees. During the reporting period, we conducted 8 quality awareness projects, 6 quality professional capability improvement projects, 3 quality benchmarking improvement projects and 12 quality culture projects.

During the reporting period

- 8 quality awareness projects
- 6 quality professional capability improvement projects
- 3 quality benchmarking improvement projects
- 12 quality culture projects



Knowledge

- Management Measures for Quality Culture Development was released
- Summary of Quality Culture Testing Indicators was released
- QC and Front-line Personnel Quality Culture Assessment

Belief

- **315** Quality Culture Activities for All Employees
- **618** Quality Culture Activities for Quality Assurance and Production Stability
- **September** Monthly Quality Activity of Building Quality Defense, and Creating Quality Value

Action

- **81** Monthly Quality Culture Behavior Examples of **11 Departments** in Technology, Production and Services
- 2022 Quarterly Quality Model **20 persons**
- **19** Quality Culture Monitoring Indicators were Achieved
- **68.9** of Quality Culture Maturity Rating, **7.6** points higher than in 2021

Quality Culture for All Employees

Quality Culture Development during the Reporting Period



Sharing Session after the 315 evening party



Monthly Poster on Quality



The 9th QCC “Evergreen Cup” Project Outcome Presentation and Commendation



Quality Sharing Activity of “Walking into User Interaction Center and Listening to the Voice of the Market”

In order to continuously improve the competency of employees in quality skills, the Company has established a quality academy, and continuously invested resources in TQE quality education. As of the end of the reporting period, the Company had 21 quality instructors, developed and optimized 7 quality professional courses, held 42 sessions and attracted 1,663 people.

	Quality Skills Enhancement Methods
New Employee Training	<ul style="list-style-type: none"> • Implementing three-level education of quality dojo for new employees on the front line
Internal Training for Empowerment	<ul style="list-style-type: none"> • Continue to carry out TQE internal training and empowerment education • Strengthen the development of quality instructor team and course resource development
External Communication	<ul style="list-style-type: none"> • Conduct external communication and learning to expand industry influence • Consolidate internal development of quality



Quality policy

quality first, quality best; continuous improvement of business quality, continuous pursuit of excellence in performance.

Quality values

customer first, pursuit of excellence, establishment of standards, concrete action, craftsmanship and fine work.

User Service

The Company adheres to the service concept of “delivering instant, warm, professional, meticulous and transparent services”, adopts the “user-centered” service model, and firmly executes the service strategy guideline of “user satisfaction and impressive experience, service first and value creation” to create a cordial and close customer relationship.



• User Service System

The Company has set up the Strategic Market Headquarters, Service and Logistics Department, Quality Department and Marketing and Comprehensive Management Department and other related departments to coordinate the management of various products and technical services. The Company takes the headquarters as the center, and establishes a hierarchical user service and management model extending to distributor outlets/service outlets, relying on four interactive platforms, such as telephone, WeChat, e-commerce and enterprise WeChat account, to realize comprehensive technical services before, during and after sales, improve service quality and enhance user satisfaction. In addition, the Company has improved the distributor management system and updated the distributor management norms with detailed regulations on distributor introduction, operation management, training, assessment, evaluation and withdrawal to meet user needs in a standardized way, enhance user service experience and improve the user reputation of Robam Appliances. The Company also conducts training for relevant employees on a regular basis to continuously improve their professional and service capabilities.

Customer Service Management System



• Protection of Customers' Rights and Interests

The Company protects the legitimate rights and interests of customers, uses CRM customer relationship management system and user center management platform, establishes evaluation model and “star rating system”, and supervises the effective implementation of service promises. We have formulated Robam Appliances Standards **for Handling Agency Complaints to standardize the process of handling complaints and crises in each agency**, and to respond and handle complaints in a timely manner; **to classify all complaints and set special response and handling time requirements**; to supervise the handling process of the service logistics department to **ensure that each complaint is resolved within the specified time**.

Response to Complaints and Time Limit for Achieving Solution



In addition, the Company strictly abides by relevant laws and regulations when carrying out external marketing, and conducts compliance reviews on all published materials. For different product characteristics, product information is popularized via the product manual within the package, on the Company's official website, by customer training and other channels, and relevant information including product performance, efficiency, potential risks, safety **instructions, operation and maintenance methods are conveyed to customers truly and effectively.**

Data performance:

Customer complaint resolution rate: **97.39%**;
Customer satisfaction: **98.66%**.

Case: Kitchen Reform

The Company is committed to promoting the innovation of China's kitchens, and has launched a kitchen carefree service. Kitchen renovation is the act of renovating cabinets, water, electricity, countertops, walls and ceilings in kitchens, dining rooms, balconies and other spaces in order to install appliances in the appropriate space in the kitchen, taking into account the specific environmental situation of the user. The Company began in 2019 to enhance the ability of the service team in renovating the old kitchen, to develop standard process, safety norms and acceptance standards of kitchen renovation, standardizing the operation of kitchen renovation. We also made significant investments in building the industry's first practical training base with multi-scenario applications of kitchen renovation. Through the mentor training system, we continue to train excellent professional engineers in kitchen renovation. Elite kitchen renovation engineers are all over the country to satisfy customer needs and provide with kitchen solutions; user satisfaction reached 99.8%.



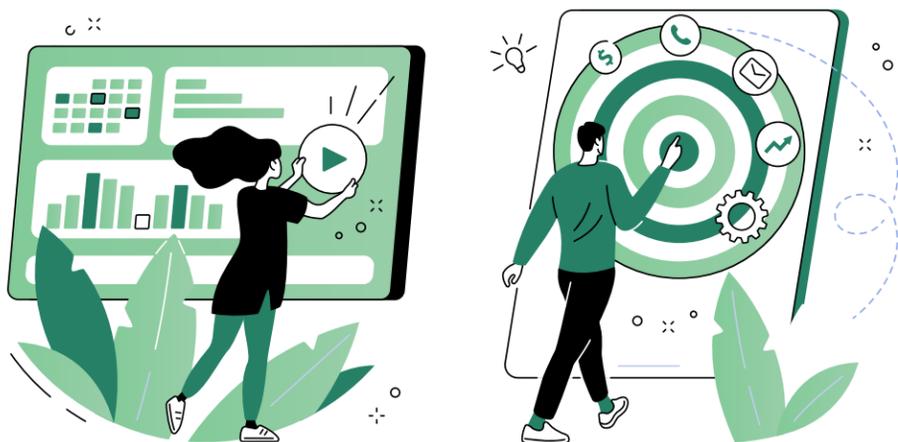
customers are moved by our services

• Information Security

The Company attaches great importance to protecting information security of customers. We have established information security team, set up information security system according to ISO 27001, formulated information security management standards, information security management manual and other documents, and **obtained ISO 27001 information security management system certification.** The Company strengthens data security management internally, formulates Information Security Warning Plan Management Standard and Database Management Standard, conducts regular emergency drills to ensure business connectivity; invites professional third parties to conduct penetration tests on the Company's core systems and continuously fixes the vulnerabilities found.



In addition, the Company actively promotes information security awareness, and pushes information of security awareness articles on the Company's pin and enterprise WeChat every fortnight, and also adds information security knowledge to the Robam University platform to encourage employees to learn. During the reporting period, the Company carried out several network and terminal risk identification and handling activities, completed independent information audits, and no information security incidents occurred.



05 | Environmental Protection

Environmental Management

Greenhouse Gas Management

Pollution Prevention and Control

Resource Conservation



Environmental Management

In accordance with the environmental protection policy of “protection first, prevention centered, comprehensive management, company participation, and damage responsibility”, the Company has established an emergency management committee to guide, inspect and supervise the environmental protection work and promote the environmental management of the Company comprehensively. **The Company has formulated a systematic and comprehensive environmental management system, including EHS Assessment Management Standard, Waste Management Standard, Environmental and Occupational Health and Safety Management Performance Monitoring Management Standard, Environmental Factor Identification and Evaluation Management Standard, etc., which cover environmental management, training and emergency response.** We conduct annual compliance evaluation to ensure the effectiveness of the Company's environmental management. The Company continuously carries out clean production, organizes all departments of the Company to identify and evaluate environmental factors on a regular basis, and implements daily control based on the results. As of the end of the reporting period, the Company has obtained ISO 14001 environmental management system certification.

Environmental management objectives:

Environmental pollution accidents: **0**

Waste classification and storage rate: **100%**; collection and disposal rate: **100%**;

Harmless treatment rate of hazardous waste: **100%**.

Data Performance:

10.5 million yuan invested in environmental protection



Greenhouse Gas Management

Climate change is a common challenge for both countries and enterprises, and addressing climate change is a must for achieving sustainable development. The Company follows the national policy of carbon neutrality and carbon peak, insists on low carbon and green development, and actively responds to the challenges and opportunities brought by climate change. With reference to the recommendations of the Financial Stability Board's Task Force on Climate Related Financial Disclosures (TCFD), the Company has established a climate change management system to identify climate change-related risks and opportunities, formulate carbon reduction strategies, and to contribute to carbon neutrality.

Climate Change Management System

Governance Structure	Integrate climate change management into the routine priorities of relevant departments and subsidiaries, with the Board of Directors overseeing and managing the Company's climate change issues
Strategy	<ul style="list-style-type: none"> Assess sources of greenhouse gases Identify climate change-related risks and opportunities and integrate the results into corporate risk management Explore new models of "carbon neutrality" kitchen appliances with the goal of reducing the carbon footprint of products
Risk Management	<ul style="list-style-type: none"> Manage energy efficiency and resource conservation Promote green office
Objective and Performance	<ul style="list-style-type: none"> Regularly disclose greenhouse gas emissions and emission intensity to assess the Company's performance in climate change management Conduct calculations based on annual greenhouse gas emission data, and set quantitative climate targets and improvement plans

Data Performance:

Greenhouse gas emissions (Scope 1): **8,053** tons of CO₂e
 Greenhouse gas emissions (Scope 2): **37,262** tons of CO₂e
 Greenhouse gas emissions (total): **45,315** tons of CO₂e



Pollution Prevention and Control

The Company has incorporated the concept of environmental protection into the whole life cycle management of products, and is committed to reducing the three types of waste emission and strictly treating and monitoring the emissions. During the reporting period, each emission index complied with local and industry emission requirements, and there were no incidents of penalties for pollutants exceeding standards or illegal emissions.

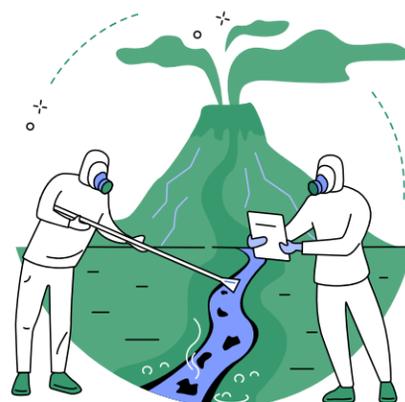


Pollutant management measures

Pollutants	Main categories	Management measures
Wastewater	Chemical oxygen demand, ammonia nitrogen	Apply for wastewater discharge permits in accordance with the requirements of national and local governments, strictly implement discharge declaration and discharge registration, and establish wastewater treatment systems to achieve regulated discharge through discharge outlets. Production wastewater is partially reused for production after treatment, partially discharged after meeting the standards, and the wastewater recycling rate reaches 50%.
Exhaust gas	Gas fumes, canteen fumes, spraying dust	Optimize exhaust gas treatment facilities, upgrade processes, and ensure that all emission indexes meet local and industry emission standards through strict treatment and monitoring measures.
Waste	Hazardous waste, industrial waste, domestic waste, construction waste, waste oil and grease, electronic waste, etc.	Follow the principle of reduction and reuse. Industrial waste is sold by regular bidding or entrusted to qualified disposal units for comprehensive utilization, and construction waste is handed over to qualified units for recycling and treatment to maximize resource utilization. General waste is entrusted to qualified organs and sanitation departments; hazardous waste is disposed of by qualified organs in a standardized manner. Electronic components recovered from the market are disposed of at the end of life, and electronic waste is recycled. The production waste is reused in the form of edge materials or sold by tender.

Waste Management Process

- **Collection** Classified collection at departments.
- **Storage** Storage as required, to be commissioned to a qualified disposal unit for clearance.
- **Disposal** Commissioned to a qualified agency for disposal or for sale by regular tender.
- **Prevention** Environmental impact assessment in advance for new, expanded or reconstruction projects, and equipment/facilities with less waste discharge or filtration devices preferred.
- **Inspection** Organize all functional departments to carry out regular inspection of daily waste disposal.



Resource Conservation

• Energy Management

The Company's energy consumption mainly consists of electricity, natural gas and steam. Setting foot on reducing energy consumption energy cost and improving energy utilization rate, the Company has formulated Energy Management System, deepened energy management and energy assessment, and set up energy management leading group to make decisions on energy management. Each person in charge of energy management department is the first to be held accountable, forming an energy network. **The Company has passed GBT/23331 energy management system certification.**

The Company **uses the roof of the existing production plant to generate PV power, and the electricity generated is directly supplied to the production.** During the reporting period, the Company increased the investment in PV power generation project and expanded the installation of PV power panels by about 42,000 square meters, which has been completed and connected to the grid. **The annual power generation capacity can reach up to 5,246,700 kilowatt hours, saving 644.81 tons of standard coal equivalent in a year.** In addition, the Company actively carries out energy-saving technology development, energy-saving publicity and education activities to continuously improve energy consumption.



Data Performance:

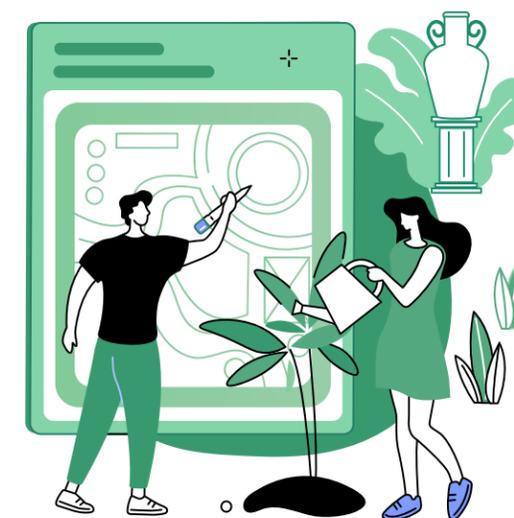
Case: Improvement of air blowing device for electrophoresis line workpiece in spraying workshop

Due to the problem of material and air pressure, the air blowing nozzle could not be adjusted or closed according to the size of the workpiece, and the air compressor was running at full load for a long time during the peak of energy consumption of air compressor, resulting in a huge waste of compressed air. The Company installed independent copper ball valves on each air nozzle to control the blowing device, and replaced the original soft air pipe with a bamboo pipe, which can accurately and effectively adjust and control the direction of the blowing air, thus achieving the goal of energy saving and saving about 150,000 yuan in annual electricity costs.

2020 PV generation:
4,673,263 kWh
 2021 PV power generation:
5,014,979 kWh
 2022 PV power generation:
5,246,663 kWh

• Resource Management

The Company advocates conservation of water resources and natural resources, and improves the utilization rate of resources. The Company insists on promoting water conservation in all aspects, **establishes water management system, standardizes water pipeline network and equipment inspection in all areas, regularly inspects water usage, makes repairment in time, and reduces water running or dripping; posts water conservation publicity stickers at major water usage points to raise employees' awareness of water conservation.** In the production process, the Company has **improved the production process, reduced waste and improved the utilization efficiency of production materials; in operation, the Company promotes paperless green office, simplifies workflow and required materials, and saves office supplies.**



Production proposal improvement

Measures	Contents	Results
Improvement of scrapping of flat parts such as enamel baking pans and catch pans	Modify the reciprocating machine in the enamel powder room, add a spray gun, and slightly adjust the spray gun stroke and pitch.	It is possible to adapt to different sizes of parts for enameling and precisely control the film thickness, significantly reducing the scrap rate of flat parts and increasing quality of enameling. Discounted annual benefit of about 250,000 yuan.
Eliminate excess product quality of disinfection cabinets	All wire harnesses for disinfection cabinets are replaced with outer packaging with yellow wax tubes due to process upgrades, thus eliminating the disinfection cabinet edge packaging.	Reduce the process of work station and improve the efficiency of assembly, which translates into an annual benefit of more than 110,000 RMB.



06 | Harmonious Workplace

- Employees' Rights and Interests
- Talent Training and Development
- Care for Employee
- Occupational Health and Safety



Employees' Rights and Interests

The Company complies with international conventions on employees and human rights, respects and protects the legitimate rights and interests of employees, advocates an equal and non-discriminatory employment policy, improves the remuneration and benefits system, improves the democratic mechanism, and creates a fair and harmonious working environment for employees.

Equal Employment

The motivation and creativity of employees are the driving force of sustainable high-quality development of the Company. Based on the relevant national laws and regulations, the Company has formulated the Compensation Management Standard based on the overall development strategy and human resource planning, and benchmarked with outstanding enterprises in the market, formed a compensation management system based on job value and with performance assessment and title as the core; meanwhile, the Company has established a management committee to coordinate and implement the compensation management system, and to guide and supervise the compensation management standard. In addition, the Company has developed a scientific salary adjustment mechanism that takes into account the internal and external environment to provide competitive salary in the industry. In 2022, **the Company was awarded the "the Outstanding Employer title at the 2022 Outstanding HR Management Award on 51job.com."** and other honors.



The Company won the 2022 Employer Brand Building Base for Campus Recruitment



The Company won the 2022 Outstanding Employer in Human Resource Management



Categories	Policies of Employee Rights and Interests
Recruitment and Elimination	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	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	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.

Data performance:

Category	Indicators	Data
By gender	Male employees	3,255
	Female employees	1,840
By age group	Employees under 30	1,400
	Employees aged 30-50	3,333
	Employees aged over 50	362
By position	Management	586
	Finance	176
	Marketing	1,467
	Technical	929
	Production	1,937
By educational background	Employees with PhD degrees	8
	Employees with master's degrees	200
	Employees with bachelor's degrees	1,499
	Employees with two-or-three-year college diploma	1,028
	Employees with two-or-three-year college diploma and below	2,360

The Company strictly abides by the *Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China and other laws and regulations, formulates the Human Resource Management Guideline, Management Standards for Labor Protection of Female Employees and Minors* and other documents, opposes any form of forced employment, clarifies the rights and obligations of both labor and management through labor contracts, etc., and builds harmonious labor relations. **We guarantee the right of employees to enjoy equal employment and development, and ensure that the career development opportunities and equal treatment of employees are not compromised by factors such as race, color, gender, disease or age.** As of the end of the reporting period, the Company employed a total of 19 persons with disabilities (6 persons with severe disabilities), of whom 12 persons (5 persons with severe disabilities) were newly employed during the reporting period. We have signed labor contracts with all employees.

• Democratic Management

In order to establish harmonious and stable employment relations and safeguard the lawful rights and interests of employees, the Company strictly abides by the Trade Union Law of the People's Republic of China, the Contract Regulations of Zhejiang Province Group and relevant laws and regulations, establishes labor unions and labor councils, and sets representatives of the Company side and representatives of the employee side to conduct equal consultations on issues such as the interests of employees, and signs Collective Contracts and Salary Agreements after being considered and approved by the democratic process. In addition, according to the Regulations of Zhejiang Province on Collective Contracts, Special Provisions on Labor Protection for Female Employees, Regulations on Population and Family Planning of Zhejiang Province and other relevant regulations, the representatives of the Company and the representatives of the employee side signed the Special Collective Contract on Labor Safety and Health, the Special Collective Contract on Protection of Rights and Interests of Female Employees and the Special Collective Contract on Company Cares for Employees and Employees Love for the Company on the basis of equality and voluntariness.



2022 Annual Collective Consultation Meeting on Salary

The Company actively implements democratic management, focuses on the openness, fairness and impartiality of the system, and listens to employees' voices by holding regular employee workshops in various forms, aiming to establish a comfortable and positive employment relationship and develop employees' sense of identity and belonging to the Company.



The Company organized employee workshops



The Company organized thematic research seminars

Case: Employee Satisfaction Survey

In order to develop employees' sense of identity and belonging to the Company and enhance their cohesiveness, the Company carried out employee satisfaction survey in the form of questionnaires, and calculated the scores from 8 dimensions of "time, intensity, management, environment, process, system, policy, compensation and benefits". 4,043 questionnaires were collected, with a completion rate of 82.48%. This activity not only reflects the voices of employees and management problems, but also indicates how to adjust and maintain future employee relations.

• Talent Training and Development

Talent is a key resource. In order to support the implementation of the Company's overall development strategy, further improve the Company's talent development system, and truly realize the implementation of the endogenous talent strategy of rapid training, growth and promotion of talents, the Company has always inherited culture, innovated knowledge, cultivated talents, integrated resources and reformed management at an efficient and pragmatic cost, so as to maximize the added value of talents. In 2021, the Company proposed the endogenous talent development strategy, aiming to find external industry experts to lead the rapid development of the Company while recruiting potential fresh graduates with bachelor's degree or above. With a large reserve of talents and the training plan of the endogenous strategy, we have built a comprehensive talent reserve for the Company's talent development. The year of 2022 is the year to consolidate



endogenous talent development strategy. The focus of the Company's talent development strategy has evolved from "selection", "employment", "cultivation" and "retention" to "introduction", "cultivation", "employment", "retention" and "management", consolidating the Company's strength to promote the endogenous growth of talents and drive the value-added of the organization.

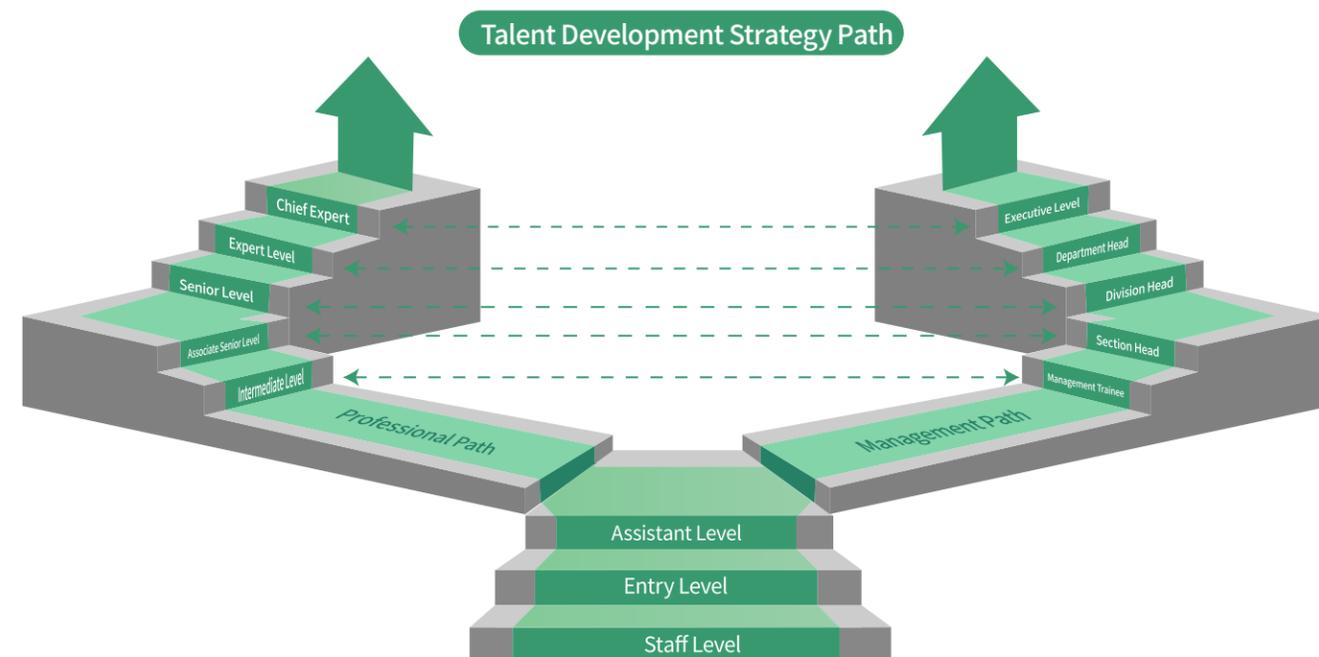
Endogenous talent development strategy path of the Company in 2022

Main Line of Development	Content
Attracting talents with inclusiveness	Insist on investment in both school and social recruitment, recruiting talented people and accurately recognizing them when they are selected, and being open and tolerant after they are introduced.
Nurture talent with care	Focus on precipitation and replication of key competencies, and move from free-range training to precise training
Use of talents with a pragmatic mind	Create a high-energy organization with high goals, high pressure and high incentives
Retaining talents with heartfelt love	Promoting goodwill with goodwill, raising the temperature of the organization, and stimulating the vitality of the organization
Manage talent with cultural approach	Strengthen cultural leadership, create cultural atmosphere, adhere to cultural practice, and build cultural confidence



• Promotion and Development Channel

The Company has set up a career development system for employees, formulated the Talent Development Management Standard, and defined **six career promotion channels for management, product development, supply chain, marketing, professional service and skill operation, etc.** The employees can choose their own development channels according to their characteristics.



• Talent Development System

In order to ensure the orderly development of talent development and training and improve the quality of talent development precisely and effectively, the Company has formulated the Training Management Guidelines, Robam University Internal Trainer Management Measures and other management systems, and established the "Robam University" which is open to all employees and provides a comprehensive course system.

Guided by the mission of "cultivating excellent Robamers, training leading Robamers, contributing to the sustainable development of small and medium-sized enterprises in China, serving as a platform for employee growth, business development partnership, organizational culture inheritance, and practical value realization," Robam University focuses on the training that serves employees' career development. Robam University has independently developed its own learning platform "Banli Academy" APP, which is synchronized across computers and mobile devices, allowing employees to learn anytime and anywhere. **As of the end of the reporting period, the Banli Academy platform had 16,189 activated accounts, with a total of 10,552 learners and 28,558 active users. The platform has held a total of 3,536 exams, covering 14,477 participants, with a total learning duration of 79,351.53 hours and an average learning time of 7.52 hours per person.**

In addition, according to business development and the development needs of employees at different levels and in different positions, the Company formulates systematic learning development plans and programs, and the **training covers growth training, professional training, cultural training, leadership training, etc. Through rich training activities and courses both online and offline, the Company provides employees with uninterrupted training resources**, creates a good organizational learning atmosphere, and continues to build a highly competitive organizational capability. The Company also encourages employees to improve their education through self-learning, and provides them with diversified career development opportunities.

Company Talent Development Plan

Training Orientation	Training Plan	Training Target
Internal Talent Development	Blue Whale Plan (Pre-job training for new recruits from social channels)	Help new employees quickly understand the Company system common processes, and corporate culture.
	Lemon Plan (Pre-job closed training for new recruits from universities/colleges)	Facilitate fresh college graduates to quickly integrate into the workplace. There are Lemon high potential class, Lemon management class and Lemon skill class.
	Sunflower Plan	Coordinate the training programs of various functional departments and business departments to enhance professional capability, such as the Kunlun's Master of Technology Center; E-Commerce Smart Club; Production Lean Dojo and Team Leader; Quality Control Circle.
	Ivy Plan	Promote Company culture and strategy, and develop capabilities such as high learning, fast culture, strong execution, diversified leadership, etc.
	Rainbow Plan	The Company's top management team with global vision and global decision-making power, high cohesion and high learning power.

Case 1: Lemon Plan – Robam's Fresh Graduates Training Program

In order to help the freshmen quickly transit their roles, and adapt to the workplace, the 2022 Lemon plan launched a one-month off-the-job training and a one-year on-the-job training. During the training period, the training model of 21+7 is implemented (21 days to help freshmen fully understand the corporate culture, be professional and aware of information of the Company through courses and activities; 7 days to learn professional knowledge of each position in depth), after which each freshman is equipped with a professional mentor to help them carry out practice during the on-the-job period and quickly create value in the position. This year, a total of 200 freshmen participated in the training, 28 training courses were conducted, and 20 training sessions were carried out.



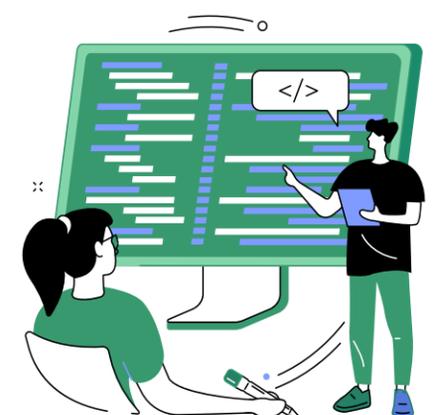
Freshmen participated in course training



Freshmen participated in team activities

Case 2: Lemon Mentor Training Program

In order to help new freshmen adapt to their jobs quickly, improve their professionalism and create job value after the intensive training, the Lemon Mentor Empowerment Program was launched to meet the demand for one-on-one coaching and mentoring when freshmen enter the practical stage of their jobs. The six-month mentoring system requires each mentor to complete three sessions of the "MMT Mentoring Skills" course and conduct a total of four mentor-apprentice activities such as "Thanksgiving Day" and "Teacher's Day" to accelerate the integration between mentors and freshmen during the mentoring phase. Through six months of on-the-job coaching, mentors help freshmen quickly integrate into the Company's corporate culture, master the skills required for their positions, shorten the growth cycle of freshmen, and create a positive coaching culture.



Mentors participate in empowerment courses



Mentors and mentees participate in activities together

Case 3: Ivy Plan – Robam Appliances Cadre Training Program

To develop the vision of the Company's officers and consolidate the management ability of officers at all levels, the Company's Ivy Program carries out online and offline training focusing on the improvement of officers' strategic ability, implements management tools, and improves officers' strategic thinking and strategy formulation ability. With the teaching model, students get hands-on practice. The combination of the two lines of training courses and practice not only helps broaden horizons of employees, but also helps strategies transform from simple thinking into practical application ability. Throughout the training period, in addition to the first online introduction, four offline courses were conducted and four practical outputs were produced.

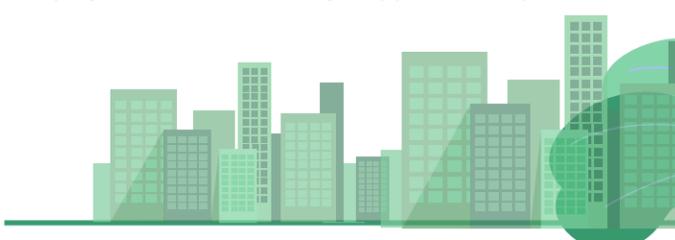


Cadre training



• Care for Employees

The Company insists on the working concept of "happy work, healthy life", and aims to "improve the happiness index of employees, accumulate happy energy, and improve the quality of life and work", and provides diverse welfare benefits such as holiday benefits, health benefits, activity benefits, study benefits, work life benefits, etc., and take multiple measures to enhance employees' sense of security, happiness and pride.



The Company's employee care system

Benefits boost well-being

- The Company provides supplementary commercial insurance and organizes regular health check-ups for employees, ensuring a worry-free work and personal life.
- The Company commemorates its listing, national holidays, and other heartwarming events with special bonuses to enhance employees' pride and sense of belonging.
- A diverse points-based marketplace, featuring birthday and activity points, deepens employees' perception of benefits and increases their satisfaction.

Personalized program enhance sense of belonging

- Classic events like cooking competitions, sports days, and karaoke contests offer a platform for employees to showcase their talents and improve cross-department collaboration.
- Various team-building trips and activities help employees strike a balance between work and leisure, strengthening departmental cohesion and unity.
- Special interest clubs like soccer, badminton, and board games enrich employees' leisure time.

Activities enrich experience

- Annual surveys on dedication and satisfaction gauge the overall levels of employee dedication and satisfaction, providing insights into the key demands of different groups within the organization.
- Quarterly "Vise" meetings facilitate dialogue between employees and executives, building bridges for mutual understanding. Regular employee roundtable discussions are held to listen to their concerns.
- EAP care for employees, helping them develop a positive attitude towards work and life, and fostering personal growth.
- Innovative initiatives like "Robam Top Search" and "Robam TV" create a relaxed atmosphere for voicing feedback.

Communication foster trust

- Each year, the Company delivers cooling supplies to frontline employees during hot weather, showing appreciation for their hard work.
- New employees participate in a one-week "buddy" program, enabling them to quickly integrate into the Company and alleviate any concerns.
- Anniversary celebrations for employees' work milestones enhance their sense of honor.
- Surprise retirement ceremonies provide heartfelt blessings for retiring employees, expressing gratitude for their dedicated service to the Company.

Case 1: Robam Group Karaoke Competition

In order to enrich the cultural life of employees, demonstrate the positive and healthy spirit of employees, and provide a platform for employees to present themselves, the Company organized the 12th Robam Group Karaoke Competition, and organized thousands of employees to participate in the Karaoke Competition with the theme of "Singing for Dreams, Sound of Extraordinary", advocating the cultural concept of happy work and healthy life.



Employees sang songs

Case 2: The 3rd Cooking Festival of Robam Appliances

In order to create a cultural atmosphere of "love cooking and love life" for all Robamers, the Company organized thousands of employees to participate in activities such as "I and Cooking Story Contest" and "Cooking Contest", so that the employees can experience the long-standing Chinese cooking culture and the cooking fun brought by digital cooking, and enhance the passion of Robamers for cooking and the love for kitchen appliances.



Staff making dishes in the cooking competition

Case 3: The Club Activities of Robam Appliances

To enrich after-work activities of employees, improve their cultural and artistic quality and physical quality, enhance their cohesion and sense of unity, the Company has organized and set up nearly ten different types of employee hobby clubs such as photography club, yoga club, basketball club, soccer club, badminton club, board game club, etc. and regularly organized various offline group activities such as spring photography activities, autumn outdoor shooting, soccer league, badminton mixed doubles recreation tournament. According to statistics, the clubs have held dozens of activities of various types of clubs.



Exchange match between soccer club and MBA of Zhejiang University

Case 4: The 11th Faculty Sports Meeting of Robam Appliances

In order to strengthen the internal cohesion, enhance the friendship between colleagues and enrich the after-work activities of employees, the Company actively held the 11th Faculty Sports Meeting. Themed "Pioneering the Tide and Striving Forward with Courage", the event spanned one and half months and included three major categories – "Soaring Through the Skies," "Master Craftsmanship," and "Strategic Planning" – with a total of eight sports competitions.. In the spirit of "friendship first, competition second", the athletes from all departments and subsidiaries demonstrated the spirit of innovation, responsibility and pragmatism in the games, and showed their good physical quality and spirit, which will contribute to the Company's ambitious goal of "creating a world brand and a century enterprise".

The competition games of the Company Faculty Sports Meeting

- King of the Ball Tournament: Soccer, Basketball, Badminton, Table Tennis, etc.
- Chess Master Tournament: Chinese Chess, Go, eSports, etc.
- Men's 100m, Women's 100m, 4x100m Relay, Jump Rope, Tornado Run, Tug of War, Rocket Sprint, Peak Climbing, etc.



The 11th Faculty Sports Meeting of Robam Appliances



The 11th Faculty Sports Meeting of Robam Appliances



The 11th Faculty Sports Meeting of Robam Appliances



The 11th Faculty Sports Meeting of Robam Appliances

Case 5: Exclusive Benefits for "Vise Model Staff"

To motivate the employees who are highly compatible with the Company's corporate culture and set exemplary role models, the Company formulated the "Model Employee Incentive Program", and carried out quarterly voting activities with three evaluation dimensions of innovation, responsibility and pragmatism. In 2022, the Company identified 24 "Benchmark Employees," who were awarded exclusive trophies and enjoyed benefits such as reward points.



Occupational Health and Safety

Occupational Health

The Company strictly abides by the Law of the People's Republic of China on Occupational Disease Protection, formulates the Occupational Disease Management Standard, the Occupational Disease Hazard Accident Emergency Plan and other systems, **passes the ISO 45001 Occupational Health and Safety System Certification, carries out regular testing of hazardous and harmful factors, and regularly conducts targeted occupational health checkups to protect employees' occupational health.** At the same time, the Company effectively disseminates and promote the knowledge of occupational disease prevention and control and the concept of healthy work with the help of LED screens, corporate WeChat and pegging platforms to enhance employees' awareness of self-protection. In addition, the Company organized fire safety month activities to ensure the Company's safe production.



Fire Safety Month



Fire Safety Month

Data performance:

During the reporting period, the Company was not punished for violating the laws and regulations related to occupational health and safety, and the occupational medical examination rate was **100%**.

The types of occupational disease hazards identified in the Company mainly include noise, welding fume, radiation, manganese and its compounds, grinding wheel dust, other dust, benzene, xylene, ethyl acetate, acetone, cyclohexane, solvent gasoline, n-hexane, formaldehyde, liquefied gasoline gas, solvent gasoline, sodium hydroxide, hydrogen sulfide, etc. **Every year, the Company commissions qualified testing organs to test the occupational disease hazards in the production workshops, and the monitoring results are reported to Yuhang District Safety Supervision Bureau and then put into the occupational health management ledger.** At the same time, the administration department of the Company feeds the test results to the production department, which informs the employees of each position in the workshop of the occupational disease hazards and their concentration values by means of posting notices or circulation, and informs them of the protective measures.

The Company pays attention to employees' psychological health, sets up employee relations posts, expands employee communication channels and platforms, and understands employees' psychological status in a timely manner; **develops employee psychological health courses, stimulates participants' discussion and interaction through course lectures, and promotes the orderly development of employees' psychological health.**

• Safe Production

In order to implement the Law of the People's Republic of China on Safe Production and Regulations on Safe Production in Zhejiang Province, implement the responsibility system for safe production, strengthen safety management, ensure safe production and guarantee the safety and health of employees in production, the Company has established an emergency management committee. According to the principle of "management of production must manage safety", production and safety are taken into account in the planning, arrangement, inspection, summary and evaluation.

Emergency Management Committee:

- Director (President)
- Deputy Director (EHS Manager)
- Members (Representatives from various departments)
- Special Emergency Management Personnel

Responsibilities of the Safety Production Committee:

- Implement national and higher-level safety production laws, regulations, and standards;
- Regularly convene safety production meetings, analyze the Company's safety production trends, and promptly resolve issues related to safety production;
- Ensure investment in safety funds and resource allocation;
- organize safety production competitions, summarize and promote advanced experiences in safety production, and reward outstanding projects and individuals;
- Make decisions on other major matters related to safety production;
- Organize the establishment of the Company's safety production responsibility system, rules and regulations, and operational procedures; organize the development of short-term safety management plans.

The Company takes the responsibility of production safety as the core and risk evaluation and control as the means to build up the safety culture. After identification, the risks involved in the Company's safety production include safety risks in the construction stage of the project, safety risks in the workplace in the operation stage, and chemical management risks. **In the past four years, the Company has not suffered any death due to work-related injuries.**

The Company continues to promote the standardization of production safety and requires that the safety facilities of construction projects must be designed, constructed, put into production and used simultaneously with the main project to ensure safety from the source. At the same time, the Company continues to improve safety monitoring measures, covering monitoring of major hazards, fire alarm and fire control, and **establishes management systems such as Safety Management Standards for Hazardous Operations, Management Standards for Emergency Drugs on Site, and Laboratory Safety Management Standards,** in order to prevent and reduce production safety accidents and **protect the lives and property of the Company and its employees.**

In order to further strengthen safety management, identify hazard factors and prevent safety accidents, the Company has formulated the Standards for Production Safety Inspection and Hidden Danger Management to control and eliminate accident hazards and implement safety measures in a timely manner by conducting comprehensive safety inspection, daily safety inspection and special safety inspection to ensure the personal safety of employees and the safety of the Company's property.



The Company has formulated the Production Safety Accident Emergency Plan to standardize the management of early warning, emergency response and disposal, and reporting of safety accidents. The Company establishes three-level safety supervision mechanism, regularly carries out company-level, department-level and team-level safety supervision; regularly carries out safety hazard inspection at the work site and rectifies the identified safety hazards; **carries out three-level safety education and safety training activities for all employees to strengthen their safety awareness and improve their risk identification ability; regularly carries out safety emergency drills to find out the problems in the emergency plan by simulating the accident site, and then continuously improves**

the emergency response plan. Through simulating the accident scene, we can find out the problems in the emergency plan, and then continuously improve the emergency plan. In terms of chemical management, **the Company has formulated the Chemical Management System to prevent unintended purchase, receipt and use, and to reduce the risk of chemical use** in the Company.

Data performance:

During the reporting period, the Company had conducted **138** production safety trainings and **17** safety drills.

Case: Month of Production Safety

In June 2022, the Company observed the 21st national “Month of Production Safety”. According to the arrangement of the Emergency Management Committee, the Company closely focused on the special rectification of production safety, always tightened the string of production safety, and took the theme of “obeying the production safety law and being the first responsible person”, and took diversified forms to carry out the activities of the month in depth.

Month of Safety Production Kick-off Meeting: Organize the signature ceremony for department employees to enhance the sense of participation, responsibility and mission, and make everyone aware of the importance of safety in their own positions.



Strengthen training and education: According to the requirements of promoting the Safe Production Month activities, prepare PPT for staff safety awareness education and distribute to all departments for education and training, always strengthen safety awareness and strive to enhance the employees’ ability to protect themselves.

Hidden danger mapping: Organize a safety risk and hidden danger mapping report meeting, implement the problems and control measures found in the inspection; invite experts for professional guidance in unclear places to avoid risks in time.

Report on the progress of hidden danger rectification: In view of the progress of the rectification of hidden danger problems in each department at the beginning of the month, organize a special meeting to communicate and discuss in depth the difficulties and pain points in the rectification process of hidden danger in each area, and clarify the responsibilities and rectification timeline.

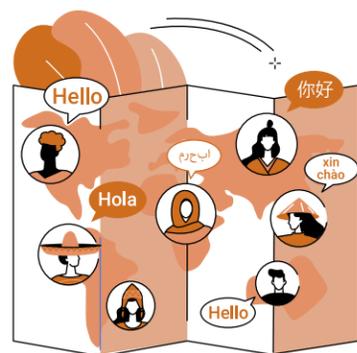


Key area inspection and risk control: actively carry out self-examination and self-correction for problematic points, adopt strict control measures for key risk areas, follow up in a timely manner, and assign responsibilities to people.



07 | Community Co-development

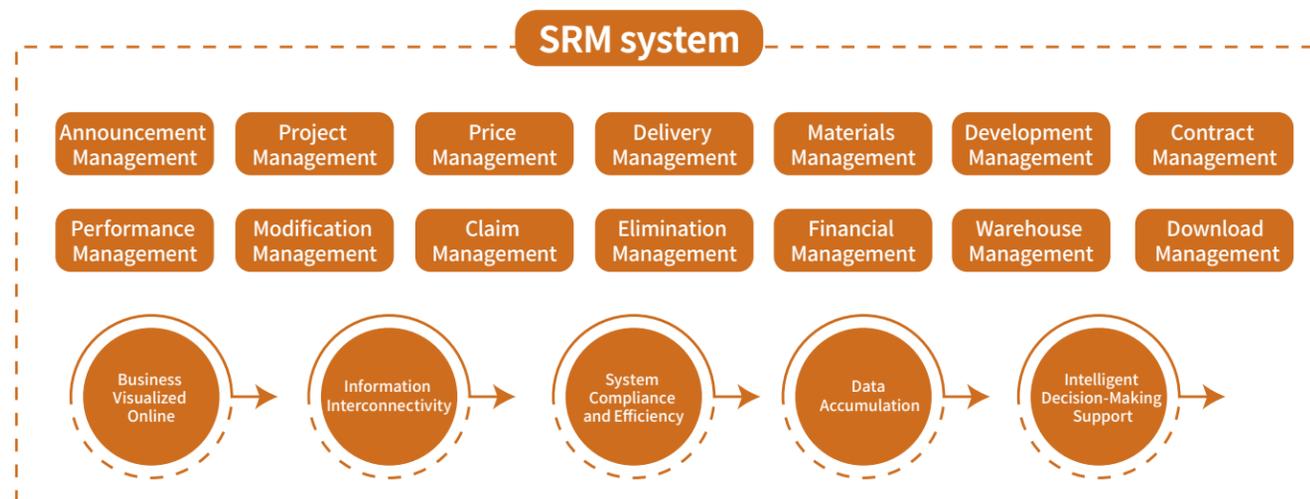
- Supply Chain Management
- Conflict Minerals Avoidance
- Industry Communication
- Social Engagement



Supply Chain Management

In the fast-changing market environment, Robam Appliances deeply understands the importance of an efficient and smooth supply chain and is committed to maintaining long-term cooperative relationships with its partners, formulating supplier management documents such as Management Measures for Suppliers of Production Materials, Management Measures for Unreliable Suppliers and Code of Business Conduct for Procurement Operations and Suppliers to regulate the process of supplier development, access, management, evaluation and counseling to enhance procurement competitive advantage, and to realize supply continuity and flexibility. The Company's suppliers include production material suppliers and non-production material suppliers, among which production material suppliers cover three categories of suppliers: raw materials, general parts and outsourced parts. **The Company classifies its suppliers into four categories: strategic, leveraged, bottleneck and general, based on procurement amount and supply risk.** By the end of the reporting period, the Company had more than 300 suppliers and nearly 30 new suppliers.

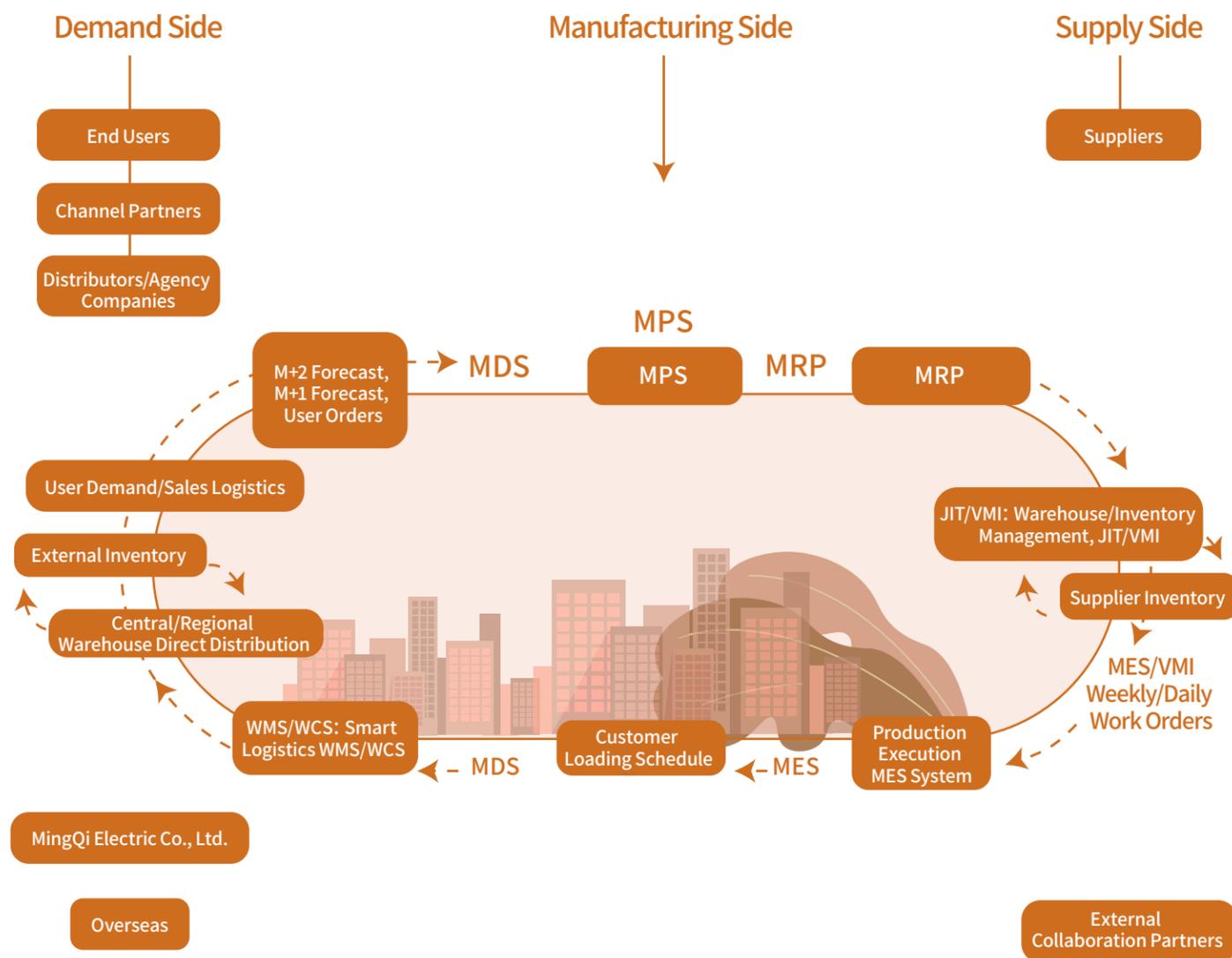
During the reporting period, the full business module of the Company's SRM system was successfully completed, with 14 online modules covering the whole business scenario of procurement and supplier management, promoting the integration of business data intelligence between supply and demand, and effectively promoting efficient collaboration of supply chain information, processes and resources.



Centered around users, Robam Appliances delves into the digital transformation of the supply chain. By the end of the reporting period, Robam has formed an integrated platform of SRM, MRP, MES and WMS for procurement, production, storage and sales. This platform facilitates the sharing of information and logistics throughout the supply chain, ensuring data visibility across the entire process, from user demand to production planning, material planning, manufacturing, and product delivery. End-to-end control is achieved by seamlessly integrating information, logistics, and financial flows, enabling precise order fulfillment and continuously enhancing customer satisfaction.

Case: End-to-end production, supply and sales integration project

The Company establishes sales-oriented production and order delivery mechanism directly facing customer demand: the front-end of supply links with the sales side to implement M+2/M+1 demand planning, locking and pulling flexible production through bi-weekly planning, and precise matching of supply and demand; the back-end of supply implements logistics modes such as Vendor Managed Inventory (VMI) to realize supply synergy; The logistics side promotes the direct distribution mode of main warehouse/sub-warehouse, inventory sharing to continuously optimize the inventory structure and enhance the efficiency of shipping.



• Supplier Sustainability Management

The Company adopts a whole lifecycle perspective to build a sustainable supply chain. New suppliers are required to pass ESG on-site risk assessment in accordance with the New Supplier Assessment Form, which considers labor policy, labor management performance, social responsibility commitment, occupational health and safety, special equipment and environment and regulations, etc. Suppliers that use child labor, forced labor and other serious violations of labor laws and regulations are strictly prohibited. The Company requires 100% of selected suppliers to sign the “Environment, Occupational Health and Safety Commitment” and the “Social Responsibility Guidelines” to ensure that suppliers comply with local labor laws and regulations and social responsibility standards. The Company incorporates qualified suppliers into the “Production Material Suppliers List”; for conditionally accepted suppliers, the Company requires them to rectify and respond to rectification reports on a regular basis, and then incorporate them into the suppliers list after verification of eligibility.



For qualified suppliers, the Company uses the balanced scorecard to carry out daily assessments and commissions third-party certification organizations or organizes relevant internal personnel to conduct annual on-site reviews of suppliers, while comprehensive supplier sustainability evaluation outputs overall assessment results and provides targeted counseling and training for non-conformities. In addition, the Company encourages suppliers to establish social responsibility management system or obtain SA 8000 system certificate, and suppliers who obtain this certificate will be tilted in the annual evaluation of suppliers.

Supplier CSR Guideline Requirements

Environmental protection	environmental impact, hazardous substance management and restriction, solid waste management, wastewater and rainwater management, exhaust emission management, environmental permits and reporting;
Labor management	labor and human rights, anti-discrimination, equal treatment, prevention of involuntary labor, prevention of underage workers, adolescent protection, working hours, salary and benefits, employee training;
Supplier commitments	subcontractor social responsibility commitments, conflict minerals management;
Health and safety	Health and safety: fire safety, workplace safety, occupational injury prevention, chemical exposure prevention, emergency preparedness, environmental protection facilities;
Governance mechanisms	code of ethics, intellectual property protection, management commitment

Supplier certification results as of the end of the reporting period

- 172 suppliers with Environmental Management System certification,
- 93 suppliers with Occupational Health and Safety Management System certification;
- 302 suppliers with Quality Management System certification,
- 20 suppliers with Social Responsibility Management System certification.



Case: Supplier Empowerment Program

Based on the Company's requirements for sustainable development of the supply chain, and in order to improve suppliers' delivery capability, quality management capability, reduce costs and achieve the goal of win-win cooperation between supply and demand, the Company continues the supplier empowerment project, collaborates with external third-party organizations, strategic procurement directors, cost accounting specialists and supply chain lean engineers to form a project team for supplier empowerment. By initiating improvement projects and conducting training, 15 tools and methodologies are applied to enhance suppliers' overall capabilities. During the reporting period, 53 improvement projects were established, involving both suppliers and the Company, with 58 on-site training sessions conducted, 405 person-days invested, and 2 visits to industry benchmark companies completed. The second phase of the project has now been launched.



Supplier empowerment visit and exchange

Data Performance:

Achieving cost savings of \$ 2.43 million, 56% reduction in delivery exceptions, 68% information coverage, and 39% reduction in quality exceptions.



Green Procurement

The Company adheres to the concept of green procurement and strives to minimize the impact of products on the environment by incorporating environmental factors into the management of design, quality, packaging and logistics, and by establishing a supplier incentive mechanism.

Green Quality Management	Select high-quality suppliers through comprehensive assessments Incorporate green products into strategic indicators
Green Design Management	Collaborate with suppliers using suitable raw materials and adhering to green design product and environmental guidelines
Green Packaging Management	Establish a packaging standards project team, adopting standardized containers or designing specialized tools
Green Logistics Management	Analyze and evaluate suppliers' transportation vehicles and logistics methods Operate reasonable order quantities to provide optimal loading rates for transportation tools

Avoid Conflict Minerals

Robam Appliances implements ethical procurement and attaches great importance to the issue of conflict minerals. The Company **commits not to purchase and does not support the use of “conflict minerals” from illegal mining activities or profits used to finance armed activities, explicitly prohibits sourcing raw materials from areas where human rights are not respected, illegal trade and the financing of violence may exist.** In accordance with the Responsible Business Alliance (RBA), the Global e-Sustainability Initiative (GeSI) and OECD guidelines for risk identification and management, we **sign a Conflict Minerals Declaration with all suppliers**, conduct due diligence and site reviews, trace the source of gold, tantalum, tin and tungsten contained in products, **and pass on requirements to their lower supply chains.**

Due diligence process



The Company conducts routine assessments of qualified suppliers for mineral sourcing, traces all conflict minerals back to their source and only uses conflict-free minerals that have been certified as compliant through Responsible Minerals Initiative (RMI) audits. The Company also encourages its suppliers' upstream smelters to complete third-party Responsible Minerals Validation Process (CFSP) audits and other certifications, and provides order adjustments and incentives to certified suppliers. Going forward, the Company will continue to promote its conflict-free minerals commitment, aim to use 100% qualified smelters, gradually improve supplier access standards, conduct ongoing supplier site reviews, and require its upstream smelters that have not yet been certified to carry out audit certification.

Data Performance:

The Company will only involve the use of tin in the production process, and there are **34** relevant suppliers, all of which completed their annual due diligence during the reporting period, with a **100%** pass rate, and no supplier was found to have violated the Conflict Minerals Declaration.

Supplier access audit record sheet



Conflict Minerals Statement of Robam Appliances

We have been committed to incorporating global social responsibility as our goal, implementing ethical procurement and promoting the sustainable development of the industry chain.

"Conflict minerals" refer to minerals such as tin, tantalum, tungsten, gold and other minerals originating from the Democratic Republic of Congo and its surrounding regions. The sale of these minerals may provide financial support for the ongoing armed conflicts in these countries. As global citizens, we attach great importance to conflict mineral issues and takes action to address this problem. We vow

- 1、Resolutely fulfilling our social and environmental responsibilities;
 - 2、Guaranteeing that our products do not use "conflict minerals" from Congo and its neighboring countries and regions;
 - 3、Tracing the source of gold, tantalum, tin and tungsten contained in all products;
 - 4、Refraining from participating in or assisting in the mining of conflict minerals;
 - 5、Communicating the requirements of "conflict minerals" to upstream suppliers.
- We will continue to work with our customers and suppliers to seek sustainable solutions to conflict minerals issues.

Industry Exchange

Robam Appliances has been focusing on the cooperation between industry, academia and research, actively establishing various forms of cooperation and collaboration with universities and research institutes, participating in or presiding over the preparation of relevant national standards, industry standards and group standards, actively participating in industry exchange activities, deeply promoting cooperation with domestic and foreign industry partners, and promoting the development and progress of the industry.

In the industry-academia-research cooperation, the Company joins hands with Northwestern Polytechnic University, China University of Metrology, Jiangnan University, Wuhan University, University of Electronic Science and Technology to establish innovative key project teams in industrializing technology in noise and sound quality, high-performance fans, suction effect digitalization, etc.; in the industry exchange, the Company regularly visit the external cooperation factory, brand partners, in the exchange and sharing to find new win-win pattern and reach consensus on key technology R&D investment.

Data performance:

During the reporting period, leading the development of **10** standards (by type), participating in the preparation of **20** standards (by type)



Case: “Creating Connectivity for a Healthy Future” - Conference on Building a Better Habitat for Human Beings

Since the strategic cooperation with Vanke and Caizhu in 2017, the Company has been committed to optimizing the resource allocation of kitchen appliances with leading intelligent technology, promoting the healthy development of the supply chain, promoting the upgrading of the product power of the finely decorated houses with cost-effective kitchen appliances and exquisite technology, and building a healthy and comfortable beautiful living space together. During the reporting period, the Company, together with Vanke and Caizhu, launched the “Creating Connectivity for a Healthy Future” - Conference on Building a Better Habitat for Human Beings, focusing on people's aspirations for a better life, and launched co-creation in three aspects: intelligent technology, environmental protection and health, and ideal life. The keynote speech "Technology Empowers Better Habitat and Life" was delivered to initiate thinking about the trend of good living, create value for users in the development of deep mutual chain, and join hands towards a healthy future.



The ceremony of building a better habitat together

Case: 2022 China Home Appliance Innovation Retail Summit

The 2022 China Home Appliance Innovation Retail Summit was held in Hangzhou under the guidance of China Household Electric Appliances Association, organized by China National Grid and co-sponsored by GfK China. The summit was held in Hangzhou, China. The Company was invited to attend the summit to share its experience of shifting from kitchen appliances to cooking, and its best practices in the four top-level design of user communication, as the home appliance industry enters a new cycle.



Sharing at the summit

Social Engagement

Robam Appliances insists on continuous concern and deep integration with the community, focuses on community needs, **poverty relief and health education**, actively invests resources, establishes the Robam Appliances Charity Foundation, implements the public welfare charity plan of “doing good, helping the poor, in a proactive, accurate and efficient way”, and continuously carry out charity relief and other public welfare activities. It also supports national agents to actively fulfill their social responsibilities and devote themselves to public welfare and charity, continuously radiating the surrounding enterprises and communities, giving back to the society with actions and developing together with the communities.

Data performance:

The donation expenditure in the year of 2022 was **6,242,900** yuan.



• Common Prosperity

The Company integrates the new era requirement of promoting the high-quality development of common prosperity with the Company's mission and vision, establishes a working group to help common prosperity, and takes the six guidelines with the overall goal of “creating people's growing needs for a better life, giving full play to the paradigm effect of Robam Appliances, and comprehensively developing a common prosperity demonstration zone for high-quality development in Zhejiang”. In addition, we will actively sort out implementation plan of common prosperity for high-quality development of Robam Appliances, and build a new system of common prosperity putting people first and with ability income.



Six Key Action Guidelines

- Employee Income Doubling Plan
- Advancing Philanthropy and Charity as Leading Examples
- Promoting Regional Coordinated Development as a Pioneering Model
- Fostering Intelligent Manufacturing and Reinventing the Cultural Environment of Chinese Industrial Civilization through Technological Innovation
- Popularizing "Food Education"
- Promoting Chinese Culinary Culture

Case: Employee Equity Incentive Plan

As part of the common affluence action plan of Robam Appliances, and to establish and improve the long-term effective incentive mechanism of the Company, and fully mobilize the senior management and key employees, the Company has completed the registration of the stock option grant of the 2022 employee stock ownership plan in accordance with the Measures for the Administration of Share Incentives of Listed Companies of the China Securities Regulatory Commission and other relevant laws, regulations and normative documents. A total of 282 individuals have been granted incentives, all of whom were middle-level managers and core technical (business) personnel at the time of implementing this plan. The number of granted shares was 4.78 million, accounting for 0.50% of the total share capital of the Company, and the grant was completed in May 2022.

Case: Contributing to common wealth in hometown

During the reporting period, the first "Social Co-Building Village Charity Base" in Linping District, Hangzhou City was officially launched in Xinyu Village, Yunhe Street. The Company donated 2 million yuan to the Common Wealth fund to support rural revitalization, village-enterprise partnership, public welfare and targeted relief activities. On the day of the ceremony, the Company also donated kitchen appliances for the first project of the Common Wealth Fund - the "Old House Repair" project, which was used to renovate the kitchen environment of 27 households in four villages and communities.

Case: Old kitchen renovation

The Company aims to assist low-income families in improving their outdated kitchen conditions and promoting social inclusion for vulnerable groups through the launch of signature programs such as the "Warm Kitchen Project" and the "Beautiful Kitchen Initiative." The Warm Kitchen Project has been implemented across multiple regions in Hangzhou, Tongxiang, and Linxiang city, closely coordinating with local charitable foundations. Through a series of processes, including preliminary assessments, on-site inspections, delivery and installation, and acceptance and signing, a total of 1,667 households have benefited from 3,418 donated products, with an accumulated cost of approximately 4 million RMB, helping more impoverished families improve their kitchen cooking conditions. The "Beautiful Kitchen Action" public welfare project covers Linping and Yuhang districts, transforming the kitchens of 95 low-income households, with a total donation of over 450,000 RMB in product costs.



Before and after renovation

Case: Labor Education - Food Education "Perfect Food" Program



Launching ceremony

Since the Ministry of Education officially issued the Compulsory Education Curriculum Program, labor class has become an independent curriculum in primary and secondary schools, in which "cooking and nutrition" becomes the objective of the school year from grade 1 to grade 9. Through awareness and experience, students are required to understand the truth that "labor creates a better life". The Company and Linping District Education Bureau of Hangzhou have selected 12 elementary school in the district as the first batch of food education bases, and chose Yucai Experimental Primary School's Xinhe Campus as a demonstration base, to jointly develop food education teaching materials and food education curriculum to incorporate food education into primary and secondary school education.

• Social welfare

The Company continues to carry out projects such as "Sending Warmth and Giving Love", "Associating Townships and Villages", "Giving Thanks to Society and Giving Back to Hometown", etc. and continues to carry out the Spring Festival charity, major illness relief, and "Hands in Hands" events. We also support the development of senior citizen canteens in neighboring communities, covering neighboring enterprises, villages and communities, and actively undertakes social responsibilities.



Teacher's Day activities



"Hands in Hands" public welfare activities on June 1

Case: Assistance to Students from Poor Families



Love and support for students

The Company donates winter school uniforms and gift bags to poor students in Qinghuabian Middle School, hoping that the children will study hard and strive for a bright future, and dedicate their youth and wisdom to the great cause of serving the motherland, giving back to the society and building their hometowns, so as to realize their value in life.

08 | Appendix

Key Quantitative Performance

• Economic Performance

Indicators	Unit	2020	2021	2022
Operating revenue	RMB 10,000	812,862.08	1,014,770.60	1,027,150.06
Operating revenue growth rate	%	4.74	24.84	1.22
Total assets	RMB 10,000	1,245,756.83	1,390,603.52	1,503,982.53
Net profit attributable to shareholders of the listed company	RMB 10,000	166,074.99	133,171.21	157,240.49
Basic earnings per share	RMB/share	1.75	1.41	1.67

• Environmental Performance

• Environmental Protection

Indicators	Unit	2020	2021	2022
Annual environmental investment expenditure	RMB 10,000	102.55	125.98	1,050.00
Number of environmental training sessions oriented to employees	Time(s)	10	12	16
Number of cases punished for violations against environmental protection laws and regulations	Case	0	0	0

• Energy Consumption

Indicators	Unit	2020	2021	2022
Electricity	kWh	39,091,659	49,954,337	51,642,891
Natural gas	cubic meter	3,269,844	3,354,251	3,612,164
Gasoline	liter	—	—	32,758
Diesel oil	liter	—	—	119,095.20
Steam	ton	2,907.19	4,103.45	3,435.00

• Renewable Energy

Indicators	Unit	2020	2021	2022
Total PV power capacity	kW	—	—	10,013.87
Total PV power generation	kWh	4,673,263	5,014,979	5,246,663

• Greenhouse Gas Emission

Indicators	Unit	2020	2021	2022
Total GHG emission ²	tCO ₂ e	35,411	41,088	45,315
Scope I: Total GHG emission	tCO ₂ e	7,391	7,606	8,053
Scope II: Total GHG emission	tCO ₂ e	28,020	33,482	37,262
GHG emission intensity	tCO ₂ e/RMB 1 million	4.36	4.05	3.82

• Waste Gas

Indicators	Unit	2020	2021	2022
(VOCs)	ton	—	—	1.61

• Wastewater

Indicators	Unit	2020	2021	2022
Total wastewater discharge	ton	351,010	482,039	519,177
(COD)	mg/L	—	—	66
Ammonia Nitrogen	mg/L	—	—	27.6
Suspended Solids	mg/L	—	—	58
Total Phosphorus	mg/L	—	—	5.29

• Water Resource

Indicators	Unit	2020	2021	2022
Water Consumption	cubic meter	501,443	688,627	723,076
Total recycled water	cubic meter	—	—	289,230

• Solid Waste

Indicators	Unit	2020	2021	2022
Non-hazardous Waste				
Non-hazardous Waste Generation	ton	22,011	27,523	29,328
Recycling	ton	—	—	28,778
Incineration	ton	—	—	550
Hazardous Waste				
Generation	ton	204.23	253.76	317
Incineration	ton	—	—	317

Notes: [1] Environmental protection investment expenditure varies by changes in the scope of statistics, currently covering environmental protection costs by the production departments and mold process department, etc.

[2] GHG emissions are the sum of GHG emissions in Range 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

Indicators	Unit	2020	2021	2022
Total Number of Employees	Person	4,612	4,879	5,095
By Gender				
Male	Person	3,014	3,142	3,255
Female	Person	1,598	1,737	1,840
By Employment Type				
Labor Contract	Person	3,080	3,812	3,941
Labor Dispatch	Person	1,532	1,067	1,154
By Age Group				
Under 30 years old	Person	1,128	1,606	1,400
30 to 50 years old	Person	3,218	3,029	3,333
50 years old or above	Person	266	244	362

By Function				
Production personnel	Person	1,662	1,303	1,937
Technical personnel	Person	742	876	929
Sales personnel	Person	1,637	1,768	1,467
Finance Staff	Person	166	173	176
Management	Person	405	759	586
By Category				
Total Number of Grass-roots employees	Person	4,475	4,727	4,920
Total Number of Middle Management Employees	Person	115	124	143
Total Number of Senior Management Employees	Person	22	28	32
By Education Background				
Employees with PhD degrees	Person	9	8	8
Employees with master's degrees	Person	138	155	200
Employees with bachelor's degrees	Person	902	1,310	1,499
Employees with two-or-three-year college diploma or below	Person	3,563	3,406	3,388

Indicators	Unit	2020	2021	2022
Labor contract signing rate	%	100%	100%	100%
Social insurance coverage	%	100%	100%	100%
Employee medical examination coverage	%	100%	100%	100%
Number of Minority Employees	Person	—	—	145
Percentage of employees subjected to regular performance and career development evaluation	%	100%	100%	100%

• Turnover Rate

Indicators	Unit	2020	2021	2022
Employee Turnover Rate	%	14.18%	14.78%	13.66%
By Gender				
Turnover of male employees	%	13.93%	14.92%	13.93%
Turnover of female employees	%	14.64%	14.52%	13.17%
By Age Group				
Turnover of employees under 30	%	18.61%	18.35%	17.89%
Turnover of employees aged 30-50	%	13.03%	13.56%	12.95%
Turnover of employees aged over 50	%	7.64%	3.94%	1.36%

• Training

Indicators	Unit	2020	2021	2022
Total number of employees trained	Person	4,612	4,879	5,095
Employee training coverage rate	%	100%	100%	100%
Employee training coverage rate	hour	104,555	131,274	162,153
By Gender Group				
Male employees trained	hour	68,320.80	84,538.63	114,412.24
Female employees trained	hour	36,234.20	46,734.87	47,740.78
By Category				
Grass-roots employees	hour	101,450.67	127,182.92	155,631.95
Middle management employees	hour	2,582.51	3,340.64	5,842.22
Senior management employees	hour	522.78	749.94	678.83
Average hours of employee training	hour	22.67	26.91	31.83

By Gender				
Total hours of training for male employees	hour	22.67	26.91	35.15
Total hours of training for female employees	hour	22.67	26.91	25.95
By Category				
Grass-roots employees	hour	22.67	26.91	31.63
Middle management employees	hour	22.46	26.94	40.85
Senior management employees	hour	23.76	26.78	21.21

• Occupational Safety and Health

Indicators	Unit	2020	2021	2022
Number of employees in positions exposed to occupational diseases	Person	1,579	1,432	1,692
Number of employees suffering from occupational diseases	Person	0	0	0
Transfer rate (Occupational taboo)	%	100%	100%	100%
Compliance rate of monitoring of occupational hazard factors	%	85.00%	91.30%	100%
Number of employees meeting with work-related injury accidents	time(s)	0	0	0
Number of work-related fatal accidents	time(s)	0	0	0
Number of employees who died as a result of work-related accidents	Person	0	0	0
Number of employees	Person-time	2,277	3,886	4,809
Implementation rate of safety training for job transfer (including secondment for more than three days)	%	100%	100%	100%

• Supplier

Indicators	Unit	2020	2021	2022
Total number of suppliers	—	274	312	324
Number of localization suppliers	—	—	163	175

Number of suppliers signing Supplier Code of Conduct	—	—	290	324
Number of suppliers audited based on the Company's supplier assessment system	—	141	83	101
Audit pass rate	%	100%	100%	100%

• Community

Indicators	Unit	2020	2021	2022
Charitable donation	in 10,000 yuan	403.58	422.26	624.29
Rural revitalization investment	in 10,000 yuan	—	—	28.5
Rural revitalization materials discount	in 10,000 yuan	—	—	435.41
Of which: Amount invested in improving education resources in rural areas	in 10,000 yuan	—	—	14.15
Hours of volunteer activities	hour	2,632.10	2,738.70	2785.30

• R&D and Innovation

Indicators	Unit	2020	2021	2022
R&D expenses	in 10,000 yuan	30,334.76	30,334.76	39,161.48
Percentage of R&D expenses in operating revenue	%	3.73%	3.61%	3.81%
Number of R&D personnel	person	742	876	929
Percentage of R&D personnel	%	16.09%	17.95%	18.23%
Number of trademarks approved during the reporting period	—	99	123	60
Number of trademark applications during the reporting period	—	117	69	28
Number of patents granted during the reporting period	—	418	630	831
Number of patent applications in the reporting period	—	744	1, 093	1, 351

• GRI Content Index

Instructions	Robam Appliances reported the information referenced in this GRI content index from January 1 to December 31, 2022 according to the GRI standard.
GRI 1 GRI 1 used	GRI 1: Foundation 2021

GRI Standard	Disclosures	Corresponding Chapter	
GRI 2: General Disclosure 2021	2-1	Organizational profile	Company Profile
	2-2	Included in the organization's sustainable development report entity	About Robam Appliances
	2-3	Reporting period, reporting frequency and contact person	About Robam Appliances
	2-4	Information restatement	Key Performance Form
	2-6	Activities, value chains and other business relationships	<ul style="list-style-type: none"> • Company Profile • Special topic: Digital and Intelligent Manufacturing Empower Cooking in the Future • Quality assurance • Customer service
	2-7	Employees	Key Performance Form
	2-9	Governance structure and composition	Corporate governance
	2-10	Nomination and selection of the highest governance body	Corporate governance
	2-11	Chairman of the highest governance body	Corporate governance
	2-12	The supervisory role of the highest governance body in terms of management impact	ESG management
	2-13	Delegate responsibility for managing impacts	ESG management
	2-14	The role of the highest governance body in the sustainable development report	<ul style="list-style-type: none"> • ESG management • About this report
	2-22	Statement on Sustainable Development Strategy	ESG management
	2-23	Policy commitments	<ul style="list-style-type: none"> • Business ethics • Employee rights • supply chain management • Conflict minerals avoidance
	2-24	Integration policy commitments	<ul style="list-style-type: none"> • Business ethics • Employee rights and interest • supply chain management • Conflict minerals avoidance

GRI Standard	Disclosures		Corresponding Chapter
GRI 2: General Disclosure 2021	2-25	Procedures for remedying negative impacts	• Employee rights and interest • supply chain management • Conflict minerals avoidance
	2-26	Mechanisms for seeking advice and raising concerns	About this report
	2-27	Compliance with laws and regulations	See each chapter of the report for details
	2-29	Approaches to stakeholder engagement	Stakeholder communication
	2-30	Collective bargaining agreement	Employee rights and interests
	GRI 3: Substantive issue 2021	3-1	Process of determining material issues
3-2		List of material issues	Analysis of material issues
3-3		Management of material issues	Analysis of material issues
GRI 201: Economic Performance 2016	201-1	Economic value directly generated and distributed	Key Performance Form
	201-2	Financial impacts and other risks and opportunities arising from climate change	Greenhouse gas management
	201-3	Defined benefit plan obligations and other retirement plans	Employee care
GRI 203: Indirect Economic Impact 2016	203-1	Infrastructure investment and supporting services	Community participation
GRI 205: Anti-Corruption 2016	205-1	Operation sites that have conducted corruption risk assessment	Business ethics
	205-2	Communication and training of anti-corruption policies and procedures	Business ethics
	205-3	Identified corruption incidents and actions taken	Business ethics
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Resource saving Key Performance Form
	302-4	Reduce energy consumption	Resource saving

GRI Standard	Disclosures		Corresponding Chapter
GRI 303: Water Resources and Sewage 2018	303-1	Interaction between organization and water as common resources	Resource saving
	303-2	Managing drainage related impacts	Resource conservation
	303-4	Water discharge	Key Performance Form
	303-5	Water consumption	Key Performance Form
	GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions
305-2		Indirect energy (Scope 2) GHG emissions	Greenhouse gas management Key Performance Form
305-4		Greenhouse gas emission intensity	Key Performance Form
305-7		NOx, SOx and other major gas emissions	pollution prevention Key Performance Form
GRI 306: Waste 2020	306-1	Production of wastes and major impacts related to wastes	Pollution prevention and control
	306-2	Production of wastes and major impacts related to wastes	Pollution prevention and control
	306-3	Management of significant impacts related to waste	Pollution prevention and control
	306-4	Waste transferred from disposal	Pollution prevention and control
	306-5	Wastes for disposal	Pollution prevention and control
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers filtered by environmental assessment dimension	Supply chain management
GRI 401: Employment 2016	401-1	New employee employment rate and employee turnover rate	Key Performance Form
	401-2	Benefits provided to full-time employees (excluding temporary or part-time employees)	Employee care
	401-3	Parental leave	Employee rights

GRI Standard	Disclosures		Corresponding Chapter
GRI 402: Industrial Relations 2016	402-1	Minimum notice period for operation change	Employee rights
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Occupational health and safety
	403-2	Hazard identification, risk assessment and accident investigation	Occupational health and safety
	403-3	Occupational health services	Occupational health and safety
	403-4	Occupational health and safety affairs: workers' participation, consultation and communication	Occupational health and safety
	403-5	Occupational health and safety training for workers	Occupational health and safety
	403-6	Promote workers' health	Occupational health and safety
	403-7	Prevent and mitigate occupational health and safety impacts directly related to business relationship	Occupational health and safety
	403-8	Workers covered by occupational health and safety management system	Occupational health and safety
	403-9	Injury from workplace	Key Performance Form
	403-10	Work related health problems	Occupational health and safety
GRI 404: Training and Education 2016	404-1	Average number of training hours per employee per year	Key Performance Form
	404-2	Staff skills upgrading program and transitional assistance program	Talent cultivation and development
	404-3	Percentage of employees receiving regular performance and career development assessment	Key Performance Form
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversification of governance institutions and employees	Employee rights and interests Key Performance Form
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operating points and suppliers whose freedom of association and collective bargaining rights may be at risk	Employee rights and interests
GRI 408: Child Labor 2016	408-1	Operating points and suppliers with significant risk of forced or compulsory labor events	Employee rights and interests Supply chain

GRI Standard	Disclosures		Corresponding Chapter
GRI 409: Forced or Compulsory Labor 2016	409-1	Operating points and suppliers with significant risk of forced or compulsory labor events	Employee rights and interests Supply chain management
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers screened using social evaluation dimensions	Supply chain management
	414-2	Negative social impact of supply chain and actions taken	Supply chain management
GRI 417: Marketing and Identity 2016	417-1	Requirements for product and service information and identification	Supply chain management

• Suggestions and Feedback

Thank you very much for reading the 2022 ESG Report of Hangzhou Robam Appliances Co., Ltd.. In order to continuously improve the quality of our ESG management and reporting, and to continuously improve our ESG capability and level, we sincerely invite you to give us your valuable comments and suggestions on this report. We will fully consider your comments and suggestions, and promise to protect your information from being accessed by third parties.

• What kind of stakeholder do you belong to?

<input type="checkbox"/> Employee	<input type="checkbox"/> Customer	<input type="checkbox"/> Investor	<input type="checkbox"/> Distributor
<input type="checkbox"/> Suppliers	<input type="checkbox"/> Government and regulatory authorities	<input type="checkbox"/> Media	<input type="checkbox"/> Industry associations
<input type="checkbox"/> Partner organizations	<input type="checkbox"/> Others (please specify)		

Do you think this report can fully and accurately reflect the significant impact of the Company on economy, society and environment?

<input type="checkbox"/> Very good	<input type="checkbox"/> good	<input type="checkbox"/> Average	<input type="checkbox"/> Bad
------------------------------------	-------------------------------	----------------------------------	------------------------------

How do you think the quality of the response and disclosure of this report to the concerns of stakeholders?

<input type="checkbox"/> Very good	<input type="checkbox"/> good	<input type="checkbox"/> Average	<input type="checkbox"/> Bad
------------------------------------	-------------------------------	----------------------------------	------------------------------

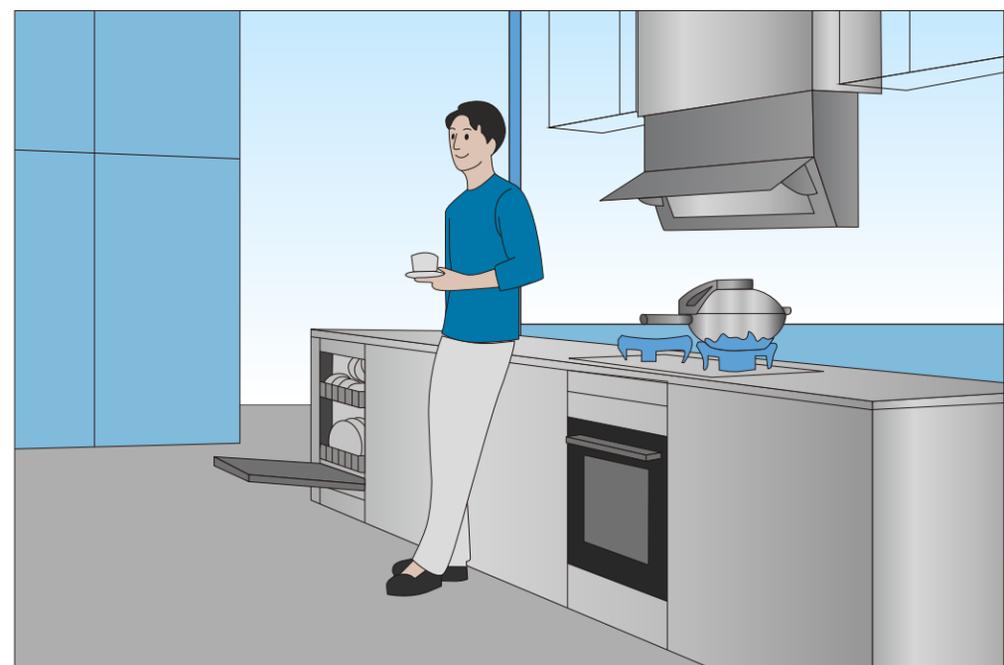
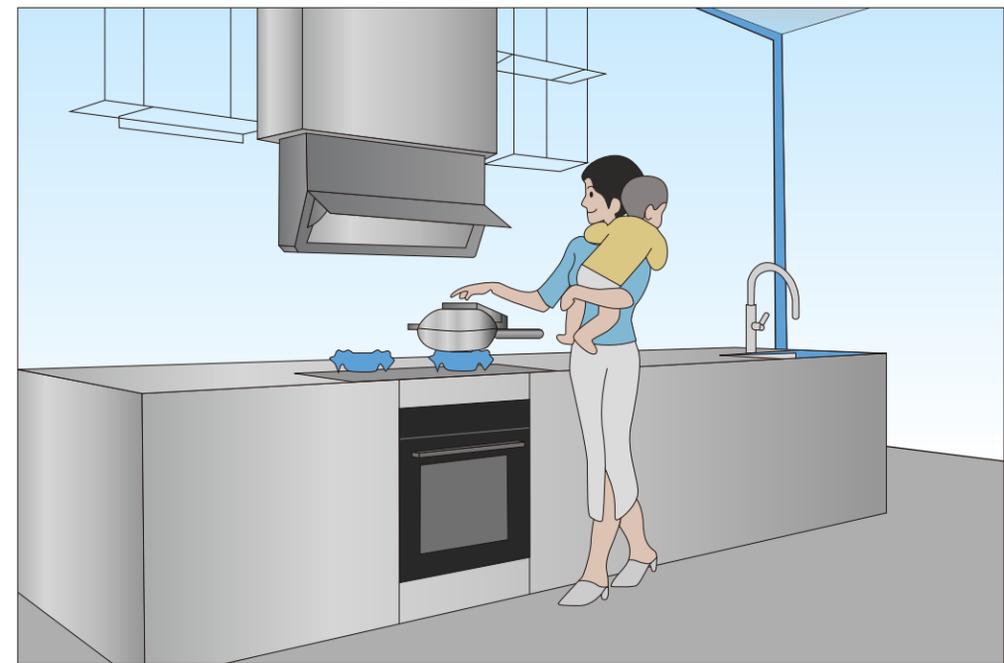
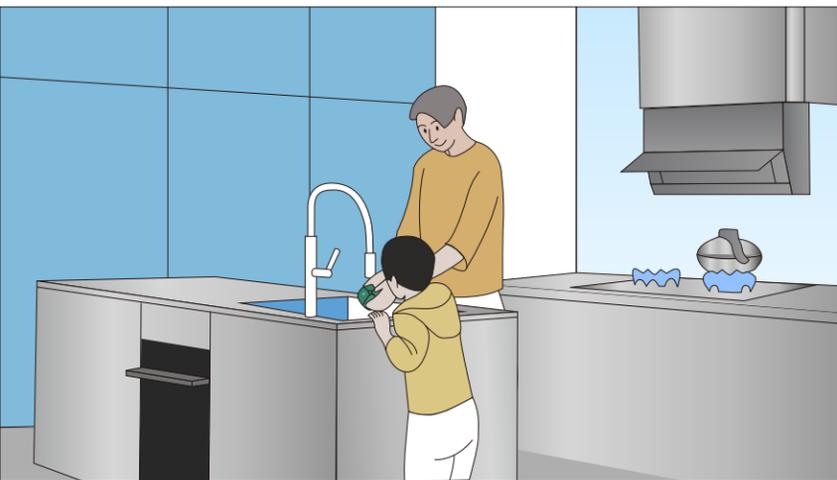
How clear, accurate and complete do you think the information, indicators and data disclosed in this report are?

<input type="checkbox"/> Very good	<input type="checkbox"/> good	<input type="checkbox"/> Average	<input type="checkbox"/> Bad
------------------------------------	-------------------------------	----------------------------------	------------------------------

How do you think the readability of this report, i.e. the logic, content design, language and layout design of the report?

<input type="checkbox"/> Very good	<input type="checkbox"/> good	<input type="checkbox"/> Average	<input type="checkbox"/> Bad
------------------------------------	-------------------------------	----------------------------------	------------------------------

Do you have any suggestions for our future ESG reports?



ROBAM老板

📍 592 Linping Dadao, Linping District, Hangzhou City, Zhejiang Province, China

☎ 0571-86187810 ✉ wg@robam.com 🌐 www.robam.com