

SUPOR 苏泊尔

2021

Corporate Social Responsibility Report

(Stock Code: 002032)

Zhejiang Supor Co., Ltd.





Contents



01
About this Report



03
Message from the Chairman



05
Social Responsibility Performance



07
About Us



13
Principles of Corporate Governance



25
Social Responsibility



45
Product Responsibility



61
Sustainable Supply Chain



65
Caring for the Earth



73
Appendix



About this Report



Introduction

This is the first Social Responsibility Report (the 'Report') issued by Zhejiang Supor Co., Ltd. together with its subsidiaries (for better presentation and readability, 'Supor', the 'Company', and 'We'). The Report describes the social aspects of Supor's management practices as well as the Company's environmental and social performance in 2021.

The Report, which was approved by the Board of Directors on March 31, 2022, truly and objectively discloses the social responsibilities undertaken and performed by Supor in FY2021 to the Company's shareholders, employees, suppliers, distributors, consumers and other stakeholders.

The Board of Directors and all directors of the Company guarantee that the contents of this report do not contain any false, misleading statements or material omissions and accept that they shall be individually and jointly liable for the truthfulness, accuracy and completeness of the contents.



Organizational Structure

The scope of content disclosed in this report is consistent with that of the annual report.



Reporting Period

This report is an annual report for the period from January 1 to December 31, 2021 (the 'reporting period'). To enhance the readability of the report, some contents or data refer to previous years or subsequent years.



Data in the Report

The data and examples used in the Report have been obtained from our internal documents, statistical reports and relevant performance summaries and statistics.



Reporting Principles

This report has been prepared in accordance with the Rules Governing the Listing of Stocks on the Shenzhen Stock Exchange (Revised in 2022) and the No. 1 Self-regulatory Guidelines of the Shenzhen Stock Exchange for Listed Companies – Standardized Operation of Listed Companies to meet the relevant corporate social responsibility performance and disclosure requirements. In addition, this report has been prepared with reference to the Corporate Social Responsibility Reporting Guidelines released by the Chinese Academy of Social Sciences ('CASS-CSR 4.0'), the requirements of the Environmental, Social and Governance Reporting Guide of The Stock Exchange of Hong Kong Limited, and the 'core' options of the Global Reporting Initiative's ('GRI') Sustainability Reporting Standards ('GRI Standards').



Access to the Report and Feedback

This report is available on Zhejiang Supor Co., Ltd.'s website (<https://www.supor.com/>), the Shenzhen Stock Exchange's website and CNINFO's website. It has been published in both Chinese and English. Where the English content conflicts with the Chinese content, the Chinese one shall prevail.

Message from the Chairman



Thierry DE LA TOUR D'ARTEISE

SUPOR Chairman

For all of us, 2021 will be remembered as a year full of challenges, as the global economy continued to be sluggish due to the impact of the pandemic. However, we have been pleased to see the Group deliver very strong results in the post-pandemic era, which has demonstrated the relevance of our resilient business model and the huge potential of the Chinese market. Guided by China's 'Common Prosperity' policy and with our leading position in the cookware and kitchen electrics market, we are confident that the Group will continue its strong growth trajectory.

We are committed to innovation, and we have always believed it is the driving force of enterprise development. With this concept in mind, we have been steadily introducing industry-leading advanced technologies into our products, such as the anti-rust titanium wok and thermospot wok in cookware products and far-infrared rice cookers and multi-functional cooker in small domestic appliances. Moreover, we believe that 'Creating Value for Consumers' should be the starting point for technological innovation. Thanks to continuous improvements in our product price mix, the Group's products can serve more family members and be used in more life scenarios.

The Group's steady development is only made possible by the diligence and hard work of its employees. I would like to thank each and every one of you for staying united and motivated during the pandemic. We will continue to pay close attention to the safety and health of our employees and provide a better platform for guiding and supporting their personal development so that they can realize their self-worth and grow alongside the company.

This year, we have become more aware of the importance of e-commerce in our efforts to consolidate the Group's market position. Faithful to our corporate mission, we will maintain our multi-channel sales model, which combines offline retail sales, e-commerce, and social media, in order to bring consumers durable, high-quality and repairable products that meet all their needs. At the same time, we are rolling out our structured strategy, which focuses on providing greater consumer benefits, upgrading products with new functions and designs, improving product portfolios and management, renewing product assortments, and penetrating deeper into various product segments.

The establishment of China's carbon peaking and carbon neutrality goals in 2021 will undoubtedly bring us new opportunities and challenges. However, I remain confident in our future development as we have incorporated green and sustainable manufacturing concepts into our exports while steadily applying environment-friendly practices that are beneficial to business development into our products in the Chinese market. We also share sustainability concepts with our partners to help raise suppliers' awareness of social responsibility so that we can work together to create a healthy market environment.

Going forward, we will stay true to our social values while pursuing long-term success for the Group. With our commitment to excellent quality and product innovation, we will endeavor to improve people's lives, give back to society, lead industrial development and promote the progress of society as a whole. Thank you, all of you.

Social Responsibility Performance



Economy

NO.1

Supor’s market share in the cookware category has ranked first for many consecutive years, and its growth rate has been the highest in the industry as well

NO.2

Supor boasts the second largest market share in the kitchen appliances sector

CNY 21.59 billion

CNY 21.59 billion in operating income in 2021, a year-on-year increase of 16.07%

5.29%

Net profit attributable to shareholders of the parent company reached RMB 1.94 billion in 2021, an increase of 5.29% year-on-year



Social

11,840 People

By the end of 2021, 11,840 employees on board

100%

Supor’s quality management system and occupational health and safety management system have achieved 100% coverage of the Company’s production site

16,794

Supor’s number of authorized patents as at the end of 2021

28

15 years since the founding of the Supor Primary School charity project. As at the end of 2021, 28 Supor Primary Schools had been established in 12 provinces in central and western China



Environment

100%

Supor’s environmental management system covers the entirety of its production sites

One

Municipal Green Factory

270,000 pieces

More than 270,000 pressure cookers have been ‘Trade-in,’ promoting the development of the circular economy

70%

As at the end of 2021, the Company uses ‘Zero Plastic’ packaging for 70% of new products

Data Source: AVC, GFK, Supor annual report and internal reports



About Us



Company Profile

Zhejiang Supor Co., Ltd. is a well-known domestic manufacturer of cookware, a leading small kitchen appliances brand in China, and the first listed company in China's cookware industry. Founded in 1994 and headquartered in Hangzhou, China, the Company has six R&D and manufacturing sites, which are located in Yuhuan, Hangzhou, Shaoxing Yuecheng and Keqiao in Zhejiang Province; Wuhan, Hubei; and Ho Chi Minh City, Vietnam. By the end of 2021, totally 11,840 employees on board.

Strategic cooperation between Supor and Groupe SEB started in 2006. At present, Groupe SEB is the actual controller of Supor. As at the end of the reporting period, Groupe SEB held 82.44% of Supor's shares. Groupe SEB, which has a history spanning more than 160 years, is a global market leader in the cookware and small domestic appliances sectors. The strong alliance between Supor and SEB not only provides a stable flow of export orders to Supor every year, but also helps Supor greatly improve its overall scale and manufacturing capacity. Meanwhile, the in-depth cooperation between the two parties in production, research and development, quality control, management and other fields will continue to enhance Supor's core competitiveness.

Supor's main business covers four major areas: cookware, small kitchen appliances, large kitchen appliances, and home & personal cleaning appliances. In addition to the Supor brand, the Company has also introduced mid-to-high-end brands such as WMF, KRUPS, LAGOSTINA, and Tefal under Groupe SEB, giving it full coverage of the mid-to-high-end markets in the kitchen appliances industry. Through Groupe SEB, cookware and electrical appliances produced by the Company are exported to more than 50 countries and regions around the world, including Japan, Southeast Asia, Europe and the United States. For many years, the Company has been a domestic leader in the open-flame cookware and small kitchen appliances sectors. Meanwhile, the Company is actively developing large kitchen appliances and kitchen utensils, among other products. Supor's layout in the kitchen appliances sector, which covers multiple brands and categories, has provided the Company with a strong competitive advantage.

Corporate Mission To make life easier every day.

Core Values



For Consumers

- Innovative manufacturing, excellent quality
- Exceed customer expectations and create value for customers



For Employees

- Guide, encourage and support the development of employees
- Help employees realize their self-worth



For Business Partners

- Common philosophy, strategic cooperation
- Mutual benefits, win-win results, and coordinated development



For Shareholders

- Steady development and sustainable operations
- Protect shareholders' long-term earnings and returns



For Society

- Compliant operation and fair competition
- Build a better life and actively give back to society
- Lead the development of the industry and promote civilizational progress

Corporate Social Responsibility



Vision

- Lead the market and the industry
- Continue as a leading brand in the Chinese small kitchen appliances industry
- Operate a well-known comprehensive mass household products brand



Philosophy

People-oriented

Stimulate and mobilize the initiative, enthusiasm and creativity of employees, and promote the common development of the Company and our employees

Systematic Planning

Establish a risk identification process and formulate a risk management mechanism

Customer-oriented

Respect consumers, create value for customers, and establish a customer-oriented management mechanism

Efficient Implementation

Develop highly unified strategies, operations and human resources, and actively implement strategic planning



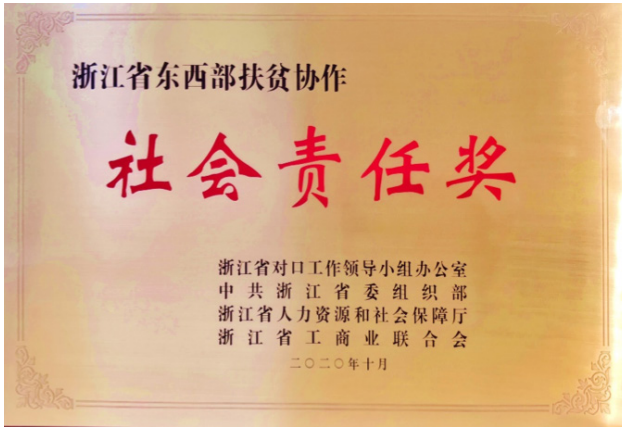
| Year | Honor | Rating/Awarding Organization |
|------|--|--|
| 2022 | 2021 Responsible Brand Award | The 11 th Charity Festival |
| 2021 | The 22 nd China Patent Excellence Award | China National Intellectual Property Administration |
| 2021 | Recycled Claim Standard 2.0 | Intertek |
| 2021 | China's Top 500 Private Manufacturing Enterprises | All-China Federation of Industry and Commerce |
| 2021 | Advanced Enterprise in the Standardization of the Metal Catering and Cooking Utensils Industry in 2021 | China Miscellaneous Hardware Technology Development Centre |
| 2021 | Top 100 High-tech Enterprises in Zhejiang Province in terms of Innovation Capabilities | Zhejiang High-tech Enterprise Association |
| 2021 | Export Brand in Zhejiang | Department of Commerce of Zhejiang Province |
| 2021 | Zhejiang Province AAA-level 'Contract-abiding and Creditworthy' Enterprise | Market Supervision Administration of Zhejiang Province |
| 2021 | 2021 Innovative Approach Pilot Enterprise | Science and Technology Publicity and Education Centre of Zhejiang Province |
| 2021 | Top 200 Chinese Light Industry Enterprises | CNLIC (China National Light Industry Council) |
| 2021 | Top 100 Chinese Light Industry Technology Enterprises | CNLIC (China National Light Industry Council) |
| 2021 | Kindness Enterprises – Poverty Alleviation Cooperation and Support between the East and the West | Mao Party Committee and Mao County People's Government |
| 2021 | The 15 th Value Selection for China-listed Companies in the 'Top 100 Most Valuable Main Board Listed Companies in China' List | Securities Times |
| 2021 | Shortlisted Enterprise in Nanjing, China – Brand Value List | Nanjing Daily |
| 2020 | Social Responsibility Award | Organization Department of the Zhejiang Provincial Party Committee |



China's Top 500 Private Manufacturing Enterprises



Recycled Claim Standard 2.0 Certification



Social Responsibility Award



Kindness Enterprises Poverty Alleviation Cooperation and Support between the East and the West



Principles of Corporate Governance

Principles of Corporate Governance

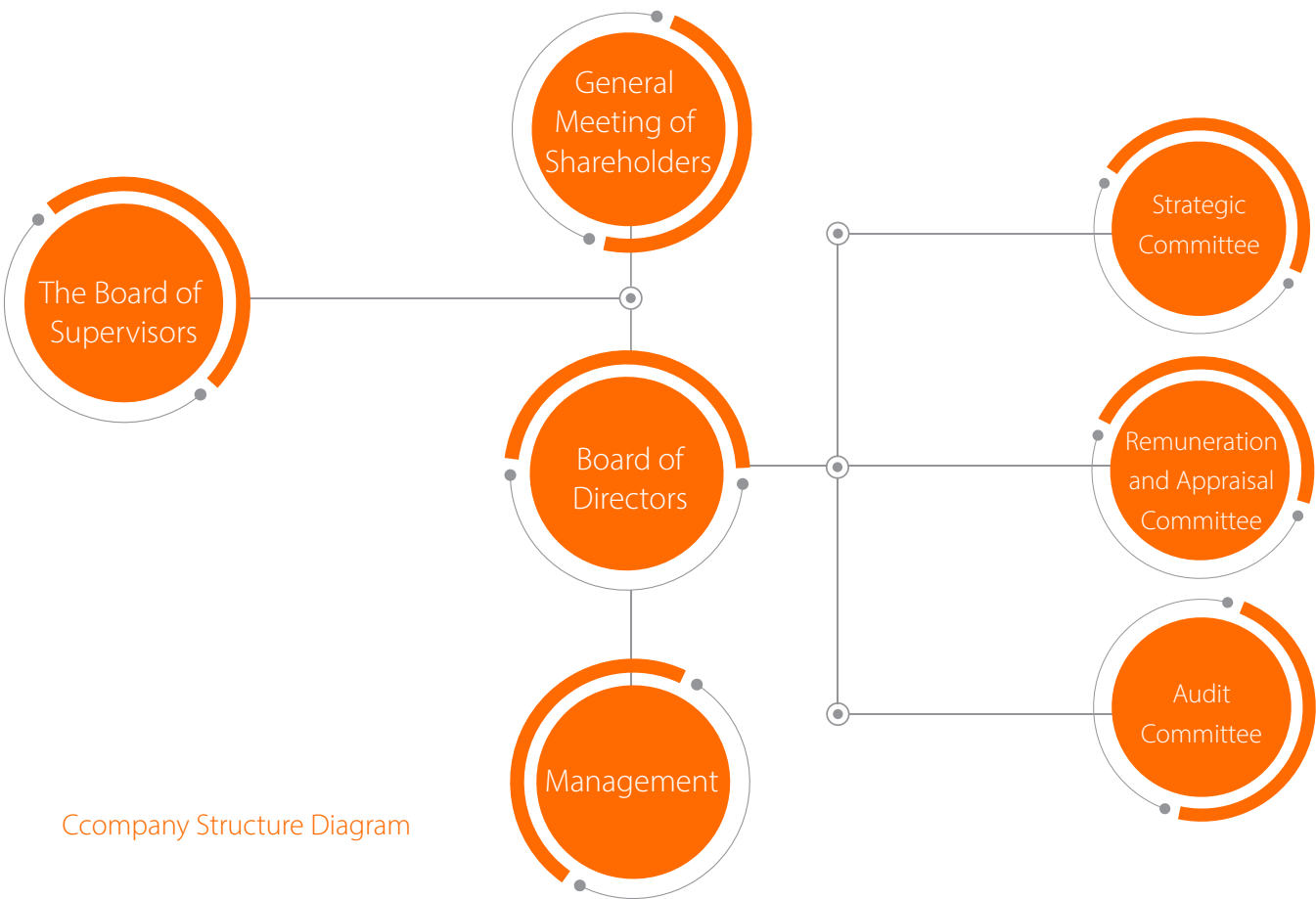
2.1 Corporate Governance

In our long-term corporate governance process, we have always been committed to achieving high standards of corporate governance, constantly improving the Company's modern corporate governance structure, continuously standardizing the internal governance framework, actively creating a good internal and external governance environment, effectively safeguarding the interests of all shareholders, and promoting the Company's healthy and stable development.

2.1.1 Corporate Governance

During the reporting period, the Company strictly followed the *Company Law*, the *Securities Law*, the *Code on Governance of Listed Companies*, the *Rules Governing the Listing of Stocks on the Shenzhen Stock Exchange*, the *Guidelines for the Standardized Operation of Listed Companies on the Shenzhen Stock Exchange*, and the relevant laws and regulations of the China Securities Regulatory Commission (CSRC). In accordance with the requirements of laws and regulations, the Company has established and continually improves its internal control system and corporate governance structure, regulates the operations of the Company's shareholder meeting, board of meeting and board of supervisor, strictly fulfils its information disclosure obligations, actively manages investor relations, and steadily improves corporate governance.

We have established a standardized and orderly governance structure and formed a governance mechanism with clear powers and responsibilities, mutual coordination, and mutual checks and balances among the Company's decision-making bodies, supervisory bodies and executive bodies, ensuring efficient and compliant corporate governance.



Ccompany Structure Diagram

As at the end of the reporting period, the Company had 9 directors, including 3 independent directors, The Board of Supervisors had 3 supervisors, including 2 employee representative supervisors.

In 2021, the Company held a total of 4 General meeting of shareholders, 7 Board meetings and 6 Supervisory meetings. All meetings and voting procedures were in compliance with relevant laws, regulations and the Company's Articles of Association and rules of procedure. All voting results were legal and valid, providing a solid foundation for the Company's standardized operation.

2.1.2 Information Disclosure

The Company abides by the *Company Law*, the *Securities Law*, the *Code on Governance of Listed Companies*, the *Rules Governing the Listing of Stocks on the Shenzhen Stock Exchange* and other relevant laws and regulations, as well as internal documents such as the Articles of Association. Supor strictly meets the information disclosure obligations of listed companies. In accordance with the *Rules Governing the Listing of Stocks on the Shenzhen Stock Exchange*, the Company's daily information (regarding director and supervisory meetings), major information (foreign investments, connected transactions, etc.), and important events are disclosed in a timely manner after being reviewed and approved by the Company's Board of Directors or Shareholders' meetings. The Company ensures that its disclosures are true, accurate, complete, timely and fair.

The Company's Securities Department is responsible for information disclosure and investor relations management. In strict accordance with the requirements of the CSRC, the Shenzhen Stock Exchange, and the preparation regulations for periodic reports, and in cooperation with the Company's Finance Department, the Company has completed the disclosure of periodic reports and interim announcements in a timely and accurate manner, especially regarding major issues or emergencies that shareholders and investors may be concerned. The Company strictly maintains confidentiality before disclosure to ensure that investors receive timely, fair, accurate and complete information regarding the Company's real situation.

In 2021, the Company prepared and disclosed a total of 4 periodic reports and issued 88 interim announcements. In addition, the Company properly conducted filing management with respect to information disclosure documents, strictly maintained confidentiality before information disclosure, and made information disclosures that were timely, true, accurate, complete, and fair.





2.1.3 Investor Relations

In 2021, the Company continued to attach importance and commit itself to improving investor relations management. We strictly abide by the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the Articles of Association, the Management Manual for *Investor Relations of Listed Companies* and other relevant laws and regulations. In addition, the Company follows the principles of 'full disclosure of information, compliant disclosure of information, equal opportunities for investors, honesty and trustworthiness, high efficiency and low consumption, and interactive communication' in the management of investor relations. The Company focuses on the protection of the interests of small and medium-sized investors, takes effective measures to strengthen all-round and effective communication with shareholders and investors in daily operations and the implementation of major issues, avoids selective disclosure, and ensures that small and medium-sized shareholders are able to obtain company information fairly and impartially.

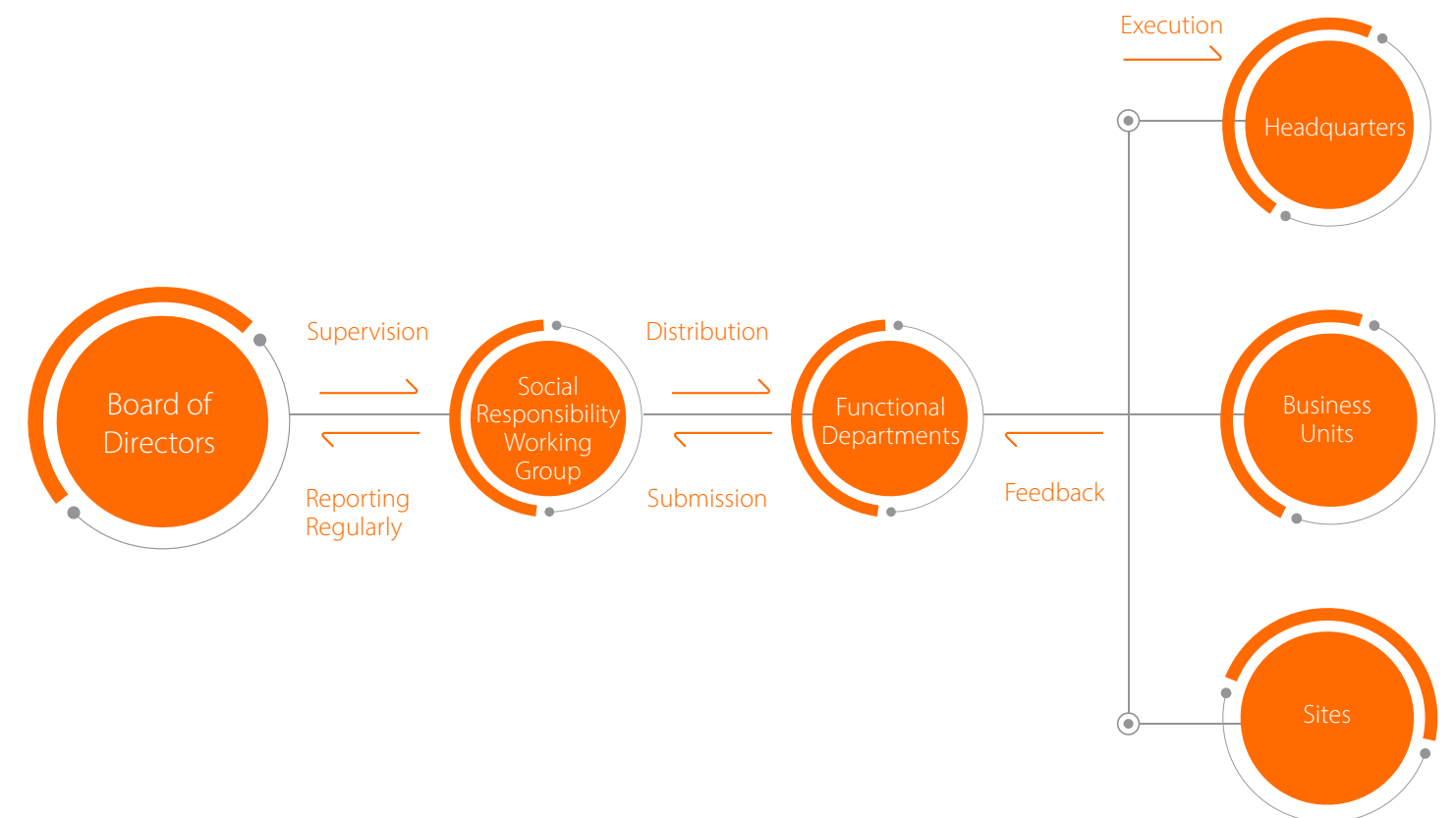
At the same time, in strict accordance with the requirements of the *Investor Relations Management System*, the Company implements standardized procedures for investor receptions and discloses record forms regarding investor relations activities in a timely manner after they are concluded. In addition, the Company actively receives visits from and consultations with shareholders and arranges for designated individuals to answer questions from investors raised on the Company's interactive platform. These efforts ensure that all shareholders of the Company, especially small and medium-sized investors, have equal access to company information.

2.2 Social Responsibility Management

A good social responsibility management mechanism enhances the Company's value and safeguards the legitimate rights and interests of stakeholders. It provides an important foundation for the Company's efforts to achieve sustainable development.

The Company has established a top-down social responsibility governance structure. Under this framework, the Board of Directors is responsible for supervising the Company's social responsibility, including risk assessment, priority-setting and risk management, and for supervising and reviewing the Company's performance in social responsibility, so as to

guide the direction of the Company's sustainable development. The Company has also established a social responsibility-working group, which is led by top management, with participation from a number of middle management. Participants in the working group include headquarters' function departments, such as the President's Office, the Securities Department, the Industrial Development Department, the Finance Department, the Legal Department, the Audit Department, the Human Resources Department, the Public Relations Department, the Consumer Operations Department, the Innovation Centre, and the Administration Department, as well as operational personnel from business units, such as the Product Design Department, the R&D Department, the Purchasing Department, the Quality Control Department and the After-sales Service Department, covering all relevant functions of the Company's daily operations and management. The working group regularly reports to the Board of Directors and listens to opinions and suggestions from stakeholders, and it is responsible for conveying, communicating and implementing the Company's strategy, specific measures and feedback regarding social responsibility governance. In this way, the social responsibility working group constitutes an executive force that drives the Company's sustainable development.



In the *Corporate Governance Outline*, we have defined the Company's social responsibility with respect to protecting stakeholders, fully respecting the legal rights of stakeholders, and encouraging stakeholders to participate in corporate governance. In this way, the Company aims to pay close attention to and effectively safeguard the interests of stakeholders while also maximizing the interests of shareholders and the Company. We hope to cooperate with stakeholders to promote the development of the Company's corporate social responsibility governance system, and achieve a proper balance between business development, employee management, product quality, supply chain control, environmental protection and social initiatives.



2.2.1 Stakeholder Communication

We actively use various channels to maintain communication with stakeholders. According to the Company’s actual business and operational characteristics, we identify the main stakeholders in order to understand and respond to their main social responsibility issues through a variety of communication channels.

| Stakeholders | Social Responsibility Issues | Communication and Response |
|--------------|--|---|
| Government | <ul style="list-style-type: none">• Policy Impact• Employee Rights• Business Ethics and the Prevention of Unfair Competition• Corporate Citizenship and Philanthropy | <ul style="list-style-type: none">• Strengthen Compliance Operations Management• Localize Work to Promote Local Employment• Accept Supervision and Assessment• Carry out Strategic Cooperation |
| Shareholders | <ul style="list-style-type: none">• Product Quality and Maintenance Services• Climate Change Response• Governance• Risk and Crisis Management | <ul style="list-style-type: none">• Enhance the Competitiveness and Profitability of the Company• Protect the Environment and Fulfil Social Responsibilities• Increase The Proportion of Cash Dividends and Repurchase Shares• Disclose Information in a Timely Manner, Hold Exchanges with Investors and Ensure Equal Treatment of Minority Shareholders |
| Customers | <ul style="list-style-type: none">• Product Quality and Maintenance Services• Customer Relationship Management• Intellectual Property Protection and Product Innovation | <ul style="list-style-type: none">• Strengthen Product Quality Management and Optimize the Product Structure• Carry out Customer Satisfaction Surveys and Establish A Feedback Collection System• Tap Consumer Demands and Improve Product Accessibility |
| Employees | <ul style="list-style-type: none">• Human Resources Management• Diversity and Equal Opportunity• Development and Training• Occupational Health and Safety• Employee Rights | <ul style="list-style-type: none">• Make Social Insurance and Provident Fund Payments, and Provide Commercial Insurance and Employee Medical Checks• Organize the Labor Union and Elect Employee Supervisors• Provide Educational Training and Enable Career Development• Combat the Pandemic and Eliminate Occupational Diseases• Host Staff Care Activities and Set up A Complaint Feedback Mailbox |

| Stakeholders | Social Responsibility Issues | Communication and Response |
|--------------|--|---|
| Suppliers | <ul style="list-style-type: none">• Business Ethics and the Prevention of Unfair Competition• Raw Material Procurement• Supply Chain Management | <ul style="list-style-type: none">• Execute Agreements and Contracts in Good Faith• Enable Public Procurement and E-Procurement• Engage in Business Exchanges and Cooperation and Hold Supplier Conferences |
| Environment | <ul style="list-style-type: none">• Climate Change Response• Water Resources• Emissions Management• Intellectual Property Protection and Product Innovation | <ul style="list-style-type: none">• Conduct Correlation Analyses between Climate Change and Enterprise Business• Protect Water Resources and Comprehensively Use Sewage and Wastewater• Carry out Pollution Control and Monitor Emissions Data in Real Time• Engage in Scientific and Technological Innovation to Promote the Circular Economy |
| Community | <ul style="list-style-type: none">• Corporate Citizenship and Philanthropy• Brand Management• Human Resources Management | <ul style="list-style-type: none">• Hold Community Activities, Visits and Exchanges, and Respect Cultural Traditions• Establish Primary Schools that Improve Societal Welfare, and Hold Factory ‘Open Days’ and Volunteer Activities• Offer Skills Training and Provide Localized Employment Opportunities |
| Industry | <ul style="list-style-type: none">• Business Ethics and the Prevention of Unfair Competition• Product Accessibility• Intellectual Property Protection and Product Innovation | <ul style="list-style-type: none">• Reject Vicious Competition• Carry out Experience Exchanges• Engage in Technological Innovation and Joint Research and Development with Suppliers |

2.2.2 Materiality Assessment

We attach importance to the identification and management of social responsibility issues, and collect the opinions and feedback of stakeholders through interviews, research and other activities. In this way, we are able to identify important social responsibility issues, provide targeted disclosures in the Report and better manage the Company's sustainable development. In 2021, we sincerely invited the internal stakeholders of the Company to score the social responsibility issues in the issue bank through questionnaires, and thus obtained the substantive issue matrix described in this report. The matrix divides these issues into three levels: very important, important and relevant.

Material Issues Evaluation Process for Supor's 2021 Social Responsibility Report



Identification and Confirmation of Social Responsibility Issues

- Comprehensively sort out the key points of our sustainable development work and feedback from stakeholders, conduct a benchmark analysis of industry hotspots and leading practices, and determine the scope of topics;
- Identify the industry's focuses in the area of sustainability by referring to the capital market ESG rating assessment elements in combination with sustainability disclosure-related guidelines such as the Materiality Issues Library developed by the Sustainability Accounting Standards Board (SASB).



Stakeholder Communication and Research

- Conduct stakeholder interviews to gather feedback and suggestions on our sustainability practices and views on future sustainability strategies;
- Prepare an online questionnaire for assessing the materiality of social responsibility issues, invite internal stakeholders to score the materiality of the corresponding social responsibility issues, and collate and analyze the final research results and the overall rating of internal stakeholders' satisfaction with the company's sustainable development, the final score was 4.31 (out of 5.00).

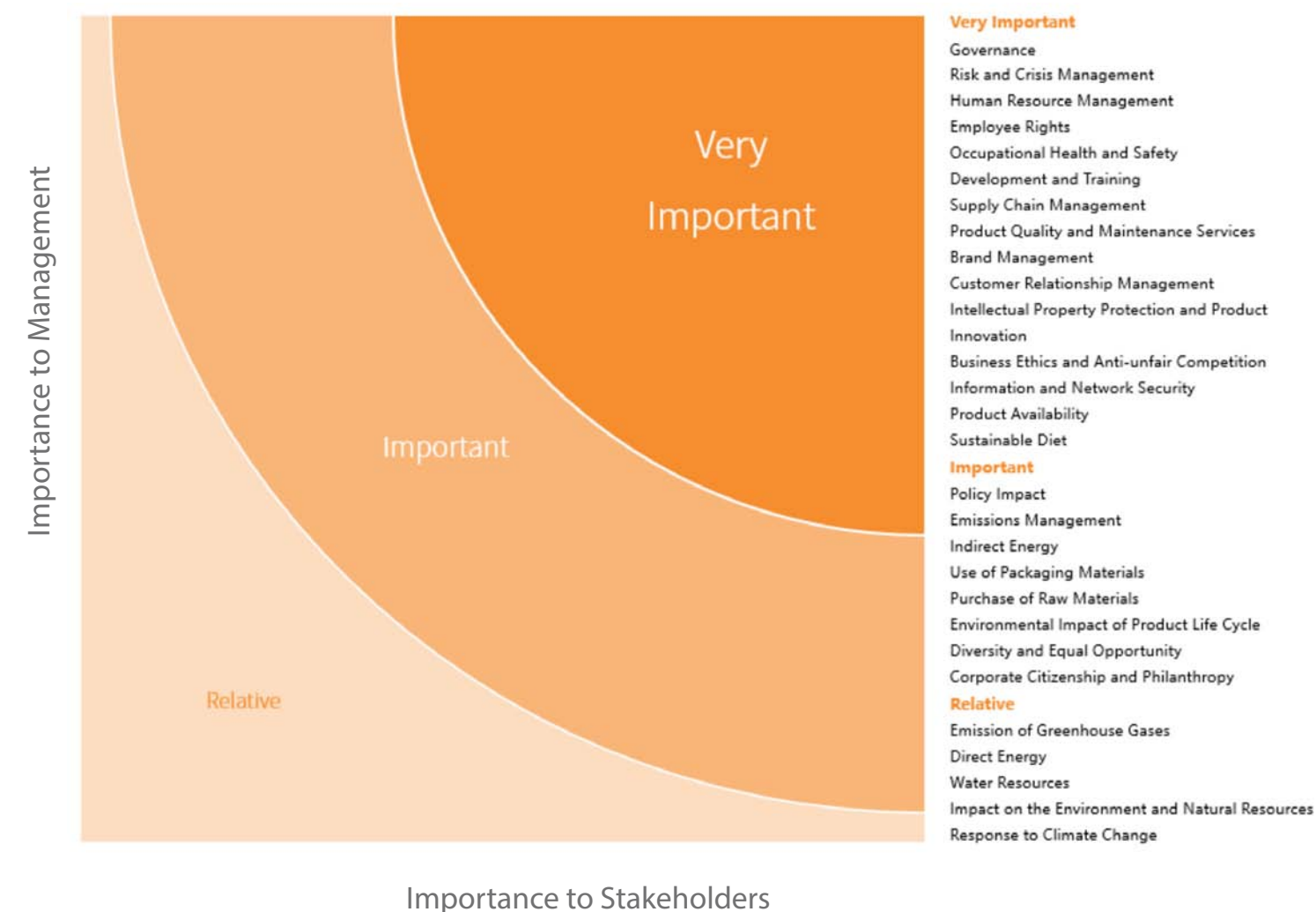


Materiality Assessment

- Based on the results of the stakeholder research questionnaire and the Company's situation, we evaluate the material issues and rank them according to their scores to generate a matrix.

In 2021, the Company focused more attention on topics such as governance, risk and crisis management, human resources management, employee rights, occupational health and safety, development and training, supply chain management, product quality and maintenance services, brand management and customer relationship management.

Materiality Assessment Matrix of Supor's 2021 Social Responsibility Report



Going forward, we will continue to pay attention to stakeholders, review and update important issues, and expand the scale of research when conditions are ripe, based on the feedback provided by the original stakeholders who participated in the assessment of substantive issues. In this way, we will be able to more comprehensively and fully understand the demands of various parties, and provide guidance and direction for the development of corporate management and environmental and social governance work.

Responding to the Sustainable Development Goals

We actively responded to the sustainable development goals('SDGs') proposed by the United Nations. Based on the Company's actual situation, we benchmarked our social responsibility actions and results to the SDGs, and responded to 12 related issues.

Supor's Operations in 2021

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

17 PARTNERSHIPS FOR THE GOALS

7 AFFORDABLE AND CLEAN ENERGY

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

1 NO POVERTY

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

11 SUSTAINABLE CITIES AND COMMUNITIES

Governance

- We prohibit child labor and forced labor, respect people's differences, encourage diversity, do not discriminate against employees due to gender, age, region, religion or other reason, do not pose obstacles to the development of employees in any group, and constantly increase the proportion of female employees in management. As at the end of the reporting period, 32.1% of middle-level and above managers are female.
- We are committed to promoting sustainable economic growth and job creation while adhering to the applicable labor standards in the areas where we operate.
- We are committed to the development of technological innovation, strive to accelerate the expansion of professional fields through cooperation with external institutions such as research institutes, universities and other partners, and promote industrial technological innovation through resource integration.
- We work hand in hand with all stakeholders to jointly overcome challenges related to sustainable development through the research and development of green products.
- We are dedicated to building a compliant, responsible and efficient enterprise, promoting the construction of a clean government, and strengthening risk control.

Environment

- We actively respond to the challenges and opportunities brought by climate change, adopt circular economic models such as recycling certain raw materials in production, and introduce the design concept of clean energy (light energy) into our products.
- We strengthen the sustainable management of natural resources, engage in chemical management, and reduce pollutant emissions in an effort to improve the relevant risk management and target-setting system and promote high-quality and green development.

Society

- We pay attention to employee care and the protection of employees' health and safety, and provide employees with high-quality salary and welfare plans.
- We attach importance to employee training and develop and empower employees by providing them with rich training resources and diversified training programs; we have established a comprehensive training system.
- We are committed to ensuring a good hygienic environment in the workplace and continuing to implement strict pandemic prevention and control measures to combat COVID-19.
- We actively carry out and participate in public welfare activities, contribute to the promotion of rural education, care for the welfare of vulnerable groups in society, and encourage and organize employees to participate in social services and other public welfare activities as volunteers in addition to making donations.

2.3 Compliance Operations

2.3.1 Information Safety

The Company attaches great importance to information security protection and strictly abides by laws, regulations and national standards related to information security in the countries and regions where it operates, including the *Network Security Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China*, the *e-Commerce Law of the People's Republic of China*, *GB/T 35273-2020 Personal Information Security Specification of Information Security Technology*, *GB/T 39335-2020 Information Security Technology Personal Information Security Impact Assessment*, and the *Data Exit Security Assessment Measures*, among others. The Company has established a robust and effective information security management system that provides a basic guarantee for the Company's business development.

In 2021, the Company experienced no violations related to information security.

2.3.2 Privacy Protection

The Company is committed to strictly protecting customer privacy in all aspects of its operations, and the Company abides by relevant laws and regulations such as the *Personal Information Protection Law of the People's Republic of China* and the *Law of the People's Republic of China on the Protection of Rights and Interests of Consumers*, among other laws. By continuously improving relevant internal systems and implementing various measures, the Company avoids the risks of privacy leakage and maintains a safe and orderly operating environment.

Internally, we have formulated relevant systems such as the *Personal Information Protection Policy of Zhejiang Supor Co., Ltd.*, which stipulates the use of office equipment, company Internet resources, company email, password usage policies, data and file security, and network restrictions and provides clear guidelines for privacy protection in daily office operations.

In 2021, the Company experienced no violations of laws and regulations related to privacy protection.

2.3.3 Business Ethics and Code of Conduct

Supor has always adhered to the business philosophy of rule by law, honesty and credit, and is firmly opposed to corruption, commercial bribery, extortion, fraud, money laundering and other improper business practices. The Company strictly complies with the requirements of relevant laws and regulations such as the *Labor Contract Law of the People's Republic of China*, *Law of the People's Republic of China Against Unfair Competition* and *Interim Provisions of the State Administration for Industry and Commerce on Prohibition of Commercial Bribery*, and continues to carry out anti-corruption and integrity promotion work based on the following systems: the Code of Professional Ethics for Employees and the Employee Handbook. We are committed to maintaining and protecting the legitimate rights and interests of stakeholders such as investors, employees, customers and suppliers through continuous improvement of the internal control, auditing and monitoring systems, and creating a business environment for fair competition.

In 2021, we continued to do a lot of work in strengthening enterprise itself and rallying society forces against commercial bribery.



Combination of internal and external, adoption of two-pronged approach, creating a clean business environment

- Internally: Organize employees to sign the Employee Handbook to clarify the requirements of integrity and self-discipline. Through the company's internal documents, official website, SRM and CRM systems, the Company's WeChat, push the new developments of anti-fraud work to the whole company, and send warm reminders of integrity before major festivals such as Spring Festival and Mid-Autumn Festival to guard against 'Explicit Gifts and Secret Bribes'.
- Externally: Promote the signing of the Commitment of Integrity and Self-discipline with suppliers and distributors to eliminate and resist all kinds of commercial fraud and behaviors against fair competition, and punish partners who take business cooperation opportunities or convenience through bribery and payment of 'convenient service fees', etc. If fraud is found to exist, corresponding penalties will be imposed in accordance with the anti-bribery clause in the contract.



Education and prevention in advance, promoting the publicity and practice of the integrity

- For the Management: Supor continues to promote the induction certification mechanism of the 'Red Line' rules for newly promoted managers and organizes special training activities for new middle-level managers of corporate divisions at all levels against job-related crimes, involving the crimes of infringement of business secrets, misappropriation of funds, commercial bribery, embezzlement, and other acts strictly prohibited by laws and regulations. As of the end of the reporting period, nearly 320 new managers had participated in the special training and in 2021, total of 66 new middle-level managers attended in the special anti-crime training, the average training time is 2hrs/per.
- For New Employees: The training on 'Employee Ethics' that new employees participate in when they join the company includes several social commitments such as respect for consumers, respect for competitors, anti-fraud and money laundering, and combating corruption, etc. The proportion of new employees trained in this training is 100%, and in 2021, a total of 4,990 new employees have received training on 'Employee Ethics'.



Building Reporting Channels and Strictly Investigating Reporting Matters

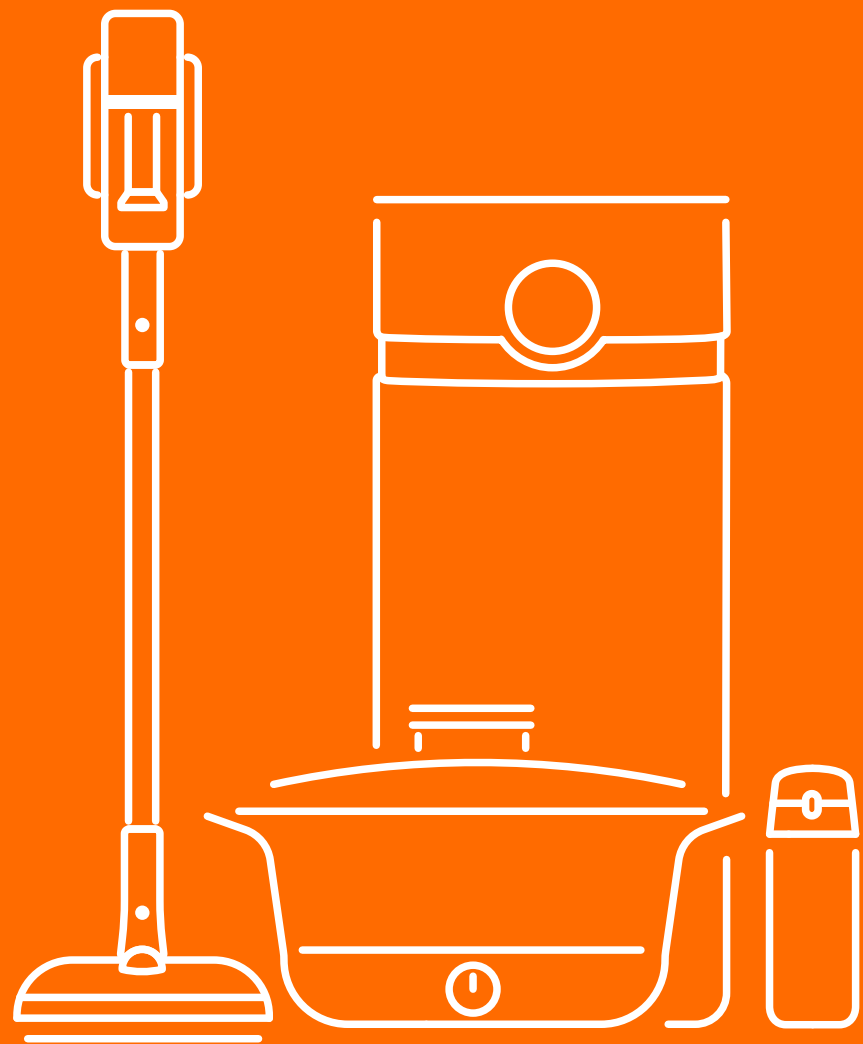
Improving the Construction of Complaint and Reporting Channels

- Establishing a regular channel for monitoring complaints and reporting
E-mail: jubao@supor.com
Offline mail: 5201 special postal box in Hangzhou
- Set up full-time staff dedicated to the management of the monitoring and reporting channels;
- Strictly keep the whistleblower's information confidential.

Standardize the Anti-Fraud Investigation Process

- Supervision and reporting leadership team directly guides the anti-fraud investigation team to conduct special investigations;
- The investigation results of major matters shall be reported to the Audit Committee for supervision;
- The Company's Audit Department timely follows up the case results;
- Evaluate and analyze relevant business risks and reasonably improve business processes.

In 2021, there were no lawsuits filed against the Company or its employees involving corruption.



Social Responsibility

3.1 Employee Recruitment and Welfare

3.1.1 Employment Regulations



Equal Employment

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 relevant laws and regulations to protect the legitimate rights and interests of employees. Provide salaries, pension insurance, unemployment insurance, medical insurance, housing fund, and housing allowance payments. Provide personal injury accident insurance for personnel working in dangerous positions and provide supplemental insurance in full and in a timely manner. Overall, the Company strives to alleviate and eliminate the worries of employees. We have clarified in the Employee Handbook a unified system for employment, work, promotion, training, remuneration and benefits, labor discipline, and resignation (including natural retirement, voluntary resignation and dismissal) that follows the principles of openness, fairness and justice in employment. We respect people's differences and encourage diversity. We do not discriminate against employees on the basis of gender, age, region, religion, or other factors, and we do not pose any obstacles to their development in the Company. During the reporting period, the Company did not violate any national or local laws and regulations that relate to employment.



Prohibition of Child Labor

The Company strictly abides by the *Law of the People's Republic of China on the Protection of Minors*, the *Provisions on the Prohibition of Child Labor* and other relevant laws and regulations, which clearly prohibit the employment of child labor. In accordance with these laws, we ask appropriate questions and take certain actions during the recruitment process and check potential employees' original ID cards when completing employment procedures in order to avoid child labor. If employees identify any cases that they suspect could involve child labor, they should report the matter to the Human Resources Department, which will follow up and investigate in a timely manner. If any case of child labor is discovered, the employment relationship will be terminated immediately. During the reporting period, there were no incidents involving the employment of child labor by the Company.



Prohibition of Forced Labor

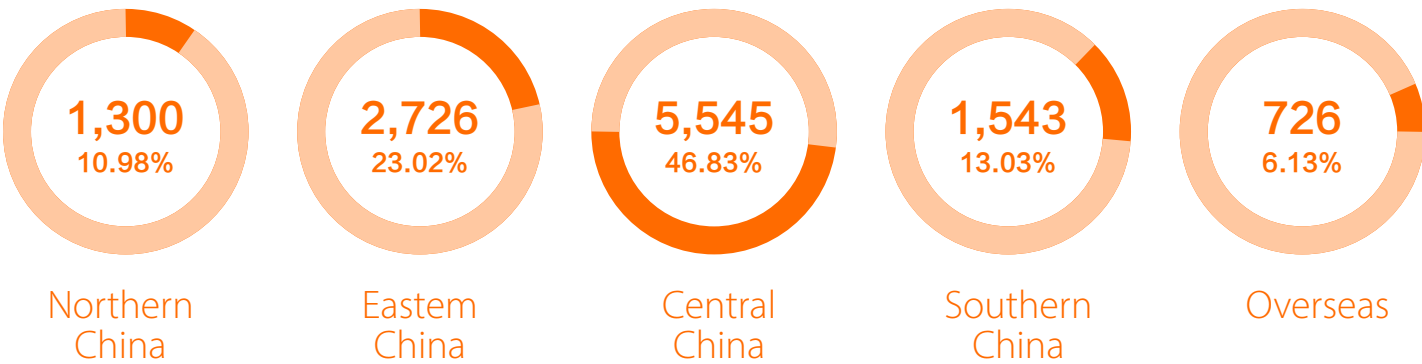
The Company encourages employees to be dedicated and devoted to their work, but firmly refuses to engage in forced labor. We protect the rights of employees to enjoy normal rest and vacation in accordance with relevant laws and regulations. According to the job character, the company implements different working hour systems such as standard, comprehensive and flexible working hour systems. Employees who really need to work overtime due to special circumstances must receive joint approval from the head of the relevant department and the Human Resources Department. For overtime applications that have been approved, the Human Resources Department makes overtime payments and provides an overtime allowance to employees in accordance with the relevant government regulations, or arranges for the transfer of time off in due course.

3.1.2 Employee Equality and Diversity

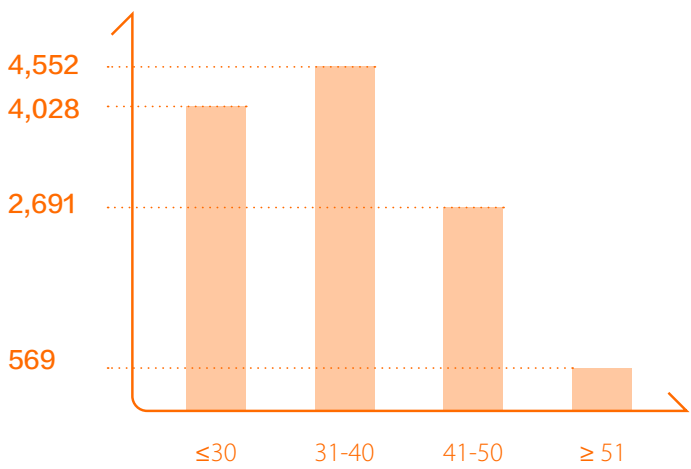
Supor always adheres to the concept of equality and diversity. We believe that the different backgrounds, languages and genders of our employees bring diverse perspectives to the Company, and we are committed to creating a diverse, open and equal work environment.

As of December 31, 2021, Supor had a total of 11,840 employees, of which 4,416 were women, accounting for 37.3%. In middle level and above managers, 32.1% were female. In terms of promotions, we take personal ability and job matching into consideration, without setting limits based on gender. In the future, we will gradually implement plans to continue to raise the proportion of female managers in the management team at all levels.

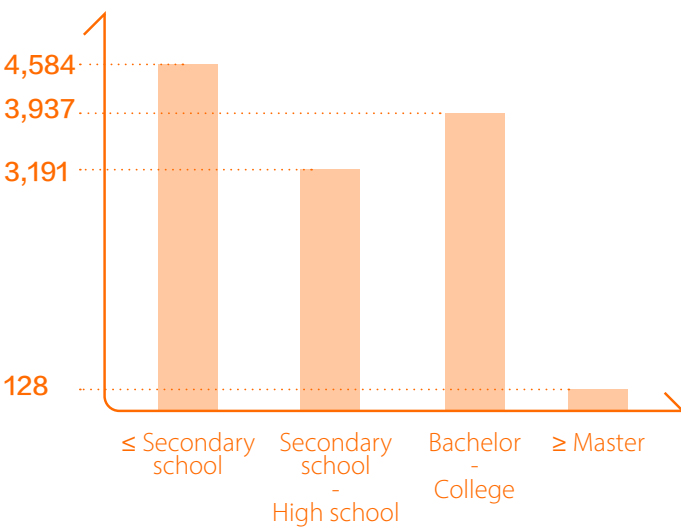
Number of Employees by Region



Number of Employees by Age



Number of Employees by Educational Level



3.1 Employee Recruitment and Welfare

3.1.3 Employee Benefits

We believe that the success and growth of Supor depends on the hard work of our employees, and that employee care is an important way to maintain good employment relations. We start with the real needs of our employees so that our care programs can truly benefit them in all aspects of their lives.

Celebrating Chinese New Year in Place

During the Spring Festival in 2021, as a result of the world-wide pandemic, many Supor employees responded to the local government's call to 'Celebrate the New Year in place' and chose to stay in their workplaces for the New Year. Supor's production sites and joint-stock companies prepared a variety of welfare activities for employees who stayed.

- **Shaoxing Site:** Warm activities and generous gift packages were prepared for more than 2,000 employees who stayed in Shaoxing
- **Hangzhou Site:** New Year's gift packs and New Year's Eve reunion dinners were prepared for more than 800 employees who stayed in Hangzhou
- **Wuhan Site:** A New Year's Eve Reunion Dinner and New Year's Dumpling feast were prepared for employees who stayed in Wuhan for Chinese New Year
- **Yuhuan Site:** Free meals were provided for all foreign employees who stayed in Yuhuan, and New Year's gifts were sent to their families
- **Rubber and Plastic Company:** A New Year's Eve dinner and lucky draw activities were organized for colleagues who celebrated the New Year in place at the Rubber and Plastic Company



For the Lantern Festival on the 15th day of the first month of the New Year, we held special festive activities for our employees such as lantern riddles and a Lantern Festival celebration.



Amateur Life of Employees

Supor is always concerned about its employees' sense of happiness and security. We regularly organize birthday parties, anniversary celebrations and various sports competitions for our employees. These activities are popular and well received, and they also help to improve team cohesion and keep our staff in good spirits.



Supor 'Super Cup' Basketball Games

In order to give employees a better work-life balance and imbue them with Supor's 'Spirit of Transcendence,' in 2021, Supor's production sites continued to hold the 'Super Cup' basketball games.



Supor's 27th Anniversary Celebration

2021 marked the 27th year of Supor's business. On August 27, the four sites in Shaoxing, Hangzhou, Wuhan and Yuhuan held an award ceremony and a series of celebrations at the same time, providing awards one-by-one to 65 gold-medal employees and 382 silver-medal employees to recognize their honor and commitment.



Birthday Party for Several Supor Employees

In order to improve communication between employees in various departments, cultivate an inviting office atmosphere and enhance the happiness of employees, the Company organizes birthday parties and commemorative activities for employees every month.

3.2 Training and Development of Employees

3.2.1 Employee Development

We continue to improve and deepen the training of talents, so that employees can grow and develop alongside the Company.

Regulatory Assurance

- The Company has formulated the Employee Handbook and Employee Training Management System to clarify the management of employee training and development, so that the Company's training can be carried out in an orderly and effective manner to promote the achievement of the Company's strategic goals.

System Improvements

- We have gradually built a three-dimensional and multi-level training system covering all employees to comprehensively improve their professional capabilities and ensure the sustainable and healthy development of the Company.

Talent Inventory

- Through a number of measures such as 'Talent Stock-taking', inter-level coaching, job rotations, and talent competitions, we are able to identify the capabilities of different staff to make sure they are in the right job positions;
- Through cooperation between business departments and the Human Resources Department, we can meet human resource needs in a more targeted manner and clarify the direction of employee training.

Employee Career Development Plan

- The Company identifies core, complementary and reserve strengths in each business department;
- We then clarify team distributions, build high-performing teams, and implement the Company's strategic goals.

Formulation and Implementation of Employees' Career Development Plans

- The Company continuously promotes the development of employees' work capabilities;
- The Human Resources Department helps employees identify their own strengths and weaknesses;
- We strive to cultivate an environment for employee growth and development that meets the Company's sustainable development requirements.

3.2.2 Helping Talents Grow

Through the Company's multi-level and multi-channel talent development system, Supor is able to ensure that our staff's capabilities continuously meet the needs of the Company's expanding business development.

Systematic Planning

Based on the Company's core values and corporate culture, Supor actively carries out various professional technical and management trainings, cooperates with talent echelon planning, and designs learning and development projects hierarchically and systematically. We guide employees to continuously upgrade their own advantages and develop behavioral benchmarks by continuously strengthening their expertise and organizational experience based on the Company's business value chain (such as strategic markets, industrial development, marketing and other business areas).

Innovation Integration

Supor attaches great importance to the innovation of employee training methods. We combine the Company's development strategy with Chinese and foreign management practices, as well as the Company's practical experience. Led by Supor University, the Company's departments, R&D team, manufacturing site and other business units will carry out training in various forms and provide rich content to employees according to the circumstances. These trainings are provided in a targeted and efficient manner through classroom learning, project workshops, internal and external thematic exchanges, cross-border visits, online and offline integration and other diversified learning methods.

Precise Training

Supor always provides targeted training opportunities to employees based on the principles of fairness and justice, their assessment results, personal career development expectations and actual work needs. Through the Company's talent construction and development system, Supor assigns internal managers to employees to act as their coaches and mentors in order to accelerate the growth of employees and their capabilities.

Encouraging Self-study

Supor encourages employees to use their spare time to participate in various types of systematic training and professional knowledge training (such as academic education, English and other language learning, non-certificate vocational qualification training, etc.), and the Company supports them in these endeavors. With the special approval of the Company, a certain proportion of the relevant expenses can be reimbursed; and according to the Employee Training Management System, the training results obtained by the employees are recorded in their personnel file, which can be used as a reference for the selection, employment, and promotion.

In 2021, 18,011 of the Company's employees participated in offline training, total offline training hours reached 237,323 hours, and the average of offline training duration was 13 hours.

The Company's Offline Training Statistics by Gender are as Follows

| Gender of Offline Trainees | Number of Offline Trainees | Per Capita Offline Training Duration (Hours) ¹ | Proportion Of Offline Training ² |
|----------------------------|----------------------------|---|---|
| Male | 11,650 | 11 | 94% |
| Female | 6,361 | 18 | 85% |

¹Based on the actual number of trainees

²Based on actual number of staff by the end of year

The Company's Offline Training Statistics by Rank are as Follows

| Rank of Offline Trainees | Senior Management | Middle Management | Grass-Roots Management | Front-Line Employees |
|---|-------------------|-------------------|------------------------|----------------------|
| Total Offline Training Duration (Hours) | 962 | 12,465 | 90,183 | 133,712 |

3.2.3 Business Training

Skills Training and Competition

Supor has always adhered to the training concept of 'Work creates wealth and strengthens itself with skills.'

Business Training

In 2021, the Company's headquarters carried out intellectual property training and new advertising law training for business-related employees, total 268 participants.



Hangzhou Site

Industrial Worker Training Plan

- Professional theoretical knowledge training
- Workshop director assigned masters for one-on-one post-practice training
- In 2021, a total of 223 skilled workers and multi-skilled workers were trained

Injection Molding Skills and Safety Awareness Training

- Organized professional training in areas such as 'Safe Operation Specifications for Injection Molding Machines' and 'Professional Injection Skills'
- In 2021, the cumulative number of trainees reached 115

Labor Skills Competition

- Held the Labor skills competition
- More than 1,500 attended in the competition

2021 Skills Training and Competition



Shaoxing Site



Mechanic Pacesetter Selection Activities

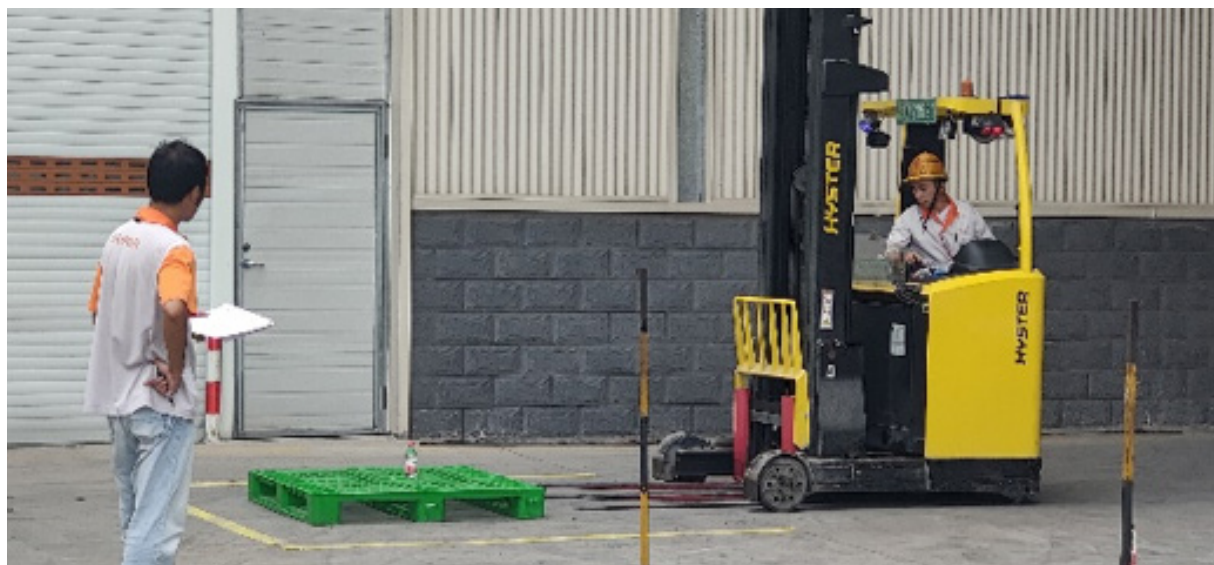
- A total of 259 people participated in the selection
- 20 people won the title of 'Model Technical Worker'



Forklift Skills Competition

- A total of 24 drivers formed teams and participated in 2021
- 12 winners in the competition

2021 Mechanic Pacesetter Selection Activities & Forklift Skills Competition



3.3 Occupational Health and Safety

3.3.1 Institutional Guarantee

Production safety is a crucial aspect of Supor's efforts to protect its employees and corporate property, and it forms an important part of the Company's operations and management. We always pay close attention to employee health and production safety, and we strive to ensure the safety of our employees and corporate property at all times.

Production Safety

The Company strictly abides by the *Work Safety Law of the People's Republic of China*, the *Fire Control Law of the People's Republic of China*, and other laws and regulations related to production safety. Supor has formulated several work safety management guidelines, including the *Work Safety Management Policy*, *Fire Safety Management Regulations*, *Contingency Plan for Typhoon Emergencies*, *Contingency Plan for Electric Shock Emergencies*, *Contingency Plan for Dust Explosion Emergencies*, and *Heatstroke Rescue Emergency Drills*.

According to the Company's production safety requirements, we strive to constantly strengthen the capabilities and professionalism of the safety management team. In this regard, the measures we take include the following.

Internally

Strictly implement the production safety responsibility system, and require all safety management personnel and factory employees to sign the safety responsibility system documents to ensure that they understand their safety responsibilities.

Externally

Pay attention to the safety of relevant parties at the Company's sites and establish relevant safety management measures for suppliers and contractors. We sign safety and environmental protection agreements with relevant parties to ensure that all parties understand their responsibilities, and we regularly conduct safety training for suppliers and contractors to prepare for technical disclosures and enable in-process supervision.

Under the guidance of the basic safety system and related standards, the Company has also established a daily inspection system for equipment and facilities. In addition, the Company has developed a post-production process, operational guidance, an SOP training mechanism for employment positions, and other production safety measures to ensure the safety and reliability of the production process. In order to ensure the effective implementation of safety management, the Company comprehensively carries out safety supervision and inspections by classification at different levels, gives full play to the role of safety personnel at all levels; ensures orderly safety management, the implementation of safety management measures, and the comprehensive resolution of safety risks and hidden dangers; and forms a closed loop system for safety management.

Health and Safety

The Company strictly adheres to the *Labor Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention & Control of Occupational Diseases* and relevant local laws and regulations. Meanwhile, according to the Company's actual circumstances, Supor has formulated 10 occupational health management policies, such as the *Management Policy for Occupational Disease Protective Equipment* and the *Management Policy for the Occupational Health Monitoring of Workers* and Related Recordkeeping. During the reporting period, 100% of our operating sites received the ISO 45001:2018 Occupational Health and Safety Management System certification, and we implement the related specifications in our daily work.

Every year, the Company carries out a comprehensive 'Pre-job, On-the-job, Off-the-job' occupational health examination program for all employees who could be at risk of occupational diseases. After the health check, the Company summarizes and analyzes the health check results with the managers of the corresponding departments, and invites personnel from third-party professional institutions to provide training to rectify any issues, ensuring closed-loop management. If an employee does not meet the requirements of his or her position, we promptly transfer him or her to prevent the spread of any potential occupational diseases. In 2021, the 'Pre-job' and 'On-the-job' occupational health examinations achieved a coverage rate of 100%, and the notification rate for 'Off-the-job' occupational health examinations was also 100%.

SUPOR obtained the ISO 45001:2018 Occupational Health and Safety Management System Certification



After work-related injury, our designated personnel conduct an analyse report , and we prepare publicity documents and send them to employees via email to provide relevant safety education. The accident analysis and related publicity materials will be posted on the bulletin boards in the workshops. The team leader will educate workers on safety at the morning meeting. These efforts have enabled the Company to effectively rectify workplace safety issues. In the past 3 years, no work-related death have occurred at Supor. During the period time, the number of injured workers in the company was 6, and the total number of lost working hours due to work accidents was 352 days.

3.3.2 Guaranteeing Safe Facilities

The Company actively improves high-risk processes, strives to cultivate a safe and healthy working environment for employees, and adopts a variety of risk control and safety control measures, including:

- Use dust collection devices and online dust monitoring equipment to strictly control the concentration of dust emissions, reduce the escape of dust and toxic substances, prevent occupational diseases and reduce the risk of dust explosions;
- Regularly inspect occupational hazard protection equipment, facilities and protective equipment worn by workers, and effectively monitor other factors related to occupational hazards;
- For jobs with occupational hazards such as the handling of heavy loads, automated facilities and equipment are adopted to replace manual labor and reduce the possibility of injury;
- Invite qualified third-party institutions to conduct inspections of occupational hazard positions and on-site hazardous work environments, with 100% coverage, and issue relevant reports every year. In 2021, in addition to routine testing, we also evaluated and analyzed the current status of the Company's occupational hazards and identified risk factors in the workplace in order to improve working conditions, strengthen processes for the monitoring and control of risk factors, and mitigate injury risks.

Shaoxing Site Sprinkler Project

Firefighting facilities are an important safeguard for the employees and the corporate property. Supor continues to improve the production environment and actively explores the application of new technologies and facilities.

As Shaoxing site is ranked NO.1 based on the size among all small domestic appliance production sites globally. In order to protect the safety of our employees and property and implement the product safety precautionary measures, we introduced a qualified third-party company to conduct a professional assessment of the current production environment of Shaoxing Site in April 2021. According to the evaluations, Supor improved the 'Shaoxing Site Sprinkler Project' to further increase the level of fire control in the factory. The project has been declared to the local related departments. The design concept of the project as below:

- **Sprinkler Systems**
Make use of the international standard system (FM approved) to existing facilities and new buildings in the future.
- **Sprinkler Auxiliary Equipment**
Install the water tank and the diesel engine driven pump (FM approved).
- **Emergency Measures for Anti-earthquake**
The protection system will be equipped with anti-seismic bracing (FM approved) to against earthquake.



In the future, we will continue to ensure the health and safety of our employees in the workplace through both hardware facility renovation and enhanced safety management.

3.3.3 Safety Drills

Totally the Company held 3,729 safety drills and trainings in 2021.

We have been committed to embedding a safety culture throughout the Company's production and operating processes. The Company actively cultivates a 'Zero Tolerance' safety culture where everyone has zero tolerance for hidden safety hazards and illegal operations. In 2021, Supor organized a total of 3,729 safety drills and safety training sessions.

Safety Skills Training

- For special job types, we supervise employees after they complete their training and before they are licensed to work, and regularly carry out special training for hazardous operations.
- By carrying out 5-minute safety education activities before and after each shift and making notebooks for team leaders, we help team leaders quickly grasp safety knowledge and communicate it to other employees.
- We actively carry out activities such as safety knowledge quizzes and safety experience sharing to enhance employees' safety awareness and safety skills.



The Company organized staff training on fire safety, risk identification and workplace injury handling processes, and also held training sessions at the safety experience center

Emergency Drills

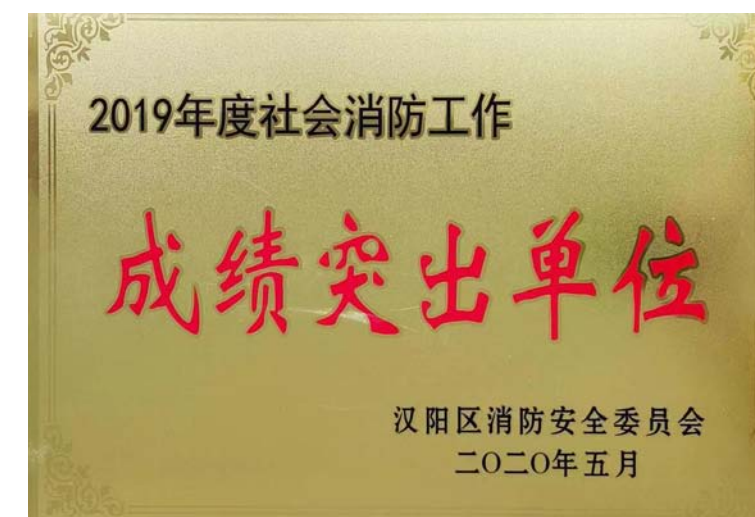
In order to strengthen employees' safety awareness and emergency response skills, the Company organizes fire safety evacuation drills, electric shock and power accident emergency drills, chemical leakage drills, and other safety drill activities. The Company also arranges a number of training sessions for employees on hazardous chemicals, dust safety, protective clothing, and safety risk identification. The Company also holds training sessions at the safety experience center. In addition, we promote safety knowledge and emergency skills through the sites' public WeChat accounts, so as to comprehensively improve employees' emergency handling and self-protection capabilities.



The Company organized for staff to carry out various emergency drills

'Outstanding Organization in the Field of Fire Control' & 'Advanced Production Safety Organization in Hanyang District'

In May 2020, Wuhan Supor Cookware Co., Ltd. was awarded the honorary title of 'Outstanding Organization in the Field of Fire Control' by the Hanyang District Fire Safety Committee. In addition, in December 2020, Wuhan Supor Cookware Co., Ltd. was awarded the honorary title of 'Advanced Production Safety Organization in Hanyang District' by the Hanyang District Committee of the Communist Party of China in conjunction with the Hanyang District People's Government.



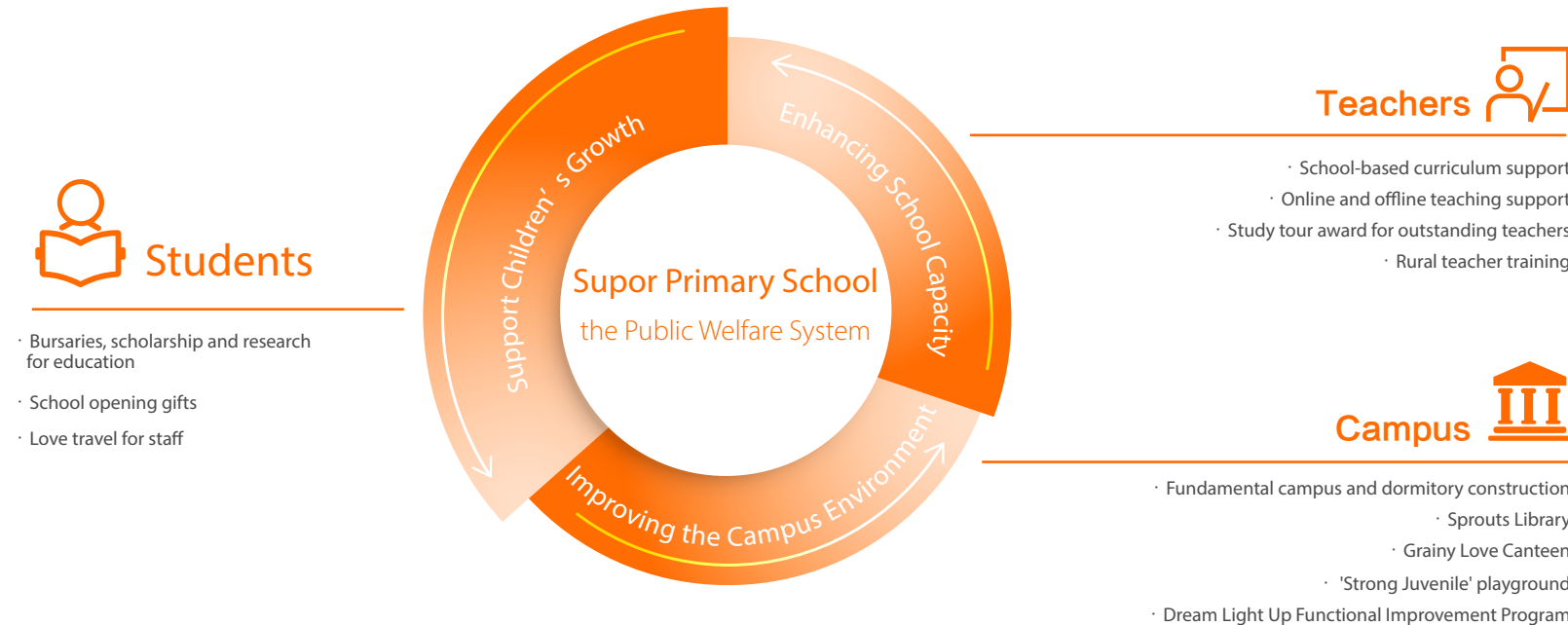
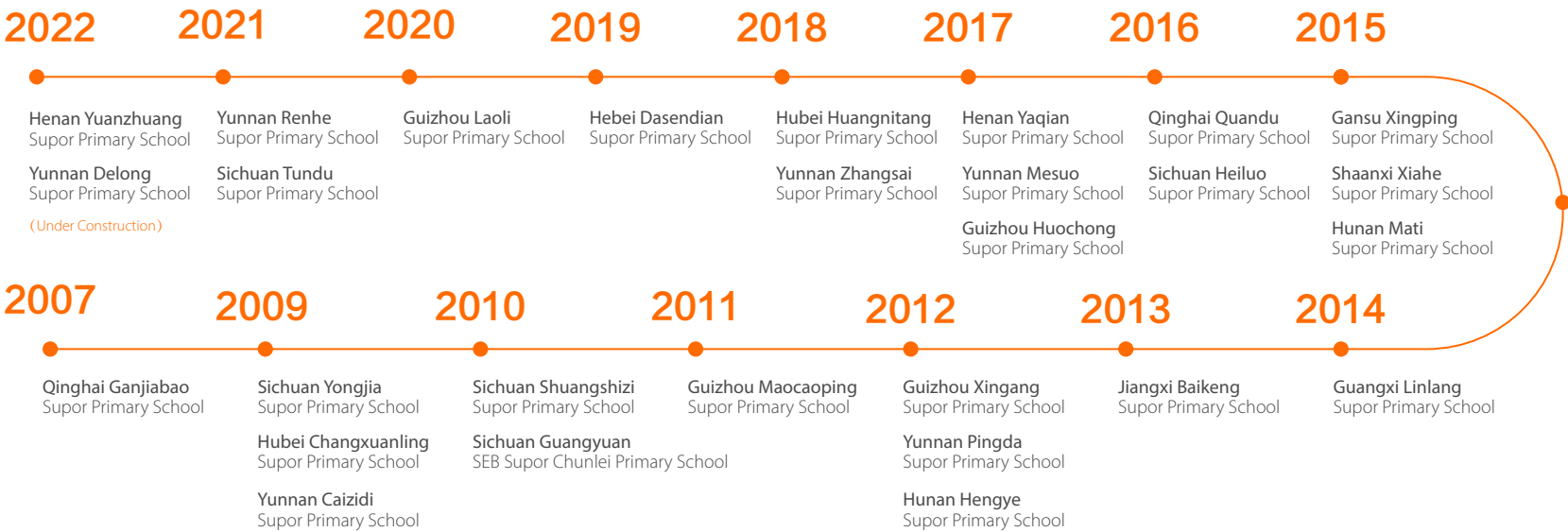
3.4 Philanthropy and Community Engagement

3.4.1 Focusing on Education

Supor Primary Schools and the Public Welfare System

Supor has actively responded to the national rural revitalization policy, and has participated in the revitalization of rural education by improving the conditions of rural schools, improving the quality of rural teachers, and supporting the growth of rural students.

As of 2021, Supor had signed contracts for the construction of 28 Supor Primary Schools in remote mountainous areas in 12 central and western provinces including Qinghai, Yunnan, and Sichuan over the past 15 years, donating a total of RMB 36.91 million to the development of schools. Within this amount, the Company donated more than RMB 2 million to investment in rural teacher training, awards, and online and offline teaching, allowing more than 20,000 teachers and students in mountainous areas to receive fundamental help. In 2021, we built two new Supor Primary Schools, one in Yulong Naxi Autonomous County, Lijiang, Yunnan, and one in Butuo County, Liangshan Yi Autonomous Prefecture, Sichuan, which are both ethnic minority areas.



'Sprouts Library' and 'Grainy Love Canteen'

We have supported the improvement of Supor Primary School facilities and the schools' long-term development for many years. By focusing on the three dimensions of campuses, teachers and students, we actively cooperate with rural education experts, educational institutions, and non-profit organizations, as well as employees and business partners, to provide material and educational resources to Supor Primary Schools. We also comprehensively carry out various public welfare activities that promote the growth of rural children and support management improvement, curriculum optimization, and school development for village primary schools.



Rural Teacher Visits and Training

As of 2021, we had carried out 10 rural teacher training sessions at Supor Primary Schools, and more than 100 key rural teachers had come to Zhejiang to study and participate in educational exchanges.

Study plan for the regional visits of Supor Primary School rural teachers

In 2021, the centralized training program for rural teachers from Supor Primary Schools was impacted by the epidemic. To address this issue, we contacted certain public welfare partners and school resources to identify learning opportunities for these teachers in surrounding areas in the western provinces.

In May 2021, seven Supor Primary School teachers from Guangyuan, Dazhou, Zigong and Liangshan in Sichuan went to Chengdu Waldorf School and Hansheng Dongli School to learn about Waldorf Education's curriculum system.

5 schools in Sichuan,
May 2021, Chengdu

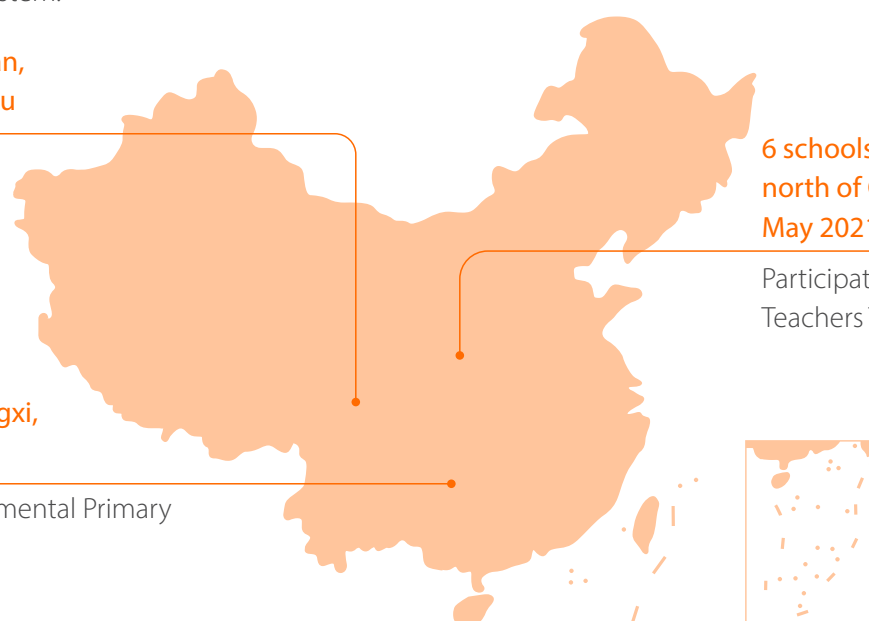
Visit Chengdu
Waldorf School

6 schools in the
north of China,
May 2021, Xi'an.

Participate in U-Lai
Teachers Training

5 schools in
Guizhou and Guangxi,
June 2021, Zunyi

Visit Tianzige Experimental Primary
School in Xinglong



In May 2021, six teachers from four Supor Primary Schools in Qinghai Mutual Assistance; Huining, Gansu; Shanyang, Shaanxi; and Longshan, Hunan went to Xi'an and Gansu to participate in a rural teacher training program organized by the U-Lai non-profit organization. In this program, the teachers learned how to use non-violent communication concepts and ideas, and tips for building better teacher-student relationships.



In June 2021, four principals from the Supor Primary School in Guizhou came to Zheng'an County, Zunyi City to participate in a public welfare project titled 'Small Rural Village: Rural Primary Education Quality Improvement Plan' implemented by the Tianzige public welfare organization, China Development Research Foundation and the Education Bureau of Zheng'an County. The project aimed to help teachers integrate education with the development of rural communities, so that learning is more closely related to the actual lives of rural children now and in the future.



'Children's Little Wishes' Charity Week in 2021

Since 2015, Supor has designated the end of November and early December every year as Public Welfare Week. This week-long event aims to encourage employees to actively participate in public welfare and contribute to the future development of a better society. The theme of the 2021 Public Welfare Week was 'United as One,' and Supor's staff worked together to fulfill the 'Little Wishes' of 305 children from two Supor Primary Schools.



In addition to fulfilling the children's wishes, the Company's leaders and regional colleagues also supplied basketball stands, table tennis tables and other sports equipment for two Supor Primary Schools to enrich the children's campus activities.

Moreover, Supor organizes a 'Charity Week' each year, recruiting staff volunteers to go to rural schools in remote mountainous areas in central and western China to spread knowledge and provide companionship to children in these areas. As of 2021, more than 40 employees from various Business units and sites had participated in these trips.

Organizing Exchange Activities

Supor leverages its strengths to give rural children the opportunity to see the world, and organizes urban and rural communication activities to help rural teenagers gain a better understanding of society. In June and July 2021, Supor's Hangzhou site received a Guizhou rural youth research team consisting of 27 students for a visit and exchange program.



Supor's Hangzhou Team participated in the 2021 regular season of the National Go League

Supor is a strong supporter of traditional Chinese culture. 2021 marked the 13th consecutive year that Supor has cooperated with the Go team from Hangzhou Go Academy. During the course of their cooperation, Supor has invested tens of millions of RMB in the National Go League. On September 30, 2021, Supor's Hangzhou Team won the National Go League's regular season championship, marking the fifth championship win for Supor's Hangzhou team in Go League A.



3.4.2 Working Together to Overcome Difficulties

Supor actively provides public welfare assistance to areas suffering from natural disasters in China, donating funds and applicable company products to aid in disaster relief and post-disaster reconstruction work.

Combatting the Epidemic

In 2020, Supor rushed to Wuhan's aid and donated disaster relief materials worth RMB 5 million to Ha-nyang Charity Federation. We also donated 80,000 face masks designated for children to education departments in Hangzhou, Shaoxing, Wuhan and Yuhuan, where our factories are located, to assist schools in epidemic prevention.



Disaster Relief in Henan Province

In 2021, Supor provided support to the flood-stricken areas of Henan by donating RMB 2 million to Xun County, Hebi City, Henan Province, to aid in the post-disaster reconstruction of Yuanzhuang Central School in Wangzhuang Town. The new school will be completed and open in 2022.

Furthermore, to help people in quake-hit areas resume their normal lives and ensure the normal use of infrastructure, we have provided the following heart-warming services.



¥ Donated **RMB 2 million** to Xun Country



Provided maintenance services for small domestic appliances at the cost of spare parts



Provided free on-site repair services for large kitchen appliances



Provided trade-in services for large kitchen appliances

Supporting Chinese Athletes Prepare for the Olympic Games

In August 2021, Supor received a thanks-letter from the Training Bureau of the General Administration of Sport of China, which expressed gratitude for the quality products Supor provided, including far-infrared IH rice cookers, to the national sports teams when they were preparing for the Tokyo Olympic Games.



国家体育总局训练局

感谢信

浙江绍兴苏泊尔家居用品有限公司：

在举世瞩目的第三十二届东京奥运会上，我国运动员团结奋战、顽强拼搏，共取得38枚金牌、32枚银牌、18枚铜牌的优异成绩，其中驻训练局训练的13支国家队共计获得26枚金牌、31名运动员站上奥运会的最高领奖台，实现了运动成绩和精神文明双丰收，为祖国和人民赢得了荣誉。

国家体育总局训练局作为中国奥运军团的大本营，世界冠军的摇篮，承载着国家队运动员训练备战保障工作。在备战东京奥运会最关键期间，为落实防疫疫情，备战的要求，国家队进行了长达一年的封闭训练。在此期间，贵司与我局密切配合、并肩战斗，快速调配物资、调度运输车辆和人员，克服种种困难，及时送来了“体育·训练局国家队运动员备战保障产品”等物资，为驻局运动队备战东京奥运会提供了重要支持和保障。

在此，谨向贵司长期以来对我局工作的支持、理解和帮助表示诚挚的谢意！



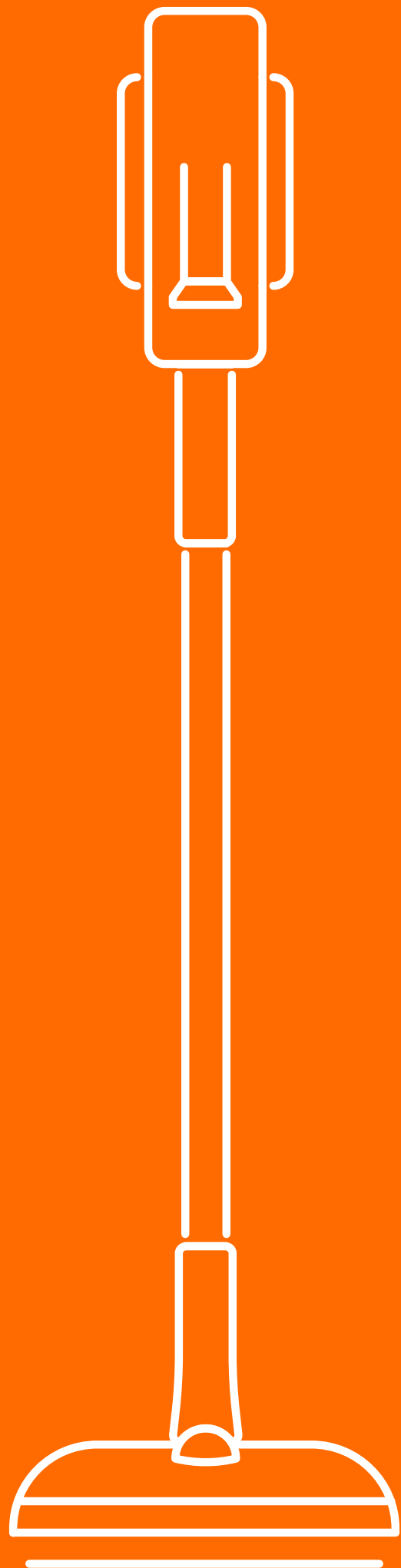
3.4.3 Encouraging Compassion

Since 2019, Supor has carried out the 'Charity Boost +' activity for 3 consecutive years. This activity encourages employees to actively participate in charity work in their spare time, and the Company makes donations amounting to RMB 10,000 or donates products of equivalent value.

Sanitation Workers

In the end of 2021, Supor and the Zhejiang Lions Club Dream service team jointly organized an activity to visit sanitation workers, help them with their work and pick up garbage in the park together with their relatives. The Company provided 200 lightweight thermos cups to the workers at the event.





**Product
Responsibility**



4.1 Robust Quality Management

4.1.1 Focusing on Quality

Product quality provides the foundation for gaining customer trust and improving competitiveness, and it is essential for the sustainable and healthy development of the Company. Supor strictly abides by the *Product Quality Law of the People's Republic of China* and other laws and regulations, and has implemented strict quality control measures throughout its production processes. Supor's quality management system has been established in accordance with *GB/T 19001-2016 IDT ISO 9001:2015 Quality Management Systems Requirements* and related compliance obligations, and the system has been fully implemented in the sites' daily operations.

In terms of the establishment and implementation of quality inspection specifications, Supor has established relevant inspection specifications and operational instructions covering the inspection of incoming materials, processes, finished products and product delivery. The inspectors operate according to the established workflows, inspection specifications and operational instructions to ensure that products meet the requirements of relevant standards.

4.1.2 Product Safety

Providing customers with reliable products is one of the most important social responsibilities of enterprises. To this end, we strictly abide by the *Food Safety Law of the People's Republic of China* and strive to make innovations and breakthroughs in product safety management while focusing on the Company's development strategy.

 Safety Management

By introducing advanced product safety management concepts and methods, the Company improves employees' awareness of product safety and responsibility and promotes the improvement of product safety management and product quality.

 Safety Design

The Company has established basic ideas, procedures and methods for safety design, and has formulated design specifications and product development and design processes to ensure that product designs are safe from the start.

 Safe Production

In production and operational processes, the Company has established and strictly implemented the quality management system to effectively ensure product quality and food safety.

We also attach great importance to potential risks that may arise not from the product itself but from its use. For example, we promote the R-angle design for electrical appliances, which is comfortable to use and avoids injuries to children; and we consider safety issues in the service cycle from the perspective of user friendliness. In addition, when designing product structures, we abandon unstable structures and use durable structures with reliable quality. We use fully verified structures for durability testing; and we have formulated the Strategy for Product Design Structures to ensure that we use environmentally friendly, healthy and durable materials that pose no risk to the human body.

4.1.3 Industry Participation

As a leader in the kitchen appliance, Supor actively participates in the formulation of industry standards and specifications, promotes the transformation of R&D achievements into results, and encourages the healthy and sustainable development of the industry. In 2021, the Company used its industry-leading technological expertise to participate in the formulation and revision of a number of national standards, industry standards and group standards for cookware and household appliances.

| Standard Name | Standard Type |
|--|-------------------|
| Performance Requirements and Test Methods for Electric Kettles | National Standard |
| Toasters for Household and Similar Purposes – Testing Method for Improving Accessibility | National Standard |
| Blenders | National Standard |
| Titanium Pots and Pans | National Standard |
| Cast Iron Pots and Pans | National Standard |
| Aluminum and Aluminum Alloy Pots and Pans | National Standard |
| Portable Electric Ovens for Household and Similar Purposes | Industry Standard |
| Electric Stew Pots and Similar Appliances | Industry Standard |
| Technical Specifications for the Evaluation of Green Design Products – Rice Cookers | Industry Standard |
| ‘Forerunner’ Standard Evaluation Requirements – Kettles | Group Standard |
| ‘Forerunner’ Standard Evaluation Requirements – Induction Hobs | Group Standard |
| ‘Forerunner’ Standard Evaluation Requirements – Air Fryers | Group Standard |
| ‘Forerunner’ Standard Evaluation Requirements – Bread Makers | Group Standard |
| Technical Requirements for Smart Appliances Equipped with Internet of Things Operating Systems – Multi-function Cooker | Group Standard |
| Low Sugar Electric Pressure Cookers | Group Standard |
| Electric Pressure Cookers | Group Standard |
| Guidelines for Lifecycle Assessments of Household Appliances | Group Standard |
| Evaluation Standards for the Intelligent Cooking Classification of Kitchen Cooking Appliances for Household and Similar Purposes | Group Standard |
| Electric Stir Fryers for Household and Similar Purposes | Industry Standard |

4.1 Robust Quality Management

| Standard Name | Standard Type |
|--|-------------------|
| Safety of Household and Similar Appliances – Sharp Edge Determination Method | Industry Standard |
| Technical Specifications for Household Kettles and Similar Kettles | Industry Standard |
| Accounting and Reporting Requirements for Greenhouse Gas Emissions – Household Appliance Manufacturing Enterprises | Group Standard |
| Technical Requirements for Personal Information Protection of Smart Appliances | Group Standard |
| Baseline Requirements and Testing & Evaluation Methods for Information Security of Smart Appliances | Group Standard |
| ‘Forerunner’ Standard Evaluation Requirements – Metal Thermos Cups | Group Standard |
| Intelligent Cooking Classification of Kitchen Cooking Appliances | Group Standard |
| General Requirements and Evaluation Specifications for Rice Cooker Liners | Group Standard |
| Technical Requirements for Smart Home Appliances Equipped with Internet of Things Operating Systems – Rice Cookers | Group Standard |

Supor’s self-developed NFC-assisted patented Wi-Fi networking technology has been adopted in the multi-function cooker released by Supor during AWE in 2021.

In terms of smart home connectivity, Supor has always adopted an open and innovative attitude, actively integrated itself into the mainstream of the smart home industry, and participated enthusiastically in the standards work of the CCSA and other industry associations related to smart home connectivity, so as to contribute our innovative strengths to the connectivity of the smart home industry.



Supor and VIVO took the lead in formulating industry standards for ‘Smart Home Fast Distribution Technology’

Building a Collaborative Ecosystem for Smart Home Technology

On December 13, 2021, at the 5th meeting of the Smart Home Interconnection Joint Working Group held by China Household Electrical Appliances Association and China Communications Standards Association (CHEAA/CCSA JWG1), the formulation of the dual-numbered standard Technical Requirements for Fast Distribution Networks for Wi-Fi Terminals of Smart Home Systems based on NFC that had been jointly led by Supor and VIVO was approved by the joint working group. The project was officially approved at the 25th plenary session of the China Communications Standards Association TC11 on December 14.

Supor also cooperated with VIVO Smart Life to develop a smart-life experience solution based on the NFC pull-up application. The main innovative advantages of this solution are:



Supor Multi-function Cooker



4.1 Robust Quality Management

Supor XC03S57-AP Pro Self-cleaning Wet & Dry Vacuum Washer

- Vacuum and wash your floors at the same time.
- Self-cleaning, replenishes its water, decontaminates surfaces effectively, controls humidity levels, and does not leak water after shutdown.
- Intelligent interaction: the washer's sound communicates its status to users, and the LED smart screen displays the remaining cleaning time.
- The mop's 180-degree flat design allows it to thoroughly clean under furniture.

会洗拖布的 吸拖一体机

AP Pro



智能交互 状态一听便知

“检测到主机，
请开启自清洁清洗拖布”

“清水箱缺水，
请加水，请再次开启自清洁”

“请清洁污水箱，避免异味”



4.2 Optimizing Services and Responding in a Timely Manner

4.2.1 Service Standards

Supor has always focused on consumer needs and strived to expand its business fields, with the goal of becoming a comprehensive household goods manufacturer covering multiple brands and categories. The Company always operates in strict compliance with laws and regulations such as the *Law on the Protection of Consumer Rights and Interests*, the *Provisions on Responsibilities for the Repair, Replacement and Return of Some Commodities and the Administrative Measures for Recall of Defective Consumer Goods*. To this end, we have established various sets of service specifications for the Company, such as the *After-sales Service Management Standards for Supor Electric Appliances*, *Policy Support and Assessment Management Measures for Repair Service Fees*, and the *Operating Guidelines for the Supor Electrical Appliance Repair Center (Repair Site)*. We are constantly focusing on strengthening the Company's brand image and corporate reputation, and we provide true and objective opinions to consumers and strive to steadily improve our processes in the areas of sales, service, strategies, quality, research and development, and other areas.

4.2.2 Platform Support

Supor has always been committed to user satisfaction. The Company focuses on cultivating its brand reputation; carefully developing a high-quality omni-channel customer experience; building an efficient customer service system, and handling customer complaints reasonably and legally.

✂ Offline repair

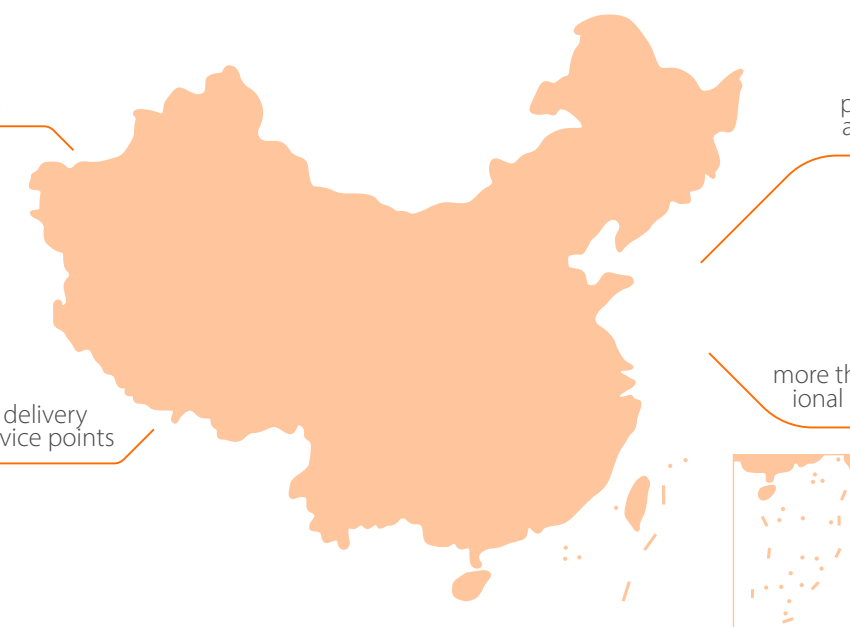
We are steadily improving the development of our service network to bring greater convenience to consumers. As of the end of 2021, the Company had established more than 2,000 after-sales service points, 30 provincial delivery and repair centers, and more than 50 delivery and repair service points, and employed more than 5,000 professional service personnel. In this way, the Company has formed a comprehensive national after-sales service system that features full joint warranty and repair coverage.

2,000
After-sales
service points

30
provincial delivery
and repair centers

50
more than 50 delivery
and repair service points

5,000
more than 5,000 profes-
sional service personnel



Convenient Services

• Satisfactory Service

In 2021, Supor's national service center responded to over 99% of consumer complaints within 1 hour. The service satisfaction rate of outlets reached 99.3%.

• Service Commitment

The Company provides feedback on customers' handling opinions within 24 hours and actively call back to seek evaluation.

• Member Center

The Company's official WeChat account and website provide a self-service platform for users where they can enjoy intelligent online services.

• Digital Operations

Various types of services, such as order dispatch, response, processing, return visits and other information flows, are unified in the smart user service system platform.

• Product Warranty

Electronic warranty card services were launched in 2019. These cards provide value-added services to customers throughout the product lifecycle, such as extended member warranties, cleaning services, consumables, dismantling services and replacements.

New Product Trial Activities

We provide consumers who want to experience Supor's products with free trials before purchasing. Interested consumers can make appointments at the member center. In 2021, 11 large-scale trial activities were held.



4.2.3 Responding with Flexibility

Supor is committed to developing and implementing flexible services that ensure user satisfaction and meet the diversified needs of consumers.

In-person Volunteer Services

On March 15, 2021, which was 'International Day for Protecting Consumer Rights', and August 27, which was 'Supor Members Day', we carried out volunteer activities at our brick-and-mortar sales service centers, including free community consultations, free product maintenance, trade-in services, and real-time processing of food materials.

In these activities, we communicated closely with consumers and listened to their needs. In recognition of this event, Supor received the 'Organization with a Strong Commitment to its National Reputation for Quality - March 15' medal from the China Wanli Quality Exhibition and Broadcasting Station.



External Product Quality Experience Officers

In order to gain a better understanding of consumers' feelings and needs in relation to Supor's newly developed products, the Company established the New Product Experience Officer System. In 2021, we selected a total of 80 external experience officers for Supor's products. The officers included a wide range of people, such as high-quality customers, store shopping guides, dealers and our employees. The types of products that the officers were responsible for experiencing included 25 new products of maternal & infant, 12 electric cookers, and 19 electromagnetic fryer and roaster products.



4.3 Promoting Innovation and Intelligent Manufacturing

4.3.1 Sustainable Innovation

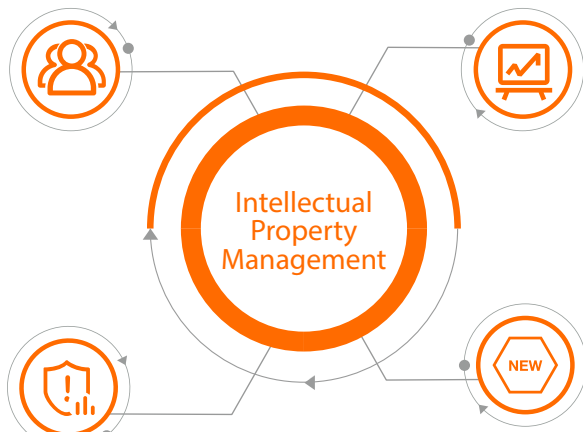
Supor attaches great importance to technology R&D reserves and results and has established a full-process innovation management system—from new concept exploration and screening to confirmation. In this regard, the Company’s aim is to effectively meet the needs of consumers for high-quality small domestic appliances and promptly identify and respond to new needs in the marketplace, so as to continue to lead the development of the industry.

Management Team

The Company has set up a professional intellectual property management team, which is responsible for strictly abiding by local intellectual property laws and regulations and using the intellectual property system established by the Company to protect innovation.

Risk Control

The Company avoids the risk of intellectual property infringement through patent-free implementation analysis and other measures.



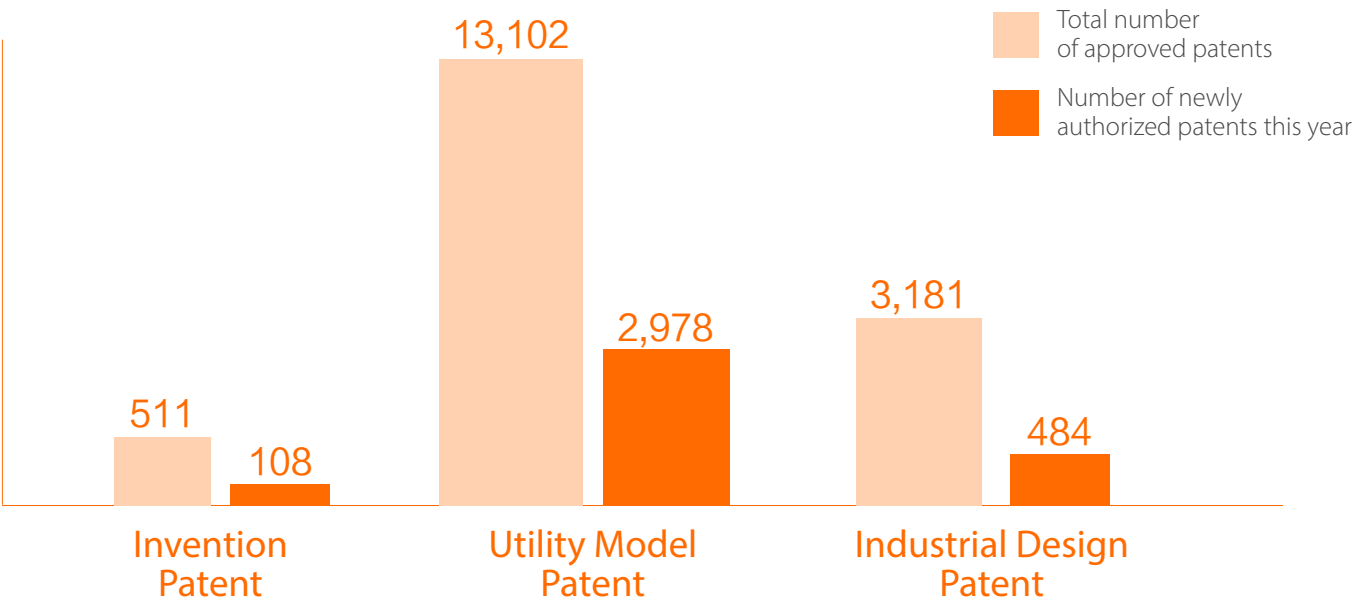
Raising Awareness

The Company carries out targeted intellectual property training programs to cultivate respect for intellectual property and mitigate intellectual property risks.

Cooperative Innovation

We respect the technological innovation of our partners, and are willing to engage in technological innovation alongside them and share intellectual property risks and achievements. Supor advocates for fair competition based on the principle of mutual respect for intellectual property.

As of December 31, 2021, Supor has obtained 16,794 patents in total, including 3,570 new patents that were authorized during the year.



Examples of Supor Patents that were Approved in 2021



In recent years, Supor has made remarkable achievements in intellectual property management. The Company and its subsidiaries have obtained:

- 1 China Patent Gold Medal
- 8 Chinese Patent Design Excellence Awards
- 2 Titles recognizing the Company as a National Intellectual Property Demonstration Enterprise
- 2 Titles recognizing the Company as a National Enterprise with Intellectual Property Advantages
- 3 Titles recognizing the Company as an Intellectual Property Demonstration Enterprise in Zhejiang Province



Chinese Patent Excellence Award

Internal Innovation Rewards

We are committed to mobilizing the enthusiasm and creativity of R&D personnel, so as to improve the Company's technological innovation capabilities and promote the transformation of technological achievements into results. In order to encourage employees to innovate, Supor selects and rewards innovative projects each year, and gives financial rewards to employees who produce excellent projects and R&D engineers who apply for invention patents. For successful patent applications, authorized patents, and research design projects that have won national awards, relevant personnel will receive various awards.



The Company recognized and rewarded excellent projects that garnered the China Patent Award

Global Technology Sharing

Supor makes full use of the technological advantages of Groupe SEB and actively participates in the development of Groupe SEB's global R&D innovation platform. Through monthly meetings with Groupe SEB's innovation team, Supor and Groupe SEB jointly develop new methods, identify new technologies, integrate new skills, and embed innovations in Supor's products, after taking into account the Company's product development needs.

In 2021, Supor applied Groupe SEB's side air inlet and internal mixing technology to air fryer, transforming the fryer's full cover detachable structure. As a result, Supor has solved the oil cleaning issues in the heating components at the top of the traditional air fryer. Meanwhile, the internal mixing function enables even food turning without supervision, which solves the problem of uneven heating of stacked food. By constantly exploring new technologies, we are continuously creating innovative products that are consumer-friendly and sustainable.



The visual air fryer features a side air inlet and internal mixing technology



Industry Recognition

Supor Visual Air Fryers: German IF Design Award, Chinese Design Intelligence Manufacturing Award



iF DESIGN AWARD 2021
Final Jury results

Congratulations!
Your entry has won an iF DESIGN AWARD 2021

Air Fryer KJ50DQ821



Discipline

Product

Category

1.14 Kitchen

Type of entry

Air Fryer

Entry-ID

346-PD-317436

Client / Manufacturer

Zhejiang Shaoxing Supor

Domestic

Electrical Appliance Co., Ltd.

Shaoxing, China

Design

XIVO Design

Huang Shengyan, Cheng Kai, Hou Lei,

Shu Shifang,

Yang Sen, Yang Xue, Chen Chi, Xi Wenzhuo,

Pan Haili

Shenzhen, China



佳作奖
HONORABLE MENTION 2021

顶进风空气炸锅KJ50DQ851

Top-inlet air fryer KJ50DQ851

浙江绍兴苏泊尔生活电器有限公司

Zhejiang Shaoxing Supor Domestic Electrical Appliance Co., Ltd.

浙江苏泊尔家用电器制造有限公司

Zhejiang Supor Electrical Appliance Manufacturing Co., Ltd.

设计师: Liu Hui

设计师: Kai Huang

设计师: Xue Yang

设计师: Yechao Gong

设计师: Shengyan Huang

Supor High Speed Blender: Red Dot Design Award



Zhejiang SUPOR electrical appliances manufacturing
Mr. Xuejin Yang
No.3, West Street, Century, Shaoxing
310052 Hangzhou
China P.R.

Essex, March 2021

Winning is the Beginning
Your success in the Red Dot Award: Product Design 2021

Dear Mr. Yang,

Never before in the more than 60-year history of our design competition have so many companies and design studios faced the professional judgment of our international jury as this year. Products from around 60 countries reached us, and their design quality and degree of innovation were evaluated in a process lasting several days.

Therefore, I am particularly pleased to inform you that your product was able to convince our jurors and receives an award in the Red Dot Award: Product Design 2021. Congratulations on this great achievement!

The fact that you claimed your place in a strong field of participants speaks for the excellent quality of your product. Now turn this design success into a communication success as well. Use our winner label for this purpose. True to the maxim "Winning is the Beginning", it is the ideal starting point for telling the success story of your product.

With a publication in the Red Dot Design Yearbook, in our online exhibition and the presentation in our exhibitions, the awarding of your excellent product will receive international recognition and attention.

Finally, I would like to draw your attention already today to the Red Dot Design Week. I look forward to celebrating your success together with you from 21 to 25 June!

Yours sincerely,

Professor Dr. Peter Zec
Founder and CEO of Red Dot



4.3.2 Product Accessibility

Quality Living and Smart Future

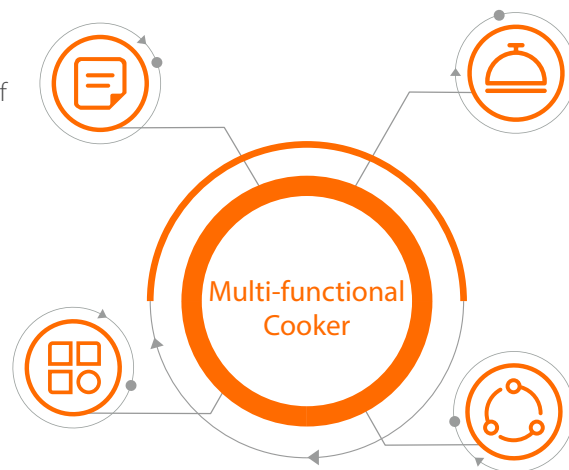
In March 2021, Supor multi-functional cooker drew widespread attention at the 2021 Appliance & Electronics World Expo (AWE2021). With 10 cooking models and guided cooking that helps users prepare various dishes.

Professional Recipes

Provides access to a range of recipes devised by five-star hotel chefs, and the recipes are updated every day

One Machine with Multiple Functions

With 10 cooking modes and 4 different pot covers, helping users save time and kitchen space

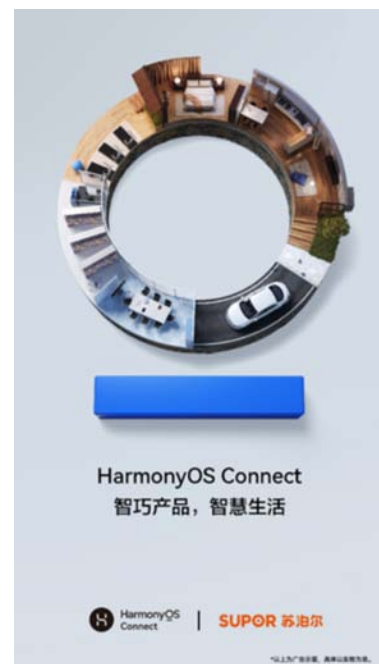


Guided Cooking

Automatically weighs food according to the recipe, displays detailed cooking steps on the screen, and provides voice prompts

Ecosystem-based

Equipped with Huawei's Harmony OS system, allowing consumers to conveniently share information and communicate online.



Supor multi-functional cooker joins hands with Harmony OS Connect, making it compatible with various intelligent ecosystem products

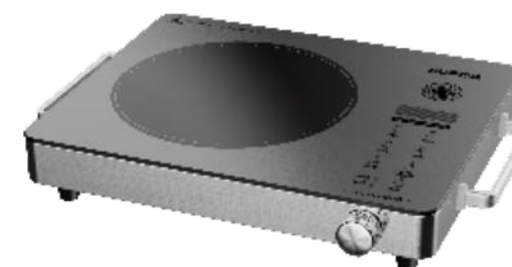
Inclusive-design Products

Adhering to the core value of 'Making Life in the Kitchen More Convenient', Supor has developed a series of products accessible to as many people as possible, such as injury, illness, a young child in arms or old age. We hope to not only provide consumers with products that meet their needs, but also provide consumers with products that create value, improve their satisfaction in the kitchen, and improve their overall quality of life.



Anti-Overflow Control Induction Hob

With precise control and temperature detection capabilities at the bottom of the hob and anti-overflow monitoring and other functions at the top of the hob, consumers can relax when preparing food as the hob will not present any safety hazards even when left unattended.



Safe Electric Stove

Using innovative non-pot identification technology, the stove's weight-sensing monitor automatically stops heating when the pot is not on the stove. Ordinary electric stoves can still heat up to more than 600 °C when there is no pot, so the safe electric stove greatly reduces safety risks that could result in burns and kitchen fires.



Double-Sided Screen Rice Cooker

This rice cooker includes a 'One Simple Switch for the Elderly' in its display, allowing consumers to conveniently enjoy the performance of this intelligent household appliance.



4.3.3 Combining Production and Research

In order to reduce the energy used by our products and improve the user experience, we are committed to engaging in cutting-edge technology research, including joint research with colleges, universities and research institutes.

Cooperating with the China National Rice Research Institute to Explore the Optimum Curve for Rice Cooking

Supor far-infrared IH rice cooker is the first far-infrared heating rice cooker in China. The product's core technology is based on the 'Smart Heating Cooking Curve' developed by Supor and China National Rice Research Institute's joint laboratory. Based on research on the relationship between various physical and chemical properties, cooking processes and the taste of different types of rice, this technology uses predictive models to optimize the rice cooking process. The rice cooker determines the temperature curve for cooking based on rice taste-test results collected from thousands of people by Supor over a 2-year period, allowing the product to cook great-tasting rice.

Supor far-infrared IH rice cooker is a great example of Supor's commitment to innovative work. It demonstrates the Company's industry leadership and R&D strength, as well as our determination to promote traditional Chinese food and develop innovative technology.

Supor far-infrared IH Rice Cooker SF40HC88: Developed in collaboration with the China National Rice Research Institute



4.3.4 Circular Economy

We are actively responding to the national call for the development of a circular economy. To this end, we participate in the 'Circular Revolution' launched by Groupe SEB.

Material Recycling

Supor promotes 'Pressure Cookers Trade-in'

In 2021
Recycled more than
270,000 pcs



Sustainable Supply Chain



5.1 Strict Access, Quality First



5.1.1 Quality Requirements

Supor attaches great importance to exchanges with suppliers and strives to establish long-term, mutually beneficial relationships with suppliers in order to provide customers with high-quality products and services and promote the sustainable development of the industry.

In order to meet the Company's development needs, regulate the actions of the Company and our partners, and encourage our partners to improve their service awareness, the Company reviews and manages suppliers in accordance with the *Contract Law of the People's Republic of China* and other relevant laws and regulations, as well as the Company's *Responsible Purchasing Charter* and other related policies.



5.1.2 Strict Quality Control

In the supplier admission process, we evaluate the supplier's system certifications and determine whether the supplier has qualifications related to environmental protection activities and whether it holds the ISO 14001 or ISO 45001 certificates, among other factors. In addition, where necessary, we visit suppliers to check their licenses and ensure their validity.

For suppliers of production-related materials or services, we conduct on-site reviews for all suppliers and evaluate them from six dimensions including product quality, production environment, production safety, social responsibility, and quality management. In 2021, we conducted an on-site review of 36 new suppliers.



5.1.3 Green Procurement

We understand that a supplier's environmental and social performance determines the sustainability of its materials. Therefore, based on the premise that the bidding conditions have been met, we identify suppliers with strong environmental protection and labor safety records. We think that these records constitute a competitive advantage, and we prioritize such suppliers.

5.2 Responsible Sourcing

5.2.1 Supply Chain Management

In supply chain management, we strictly abide by relevant laws and regulations, such as the *Law of the People's Republic of China on Bid Invitations and Bidding*, and strictly control the supplier selection process. Through internal measures such as the Supplier Management System, the Supplier Evaluation Form and other resources, we clearly stipulate the procurement process and the verification process for purchased products and services. At the same time, we are constantly working to strengthen and expand our partnerships with suppliers and stabilize our supply channels to ensure the quality of our supplied materials and services.

During the cooperation period, we set up quantitative and qualitative indicators that measure quality, service, qualifications, technological innovation and other areas, and we use these metrics to supervise suppliers and conduct annual audits of suppliers. During the annual review, we conduct on-site spot checks of key component suppliers and on-site inspections of their work environments and management. In this way, we are able to gain an in-depth understanding of the supplier's conditions and ensure that our evaluations are objective and comprehensive. In 2021, we conducted annual on-site assessments of 85 existing suppliers.

Number of Suppliers by Region



5.2.2 Social Responsibility Audit

The Company is committed to establishing strong partnerships with suppliers, extending the sustainability concept to its supply chain, and working together to help the value chain meet its social responsibilities. Based on its business nature and product characteristics, each business unit steadily improves its responsible procurement mechanism to promote the sustainable development of the supply chain.

Every year, Supor conducts a periodic rolling workplace conditions assessment (WCA) social responsibility audit for certain suppliers of key components. In order to help suppliers make progress with regard to social and environmental issues, we provide social responsibility training organized by Groupe SEB at the beginning of the year to suppliers that will undergo a social responsibility audit during the year to ensure that they understand our responsible procurement policies and inspection index. In 2021, despite the spread of COVID-19, we were still able to effectively implement our audit plan by adjusting the location and period of the social responsibility audit. During the reporting period, we conducted social responsibility audits on 18 key component suppliers. For suppliers that did not meet the standards in the first audit, we set a rectification period and conduct a second audit to ensure that the supplier meets the audit requirements. In 2021, 100% of suppliers that were subject to the WCA social responsibility audit met the relevant standards.

In the annual audit of suppliers, Supor considers factors such as whether the supplier's environmental protection measures are compliant, whether its employees' social insurance are fully paid, and whether its production safety management is effective. In daily delivery management for suppliers, the Company conducts spot checks on incoming materials with respect to environmental and social risks, including restriction of hazardous substance (ROHS) report checks and annual ROHS inspections of complete machine products.

In 2021, the Company did not terminate cooperation with any suppliers due to the occurrence of major environmental or social events.

5.3 Social Responsibility Audits



5.3.1 Sincere Cooperation and Stable Operations

We continue to explore and incorporate domestic and foreign leading practices related to green production, such as those related to plant renovation and upgrading, and production equipment replacement; and we maintain close communication with suppliers to promote the industry's progress in this area. In addition, Supor hosts an annual supplier conference to communicate directly with our partners, help our suppliers understand the Company's development strategy and management plan, and listen to suppliers' demands and development expectations.

Unfortunately, in 2021, due to the global pandemic, we were not able to hold the offline supplier conference. However, using other daily communication channels, we still stayed in close contact with our suppliers and provided rapid feedback regarding any issues. In the future, we will continue to explore new cooperative models with various partners and cultivate healthy and stable win-win partnerships.



5.3.2 Improving Communication

We hope to use multiple channels to engage in dialogue with our suppliers in order to strengthen our partnerships, improve communication efficiency, and more conveniently exchange information with suppliers. To this end, in 2022, we plan to incorporate a Request for Information (RFI) system to the Company's supplier system to collect and record supplier information in a timely manner, improve work efficiency, increase the transparency of supplier management, and effectively improve the environmental and risk awareness of all parties.

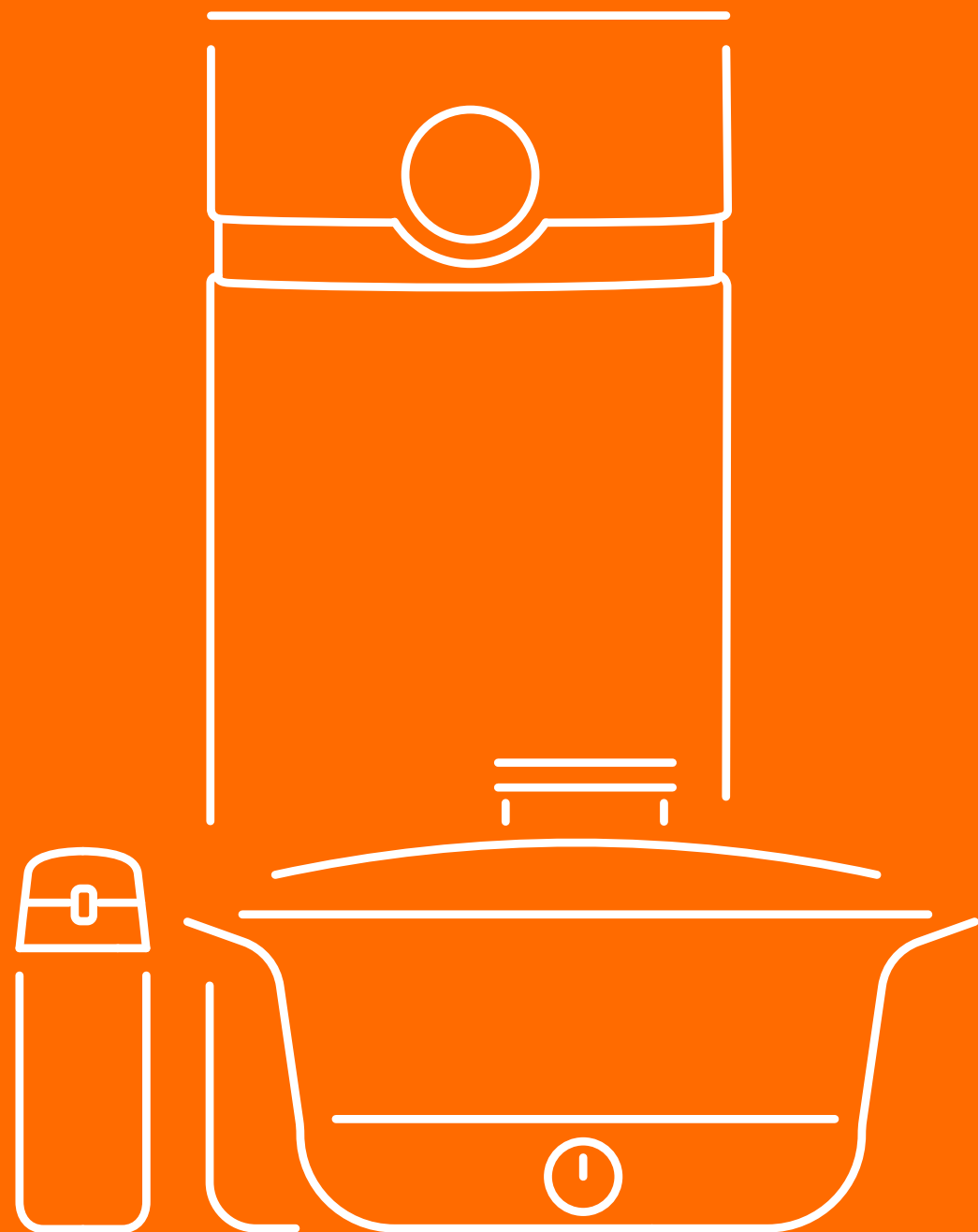


5.3.3 Guarding Against Corruption

We have included anti-commercial bribery clauses in supplier contracts in accordance with the *Responsible Purchasing Charter*, with a view to establishing transparent, honest and trustworthy business partnerships.

In order to strictly avoid the risk of bribery in the supply chain, Supor has always maintained a 'Zero Tolerance' policy for corruption and bribery, and the Company has adopted a variety of internal audit procedures to steer suppliers away from the Company's 'Red Line'. In 2021, the Company's Audit Department conducted a total of 6 special audits for sensitive business areas, including the procurement business.

We steadily encourage our stakeholders, including suppliers and distributors, to guard against corruption. Before major festivals, we send anti-corruption and anti-fraud articles to our stakeholders through the Company's public WeChat account, email and other channels in an effort to promote clean and honest business practices.



Caring for the Earth



6.1 Environmental Protection

Governance

The Company is committed to using natural resources in a conservative manner, and strictly abides by the *Environmental Protection Law of the People's Republic of China*, the *Water Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China*, the *Administrative Measures for the Recycling of Renewable Resources*, the *Measures for the Supervision and Administration of Energy Conservation in Special High-Energy Consumption Equipment*, the *Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution*, the *Water Pollution Prevention and Control Law of the People's Republic of China*, and the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes*. In addition, the Company has formulated relevant policies such as the *Administrative Measures for Industrial Sewage Discharge*, the *Domestic Sewage Discharge Standards*, the *Wastewater Discharge Control Regulations*, the *Exhaust Gas Emission Control Regulations*, and the *Waste Collection, Classification and Disposal Control Regulations*. Each site internally supervises, manages and provides feedback regarding the discharge of exhaust gas, wastewater and waste according to the standards of the local environmental protection department. In addition, the sites regularly outsource testing and undergo irregular external inspections to ensure that their emissions meet relevant standards. Overall, the Company aims to engage in environmentally friendly operations and develop in a manner that is sustainable for the environment and its resources.

Environmental Policy

Supor is committed to its goal of 'Creating a safe, healthy and happy working environment, and strictly adhering to a high standard of business ethics.' The Company actively responds to the state's call to build resource-efficient enterprises, and places resource conservation at an important position in enterprise development. Supor is committed to implementing a low-carbon, circular and intensive production model. As high consumers of energy, the Company's sites have formulated energy conservation and environmental protection policies according to their overall strategic goals, production goals and environmental protection requirements, and they strive to conserve resources as much as possible.

Resource Management



Target Setting

- In 2021, the units of energy consumed by the Company's products were reduced by 4%.



Optimizing Production

- The Company encourages each BU to prioritize the use of renewable resources, clean energy and energy-efficient equipment, and encourages each business unit to make energy-efficient improvements through various measures.



Standardizing Water Use

- Supor strictly abides by national and local laws and regulations on water resource management, establishes water resource management methods, standardizes water use, and rationally uses, recycles, and protects water resources. During the year, the Company did not identify any significant risk of a shortage in its efforts to obtain suitable water sources.



Recyclable Packaging Materials

- The Company launched its 'Zero Plastic Packaging' project to promote the replacement of plastic packaging with paper packaging, the replacement of original foam accessories with air bag columns, and the replacement of disposable packaging materials with recyclable materials. As of the end of the reporting period, 70% of Supor's new products realize 'Zero Plastic Packaging'.



Raising Awareness

- The Company has developed energy-saving concepts such as 'Saving Electricity' and 'Saving Gas', which are reflected in the slogans of the operating sites and actively promoted to employees.

Emissions Management

Exhaust Gas Emissions

We strictly follow the *Exhaust Gas Emissions Control Regulations* to ensure that each workshop's exhaust gas absorption facilities and exhaust gas treatment systems operate normally, and we provide regular maintenance to protect related equipment. According to relevant national laws and regulations, we require qualified third parties to continuously monitor various exhaust gas emissions indicators. The exhaust gas generated by the Company is mainly composed of workshop exhaust gas, including greenhouse gas emissions, volatile organic compound (VOC) emissions, sulfur dioxide emissions, nitrogen oxide emissions and soot emissions. In 2021, we continued to invest in exhaust gas treatment devices to reduce emissions.

• Yuhuan Site

In 2021, the Yuhuan site implemented two sets of spraying waste gas treatment equipment and eight sets of dust removal equipment, with a total investment of about RMB 2.58 million.

• Hangzhou Site

The Hangzhou site improved its spraying waste gas treatment processes and incorporated activated carbon adsorption into the treatment process. The cost of replacing activated carbon in 2021 amounted to approximately RMB 290,000.

• Vietnam Site

In 2021, the Vietnam site renovated its pressure cooker polishing and dust removal equipment, and installed a sprinkler system and automatic dust cleaning device in its production line, with a total investment of about RMB 200,000.

• Shaoxing Site

In 2020 and 2021, the Shaoxing site completed two projects of spraying waste gas expansion project injection molding and screen printing waste gas collection and treatment project, and built three new waste gas treatment facilities, based on a total investment of about RMB 2.8 million.

• Wuhan Site

The Wuhan site invested approximately RMB 60,000 in the installation of waste gas treatment equipment in 2021. The equipment meets high-altitude exhaust gas emission standards using treatment processes such as washing towers, dry filtration, activated carbon adsorption, main exhaust fans, and catalytic evolution/desorption regeneration; in addition, the equipment can use PLC programs to monitor exhaust gas concentrations online.

6.1 Environmental Protection

Wastewater Disposal

We follow the *Water Pollution Prevention and Control Law of the People's Republic of China*, the *Zhejiang Province Water Pollution Prevention and Control Regulations* and other national and local wastewater discharge management regulations, and adhere to relevant discharge standards. The wastewater generated by the Company includes our offices' domestic wastewater and wastewater from industrial production.



Industrial Wastewater

Each site has built an industrial wastewater treatment station. Combined with production practice, industrial wastewater is treated using wastewater treatment equipment to comply with relevant requirements. After the sewage is mixed, the online environmental protection monitoring equipment identifies the concentration, and then discharges the waste to the municipal sewage pipe network.



Domestic Wastewater

Sewage generated by employees' living is discharged to the main outlet through the domestic wastewater pipeline.

Waste Disposal

During its production and research and development processes, the Company generates certain types of hazardous and non-hazardous waste. In handling these materials, we follow the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes* and the *Technical Policy for the Prevention and Control of Hazardous Waste Pollution*. Waste is classified and collected in accordance with the requirements of laws and regulations, and each site is equipped with its own waste recycling warehouses, hazardous waste warehouses, domestic garbage stations, and general solid waste warehouses.



Hazardous Waste

All hazardous waste is handed over to a qualified third-party for recycling. We carefully confirm the third-party's qualifications when signing the contract with the third-party treatment agency. When transferring hazardous waste, a 5-page form is filled out according to the requirements of the National Hazardous Waste List.

During the year, the Company did not experience any major environmental pollution accidents.



Non-hazardous Waste

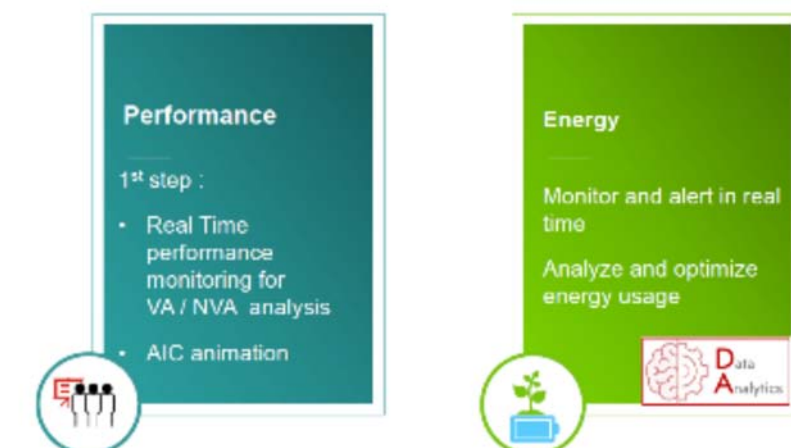
We recycle and reuse valuable waste, such as aluminum waste, to promote the circular economy. Meanwhile, we hand over waste with no value to the local environmental protection department for disposal according to the relevant garbage classification requirements.

Digitally Managing Energy

In 2021 Q1, Groupe SEB launched the 'Digital Energy Management for Workshops' solution. As the pilot, Supor's Wuhan site completed the preliminary work for the project and audited its workshop energy use in 2021. The 'Digital Energy Management for Workshops' solution uses smart water and electricity meters that are connected to the Internet to monitor energy consumption and provide alerts in real time. Based on the data, the solution analyzes energy consumption, formulates energy-efficiency plans for the Company, and optimizes energy use, providing a solid foundation for decision-making with regard to energy optimization.

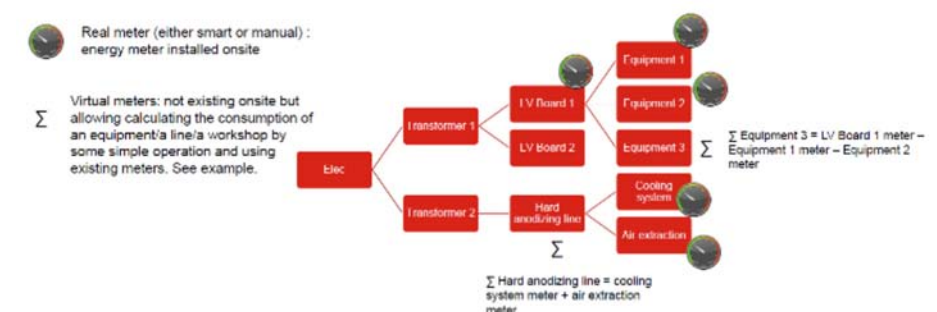
At the beginning of the project, the Wuhan site engaged a third party to conduct an energy audit on the workshop and explore the potential for energy savings in the site's production processes. Following the audit, the Wuhan site set a goal for reducing energy consumption by 15% in the next 4 years. In order to fully identify and tap the energy-saving potential of each process and track data in real time, the Wuhan site plans to replace its existing 91 water meters and 216 electricity meters with smart meters. The smart meters will be able to collect data wirelessly and upload it in real time.

2 first priorities hosted in DSM platform



Full scope of functionalities of DSM Performance and Energy is under definition.

Difference between real meters and virtual meters



Digitally Managing Energy Project



Annual Performance

| Environmental Key Performance Indicators in 2021 | | | |
|--|---|--|---------------|
| Serial Number | Measurement Index | Unit | 2021 |
| Energy and Resource Use | | | |
| 1 | Water Consumption Intensity | Ton (per RMB 10,000) | 1.25 |
| 2 | Power Consumption | Megawatt Hour | 229,653.63 |
| 3 | Water Consumption | Ton | 2,706,498.00 |
| 4 | Natural Gas Consumption | m ³ | 14,869,405.60 |
| 5 | LPG Consumption | Kilogram | 655,520.00 |
| 6 | Gasoline Consumption | Liter | 107,075.80 |
| 7 | Diesel Consumption | Liter | 95,847.30 |
| Emissions | | | |
| 8 | Greenhouse Gas Emission Intensity | Ton of Carbon Dioxide Equiva- lent (per CNY 10,000) | 0.13 |
| 9 | Greenhouse Gas Emissions | Ton of Carbon Dioxide Equivalent | 285,140.20 |
| 10 | Greenhouse Gas Emissions (Scope I) ¹ | Ton of Carbon Dioxide Equivalent | 30,415.60 |
| 11 | Greenhouse Gas Emissions (Scope II) ² | Ton of Carbon Dioxide Equivalent | 151,743.30 |
| 12 | Greenhouse Gas Emissions (Scope III) ³ | Ton of Carbon Dioxide Equivalent | 102,981.30 |
| 13 | Sewage Discharge | Ton | 2,250,018.00 |
| 14 | Total Amount of Hazardous Waste | Ton | 1,176.43 |
| 15 | Total Amount of Industrial Solid Waste | Ton | 2,676.80 |
| 16 | Total Amount of Recyclable Waste | Ton | 22,129.80 |
| 17 | Total Sulfur Dioxide Emissions | Kilogram | 641.30 |
| 18 | Total NOx Emissions | Kilogram | 5,695.00 |
| 19 | Total Soot Emissions | Kilogram | 28,886.40 |
| 20 | Total VOC Emissions ⁴ | Kilogram | 41,818.40 |

¹ Greenhouse gas emissions (scope I) are emissions directly generated by the Company's own emission sources or those controlled by the Company, such as boilers, furnaces, vehicles and daily operation equipment. The emission statistics do not include the new Keqiao site.

² Greenhouse gas emissions (scope II) are indirect emissions from purchased energy used by the Company's own entities or those entities controlled by the Company in the course of operations. The emission statistics do not include the new Keqiao site. Of these entities, the emissions of production sites located in China are calculated according to the carbon accounting coefficients determined by the National Development and Reform Commission of the People's Republic of China.

³ Greenhouse gas emissions (scope III) are other indirect emissions generated by the Company that are not covered in scope II, including outsourced manufacturing, employee commuting and business travel, etc. The emission statistics exclude emissions from product use and only include the Shaoxing site.

⁴ VOC emission statistics do not include the Vietnam site.

Green Factory

In 2021, Supor's Zhejiang factory was recognized as a 'Municipal-level Green Factory' in Taizhou City, Zhejiang Province. During the year, we continued to promote the Company's green capabilities, including in the areas of product greening, factory land intensification, clean production, waste recycling, and low-carbon energy.



台州市经济和信息化局文件

台经信〔2021〕148号

关于公布 2021 年度台州市市级绿色工业园区、
绿色工厂名单的通知

各县（市、区）、台州湾新区经信（经科）局：
根据台州市经济和信息化局《关于加快绿色制造体系建设的
通知》（台经信〔2021〕78 号）和《关于做好 2021 年度台州市
绿色制造名单推荐工作的通知》文件要求，经企业自评申报、各
县（市、区）初审、市经信局综合评审、公示等程序，确定 2 家
工业园区为 2021 年度台州市市级绿色工业园区，61 家企业为
2021 年度台州市市级绿色工厂，现予以公布。
请各地继续加强对绿色工厂的服务，推动绿色工厂持续强化
产品绿色化、用地集约化、生产洁净化、废弃物资源化、能源低耗
——1——

Zhejiang Supor Co., Ltd. was recognized as a 'Municipal-level Green Factory' in Taizhou City, Zhejiang

6.2 Eco Products

In order to actively work toward the national 'Double Carbon' goal, Supor has applied various sustainability concepts in its production processes. Starting from product design and R&D, we actively explore how we can better protect the environment in the areas of manufacturing, packaging, logistics and recycling, and we are committed to encouraging consumers to adopt more environmentally friendly habits.

Eco Products

Supor Stainless Titanium Wok (HC30A1)

- Uses 99.99%* antibacterial substrate, which is uncoated and poses no health risks.
- The wok's ferrotitanium alloy cladding technology, which resists acid and wear, makes it difficult to perforate, lengthens its service life and reduces waste.
- Produced using a strong cold spinning process, the wok is 20% lighter than ordinary iron woks, reducing fuel consumption during the transportation process.
- Heat transfers smoothly between the wok's thick base and thin walls, making it well-suited to Chinese families while also reducing gas use.
- In 2021, won the China Home Appliance Industry Rock Award.



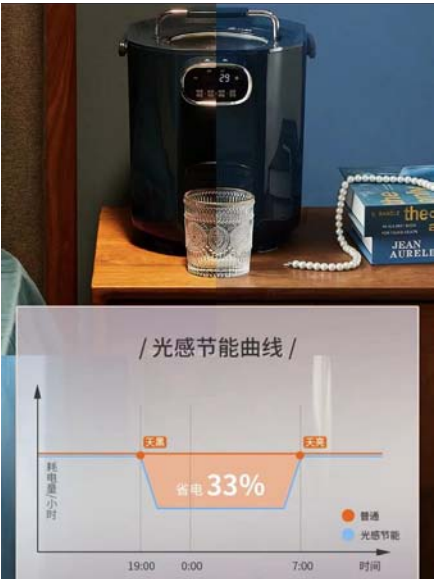
* Data Source: Supor laboratory.

Eco Products

Supor 'Light-sensing Energy-efficient' Electric Hot Water Bottle (SW-50T01A)

- Light-sensing capability allows it to automatically switch on and off, reduce power consumption and carbon dioxide emissions.
- Boiling capability reduces chlorine, ensuring the quality of consumers' drinking water.
- 8-level heat preservation settings and multiple functions align with the diverse needs of modern consumers.

Supor 'Light-sensing Energy-efficient' electric hot water bottle



Supor Household Visual Air Fryer (KJ50DQ851)

- Uses no oil, making food healthier and more delicious.
- Easy to see the cooking progress without repeatedly opening the lid.
- Frying crispy food at high temperatures quickly removes excess fat from food.
- Conveniently control the fryer using two simple knobs.



Eco Products

Supor Formaldehyde Flash-clean Air Purifier KJ600G-T60SA

- French technology -NanoCaptur and formaldehyde removal technology decompose formaldehyde without rebound. The product's newly upgraded filter increases service time by 50% compared with the original filter.
- The product's 360-degree circulating air inlet with mesh holes enables large volumes of air to be purified quickly.
- With a PM2.5 laser sensor and high-precision TVOC sensor and displays real-time data regarding PM2.5 and changes in environmental gas volumes, providing the user with comprehensive air quality information.
- With APP, can realize remote control that allows users to quickly understand the surrounding air and the status of the air purifier and choose their preferred mode.



Supor Multifunctional Household Steam Cleaner SCT23A-15

- The product directs 110 C° water vapor at the floor, killing 99.9%* of bacteria and most mites and thoroughly cleaning the floor
- The cleaner uses natural water with no special chemicals, making the floor look new while also creating a clean and safe environment for families
- High temperature steam dissolves oil quickly, preventing slips and injuries
- Features a one-button start and short preheating time



* Data Source: Guangdong detection centre of microbiology & Guangzhou testing center of industrial microbiology.

Index

Self-Regulatory Supervision Guidelines for Companies Listed on the Shenzhen Stock Exchange No. 1 — Standardised Operation of Companies Listed on the Main Board Social responsibilities index

| No. | | Description | Relevant Section/Paragraph |
|--|-----|--|--|
| Corporate social responsibility management | 8.1 | A listed company should sincerely protect the legal rights of its creditors and employees while pursuing economic benefits and protecting shareholders' interests; treat its suppliers, clients and customers with honesty; comply with the principle of green development; and actively participate in activities protecting the environment and building community bonds to promote coordinated and harmonious development of the company and the society as a whole. | Governance Principle Social Responsibility Product Responsibility Supply Chain Sustainability Caring for the Earth |
| | 8.2 | A listed company should operate its business based on the voluntary, fair, compensation of equal value, integrity and honesty principles in compliance with social and business code of ethics. Subject to government and public supervision, a listed company is not allowed to make profits by exaggerated propaganda, false advertising and other improper means, or seek illegal benefits through unlawful activities such as bribery and smuggling, it should neither breach intellectual property rights such as trademarks, patents and copyrights, nor engage in any unfair competition. | Governance Principle Product Responsibility |
| | 8.3 | A listed company should form CSR strategic plans and mechanisms taking into account the actual situation of the industry it operates and the characteristics of its business. A listed company should at least include in its CSR strategic plans the company' s business code of ethics, employee security programmes and career development support plans, technology investments and R&D plans for reasonable use of resources and effective protection of the environment, social development funding plans, and institutional arrangements for managing and overseeing the implementation of CSR plans. | Governance Principle Social Responsibility Caring for the Earth |
| | 8.4 | A listed company should actively perform its social responsibilities and assess its performance on a regular basis. SZSE 100 Index Fund companies should include reports on their performance of corporate social responsibilities (hereinafter referred to as the 'CSR report') in their annual reports. We encourage other suitable listed companies to include CSR reports in their annual reports. | Governance Principle |
| | 8.5 | In accordance with the requirements of the Company Law and articles of association, a listed company should establish a system for selecting and appointing employee directors and employee supervisors to ensure that employees are entitled to full rights in corporate governance. A listed company should support the labour union's work under the law; listen to employees' opinions in democratic forms such as general meetings of employee representatives and trade union meetings; and take care of and pay attention to employees' reasonable needs. | Governance Principle Social Responsibility |
| Environmental KPIs | 8.6 | A listed company shall integrate ecological and environmental protection requirements into its development strategy and corporate governance, and based on its characteristics of production and operation and particular conditions, fulfil its environmental protection responsibilities by: | Governance Principle Caring for the Earth |

| No. | | Description | Relevant Section/Paragraph |
|--------------------|--------------|--|--|
| Environmental KPIs | 8.6 (I) | Complying with laws, regulations, and industry standards governing environmental protection; | Governance Principle Caring for the Earth |
| | 8.6 (II) | Establishing and implementing its environmental protection program; | |
| | 8.6 (III) | Efficiently using energy, water, raw materials, and other natural resources; | |
| | 8.6 (IV) | Disposing of pollutants in a compliant manner; | |
| | 8.6 (V) | Building and implementing effective pollution prevention and control facilities; | |
| | 8.6 (VI) | Paying environmental protection-related taxes and charges in full; | |
| | 8.6 (VII) | Protecting the environmental safety of the supply chain; | |
| | 8.6 (VIII) | Doing any other things required for the performance of environmental protection responsibilities. | |
| | 8.7 | A listed company can disclose in its annual csr report or disclose separately the following information according to its actual situation: | Caring for the Earth |
| | 8.7 (I) | A listed company's environmental protection policy, annual environmental protection goals and achievements; | |
| | 8.7 (II) | A listed company's total annual resource consumption; | |
| | 8.7 (III) | A listed company's investments in environmental protection fields and developments in environmental technologies; | |
| | 8.7 (IV) | Type, volume, concentration and destination of pollutants discharged by a listed company; | |
| | 8.7 (v) | A listed company's construction and operation of environmental protection infrastructure; | |
| | 8.7 (VI) | A listed company's treatment and disposal of waste generated in the production process, as well as the recycling and comprehensive utilisation of waste products; | |
| | 8.7 (viI) | Voluntary agreements with environmental protection authorities to improve the environment; | |
| | 8.7 (VIII) | Award granted by environmental protection authorities to a listed company; | |
| | 8.7 (IX) | Voluntary disclosure of other environment-related information. | |
| | 8.8 | A listed company should assign designated personnel to inspect the implementation of environmental protection policies on a regular basis, rectify any non-compliance and take any remedial measures if necessary. If there is an accident of serious environmental pollution, a listed company should promptly disclose the causes of environmental pollution, the impact on the company's performance, the impact of environmental pollution, and the company's proposed rectification measures. | Governance Principle Caring for the Earth |

| No. | | Description | Relevant Section/Paragraph |
|--------------------|--------------|---|---|
| Environmental KPIs | 8.9 | <p>If a listed company or its major subsidiaries are key pollutant discharge units announced by environmental protection authorities, the listed company should disclose the environment-related information in its annual report in accordance with laws, regulations and relevant requirements herein.</p> <p>Listed company should update subsequent developments or changes if environment-related information is disclosed as an interim report during the report period. A listed company only needs to disclose an overview of an issue and the index on the website where the interim report is disclosed if the issue has been disclosed in an interim report and there is no update on subsequent developments or changes.</p> | Caring for the Earth |
| | | | |
| Social KPIs | 8.10 | A listed company shall, based on its own production and operation mode, fulfil its production and product safety protection responsibilities by: | Social Responsibility Product Responsibility |
| | 8.10 (I) | Complying with laws, regulations, and industry standards governing product safety; | |
| | 8.10 (II) | Creating a secure and reliable production environment and process; | |
| | 8.10 (III) | Developing a product quality safety protection mechanism and a contingency plan for product safety accidents; | |
| | 8.10 (IV) | Doing any other things required for the performance of production and product safety responsibilities. | |
| | 8.11 | A listed company shall, considering the composition of its employees, perform its responsibilities to protect employee interests by: | Social Responsibility |
| | 8.11 (I) | Establishing management systems such as those for employment and dismissal, salaries and benefits, social insurance, working hours of employees, and measures for handling of non-compliances; | |
| | 8.11 (II) | Creating a work environment preventing occupational hazards and its supporting safety measures; | |
| | 8.11 (III) | Conducting necessary knowledge and professional skill trainings for its employees; and; | |
| | 8.11 (IV) | Doing any other things required for the performance of employee interest protection responsibilities. | |
| | 8.12 | <p>A listed company shall make science and technologies to play a positive role by strictly complying with the code of ethics in science, respecting the spirit of science and adhering to the values, social responsibilities, and code of conduct which it shall observe.</p> <p>A listed company shall avoid researching, developing, and using any scientific technologies which jeopardize the natural environment, life and health, public security, and ethics and morals, and may not engage in any r&d and business activities which infringe upon the basic rights of individuals or harm social and public interests.</p> <p>When a listed company develops or uses innovative technologies in innovative science and technology fields such as life science, artificial intelligence, information technology, ecological environment, and new materials, it shall follow principles of prudence and robustness and make full assessment of the potential impact and reliability of such technologies.</p> | Product Responsibility |

| No. | | Description | Relevant Section/Paragraph |
|-------------------|--------------|--|---|
| Report disclosure | 8.13 | A listed company can issue its csr report and annual report at the same time. A CSR report should at least include: | Social Responsibility Product Responsibility Caring for the Earth |
| | 8.13 (I) | The establishment and implementation of the CSR system for employee protection, environmental pollution, product quality, and community relations; | |
| | 8.13 (II) | Issues and inadequacies in performing social responsibilities, as well as deviations from relevant requirements herein and their causes; | |
| | 8.13 (III) | Improvements and detailed schedule. | |

Feedback from Readers

To our readers:

Thank you very much for taking the time to read this Report. In order to improve the Company’s sustainable development management and social responsibility information disclosure, we particularly hope to hear your valuable comments and suggestions. Please fill out the feedback form below. You may send us your feedback using any of the following methods.

Email: 002032@supor.com

Address: Securities Department, 23F, Supor Building, 1772 Jianghui Road, High-tech Industrial Zone, Hangzhou, Zhejiang, China

1. Which stakeholder category of Supor do you belong to?

- ☐ Government
- ☐ Media
- ☐ Community/Public
- ☐ Employee
- ☐ Consumer
- ☐ Partner (Suppliers & Distributors)
- ☐ NGOs

2. What is your overall evaluation of this Report ?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very Poor

3.What do you think about the quality of social responsibility information disclosed in this Report?

- ☐ Very High
- ☐ High
- ☐ Average
- ☐ Low
- ☐ Very Low

4.What do you think about the structure of this Report?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very Poor

5.What do you think about the readability of this Report?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very Poor

6.Which part of this Report are you most interested in?

- ☐ Principle of corporation governance
- ☐ Social responsibility
- ☐ Product liability
- ☐ Sustainable supply chain
- ☐ Caring for the Earth

7.Your comments and suggestions on the Company’s social responsibility performance:

.....

8.Your comments and suggestions on the report preparation:

.....

If convenient, please leave your contact details:

Name: Occupation: Company:

Postal code: E-mail: Contact number:

Contact address:

.....