

# SUPOR 苏泊尔

## 2024 Environmental, Social and Governance Report



(Stock Code: 002032)  
Zhejiang Supor Co., Ltd

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# About This Report

## Overview

This report is the fourth Environmental, Social, and Governance Report (hereinafter referred to as the "ESG Report") released by Zhejiang Supor Co., Ltd. to inform all its stakeholders of the Company's management, practices, and performance in ESG.

## Reporting Period

This report covers the period from January 1, 2024 to December 31, 2024 (hereinafter referred to as the "reporting period"). Part of the content and data may be appropriately traced back to previous years or beyond the foregoing time framework.

## Scope and Boundaries of This Report

This report delineates the reporting scope of the organization based on the materiality principle. Unless otherwise specified, all other material content of this report encompasses Zhejiang Supor Co., Ltd. and its subsidiaries, aligning with the disclosure scope in the annual report.

## Description of Reference

For the convenience of reference, Zhejiang Supor Co., Ltd. and its subsidiaries are also referred to as "Supor", "the Company" or "we/us" in this report.

## Reference Standards

This report is prepared in accordance with the requirements for corporate social responsibility and disclosure provided in the *Rules Governing the Listing of Stocks on Shenzhen Stock Exchange (Revised in 2024)* and the *Shenzhen Stock Exchange Regulatory Guidelines for Listed Companies No. 1-Standardized Operation of Listed Companies* and also by referring to the *Self-Regulatory Guidelines No. 17 for Companies Listed on Shenzhen Stock Exchange—Sustainability Report (Trial)*, the *Sustainability Reporting Standards* released by the Global Reporting Initiative (abbreviated as "GRI"), the *Sustainability Accounting Standards* released by the Sustainability Accounting Standards Board (abbreviated as "SASB"), the *Basic Framework of Corporate Social Responsibility Reporting for Chinese Enterprise* (CASS-ESG6.0), and the United Nations Sustainable Development Goals (abbreviated as "SDGs").

## Sources of Information and Reliability

The information and data disclosed in this report are from statistical reports and official documents of the Company and have been audited by relevant departments. The Company promises that this report contains no false records and misleading statements and will be held accountable for the authenticity, accuracy and integrity of the content hereof.

## Confirmation and Approval

This report was approved by the Board of Directors in March 2025 after confirmation by the management.

## Access to This Report

The electronic edition of this report can be downloaded from the official website of Zhejiang Supor Co., Ltd.(<https://www.supor.com.cn/>), the website of the Shenzhen Stock Exchange or the website of CNINF (<http://www.cninfo.com.cn>). This report is published in both Chinese and English. In case of any discrepancy between these two versions, the Chinese version will apply.

# About Supor

## Company Overview

Supor is a modern enterprise specializing in manufacturing cookware and small domestic appliances. Founded in 1994, when the Company produced its first safe pressure cooker, Supor rapidly evolved into a prominent cookware manufacturer in China and got listed on the Shenzhen Stock Exchange in 2004 (stock code: 002032.SZ), representing the first listed company in China's cookware industry. Since its founding, Supor has consistently delivered innovative, high-quality, and well-designed products to users, spearheading China's kitchen industry and ushering in a new era of home living.

At present, more than 10,000 workers in the six R&D and manufacturing bases located in Yuhuan City, Hangzhou City, Shaoxing City (Binhai New Area\* and Keqiao District) in Zhejiang Province, Wuhan City, Hubei Province and Ho Chi Minh City, Vietnam over 100,000,000 of products. Its business spans four major areas: open-flame cookware, small domestic appliances, home appliances, and kitchen and bathroom appliances. Backed by a forward-looking layout of multiple brands and categories, Supor has become a comprehensive leader in China's cookware and small domestic appliance industry. It leads the market in 21 major categories, including electric rice cookers, electric pressure cookers, frying pans, and woks.

## Corporate Vision


Enable quality life to every home

## Brand Mission

Inspire your passion for home living with innovation

\*Note: The administrative jurisdiction of the former Shaoxing (Yuecheng District) base has been reclassified as part of the Binhai New District. As a result, its official designation has been updated to Shaoxing (Binhai New District).






### Corporate Milestones

Spearheading a 30-Year Transformation in Chinese Kitchens


1994

Produced our first safe pressure cooker




2002

Launched our first electric rice cooker




2004

Got listed on the Shenzhen Stock Exchange (Stock Code: 002032), becoming the first publicly traded company in China's cookware industry




2014

Launched the "Fresh-Breathing" electric pressure cooker, marking its entry into the eco-friendly home appliance market




2011

Launched our first IH rice cooker




2009

Successfully launched the Thermo-spot Wok and frying pan that apply the Thermo-spot Wok patented technology




2006

Signed a strategic cooperation framework agreement with France's SEB Group




2015

Launched the Steam Spheric Pot IH Rice Cooker




2021

Launched the Chef C culinary machine and the far-infrared rice cooker




2022

Launched the Titanium UnCoated Non-Stick Frying Pan



2024

Launched the Intelligent Cooking Robot and the Titanium-Iron Uncoated Non-Stick Frying Pan





# Supor 30th Anniversary

## SUPOR LIFE: Crafting Innovation to Inspire Consumers' passion for Home Living

Over the past 30 years, Supor has been at the forefront of innovation and quality, consistently creating ingenious and intelligent products that deliver delightful life experiences to users. Our products have become indispensable for countless households, witnessing and enriching their joyful moments of home lives. To celebrate our 30<sup>th</sup> anniversary, we hosted the "The First Supor Product in My Home" user story collection campaign and the "30x Happiness" user video contest, inviting users to share their experiences and stories with older Supor products, as well as their wishes and expectations for the brand.

From the submissions, we selected 30 individuals to participate in a free trade-in program, allowing them to experience the latest technologies and features of Supor's upgraded products. Additionally, the old models collected are displayed in the Time Corridor at Supor's headquarters. This initiative not only strengthens brand-consumer interaction but also promotes environmental protection and sustainable development. Looking ahead, we remain committed to being guided by user needs, integrating sustainable principles into product innovation and design, and inspiring consumers to embrace a more sustainable and fulfilling lifestyle.



The Poster for the Supor 30<sup>th</sup> Anniversary "Snap & Share" Video Contest and Featured User Stories (Selections)



30<sup>th</sup> Anniversary Special Exhibition at Supor Hangzhou Base



SUPOR LIFE:  
Growing Together to Empower Employees' Career Development

Over the past 30 years, Suporers have forged a path to excellence through perseverance and ingenuity, overcoming challenges and adapting to changes.

Supor's progress is inseparable from the efforts of every Suporer, who has demonstrated their responsibility and commitment through diligence, wisdom, and steadfastness. We honor, acknowledge, and inspire each of our employees, and have fostered a diverse, equitable, and mutually prosperous work environment and career development system to empower their professional growth and long-term personal development.

Over the past three decades, Supor and its employees have grown and achieved success together. At this landmark and special moment, we are privileged to have 60 employees who have dedicated over 30 years of service to Supor, as well as 522 employees who have served for more than a decade.



Supor's 30<sup>th</sup> Anniversary Celebration at its Hangzhou Base

Supor held awards ceremonies across its production bases to recognize Gold and Silver employees for their exceptional contributions over the past 20 and 10 years, respectively.



Wuhan Base



Yuhuan Base



Vietnam Base



Plastic & Rubber Company



Shaoxing (Binhai New Area) Base



Shaoxing (Keqiao District) Base



Supor advocates for an active and healthy lifestyle among its employees, fostering a family-oriented culture that celebrates joyful work and life. As part of its 30<sup>th</sup> anniversary celebrations, the production bases hosted vibrant and diverse carnivals, creating unforgettable memories for every Suporer.



30<sup>th</sup> Anniversary Carnival Event

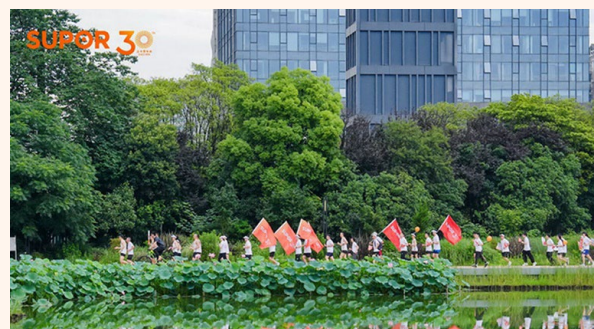


## Supor 30<sup>th</sup> Anniversary Special Event: "30 Anniversary" Relay Race

Over 30 years of development, Supor has grown from a startup established in 1994 in Yuhuan to a listed company with 6 manufacturing bases worldwide. Going beyond previous achievements and embracing new challenges, nearly a thousand Suporers participated in a 360-kilometer relay to celebrate Supor's 30<sup>th</sup> anniversary, reviewing 30<sup>th</sup> years of entrepreneurial journey in their footsteps. In June 2024, Suporers completed the 6-day, 362.8-kilometer relay from Yuhuan to Hangzhou after passing through Wenling, Huangyan, Tiantai, Shaoxing, etc.

The Supor factories in Binhai New Area District and Keqiao District, Shaoxing were set as stops along the route, attracting more Suporers to join the relay while reviewing the entrepreneurial journey. The number of participants increased from the initial 520 to nearly 1,000, including employees from Vietnam and Wuhan, witnessing Supor's growth route together.

On the last day of the event, Supor donated 10,000 children's health water bottles to the Zhejiang Provincial Youth Development Foundation.





## SUPOR LIFE: Joining Hands in Public Welfare, Share a Better Life with each Child

Supor has been actively engaged in social welfare initiatives, focusing on the education sector to promote educational equity and excellence, while exploring and developing its own business. Since the launch of the "Supor Primary School" public welfare project in 2006, with the first Supor Primary School established in Qinghai, Supor has consistently dedicated itself to public welfare education over the past 18 years. Rooted in the Supor Primary Schools, we have continuously expanded our public welfare outreach across three dimensions: campuses, teachers, and students. By collaborating with public welfare partners, we support rural elementary schools in enhancing management, optimizing curricula, and furthering educational development. With the shift toward high-quality education in our times, we have revamped our educational philanthropy efforts to introduce the "Supor Future Artist of Life" public welfare initiative. This program seamlessly integrates school labor education, corporate technical expertise, and social responsibility initiatives. By focusing on the construction of educational spaces, the development of labor-based curricula, and the planning of educational activities, we aim to instill in children the proper values surrounding domestic work.

As of the end of the reporting period, Supor has built 29 Supor Primary Schools across 12 provinces, including Qinghai, Hubei, and Yunnan, with a cumulative investment of nearly CNY 40 million. These efforts have provided substantial assistance to over 30,000 teachers and students. The "Supor Future Artist of Life" public welfare project has already benefited 50 schools in Zhejiang, Hubei, Guizhou, and other regions, reaching over 50,000 students.

Suporers have completed an 18-year educational welfare marathon with steadfast strides. At Supor's 30th-anniversary relay race event, 520 Suporers set off from Yuhuan and nearly a thousand staff members from the Company, various business units, and bases participated in a six-day relay, ultimately arriving at the Supor headquarters in Hangzhou. The event concluded with the donation of 10,000 children's health water bottles, valued at approximately CNY 1.29 million, to the Zhejiang Provincial Youth Development Foundation.



Inauguration Ceremony of the First Supor Primary School—  
Ganjiabao Supor Primary School in Qinghai



Children's Day Event at Ganjiabao Supor Primary School in Qinghai in 2024



Supor Elementary School Students Receiving Children's Health  
Water Bottles

In the future, Supor will continue striving forward to "share a better life with each child". By continuously optimizing the public welfare platform and conducting educational support work tailored to local conditions, Supor aims to promote educational equality while inspiring children to face the future with confidence and love for life.

# 2024 Highlights

## Key Performance

Environment



6,094

MWh of green electricity generated and consumed on-site

CNY 51.6

million total investment in environmental governance and protection over the past two years

18,503

tons of recycled aluminum procured

13,007

tons of recycled steel procured

All major production bases passed the certification of the

ISO 14001

Environmental Management System

\*Note: Including both published and in-process standards

Society



11,298

employees in total

32%

female in middle and senior management.

CNY 470

million input in R&D

18,782

active patents

Leading/ Involvement in

235

international, national, industrial, and group standards\*(accum.)

Construction of

29

Supor Primary Schools (accum.)

Provided essential assistance to over

30,000

teachers and students in remote mountainous regions (accum.)

Donations valued approximately CNY

3.4

million

Governance



CNY 22.4

billion in operating income

CNY 2.7

billion in total profit

CNY 2.2

billion in net profit attributable to shareholders of listed company

CNY 13.3

billion in total assets

37.3%

weighted average return on net assets

CNY 2.8

in basic earnings per share

100%

of suppliers, distributors, and service providers have signed the Letter of Commitment for Honesty and Self-discipline/Responsible Procurement Charter

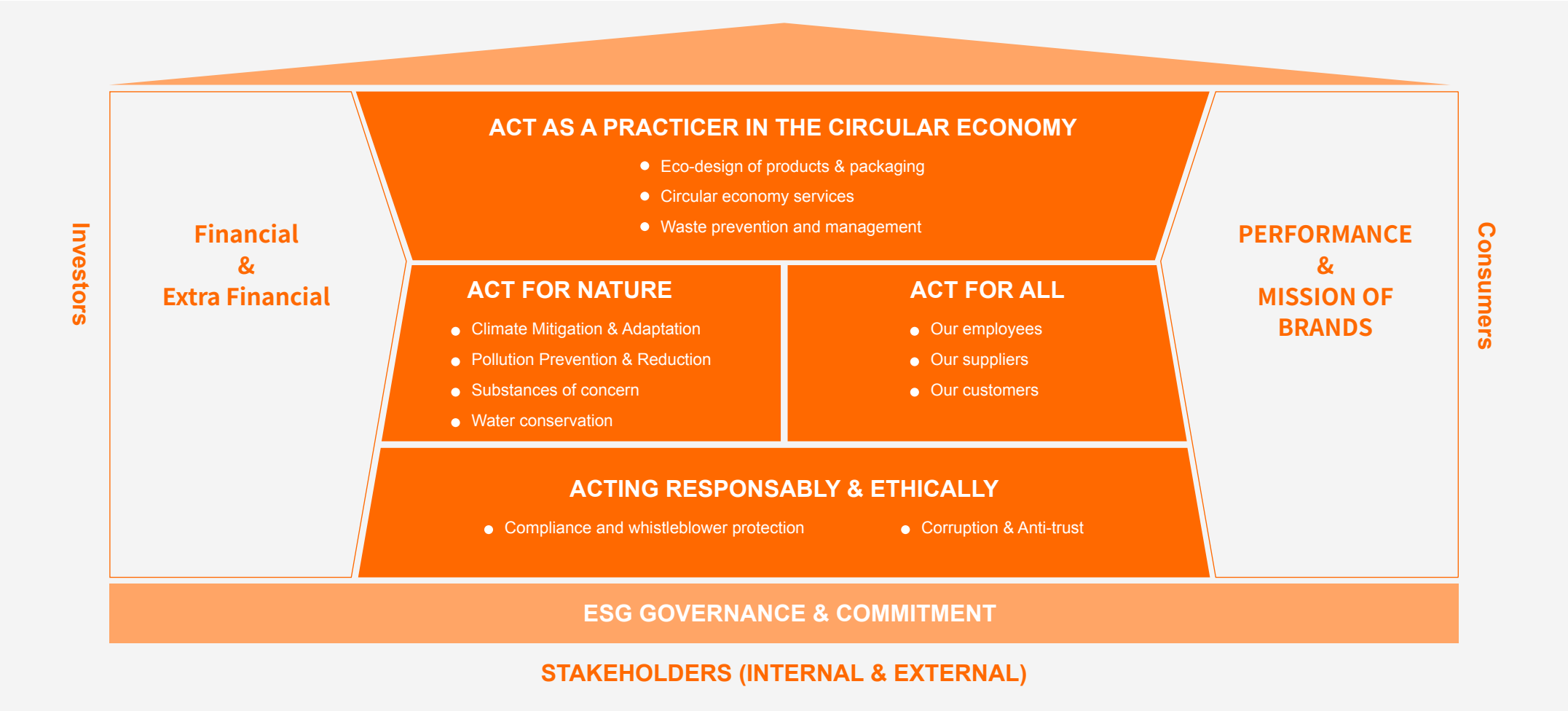


Awards and Honors

# ESG Governance

## ESG strategy

Adhering to the principle of sustainable development, Supor takes ESG performance as a crucial indicator of the Company's long-term growth and resilience. In 2024, based on its business characteristics and industry trends, the Company developed a comprehensive ESG strategic system that identifies four key pillars and future directions to guide its sustainable development practices.



## ESG Governance Structure

Supor places significant emphasis on sustainable development and has established a robust three-tier governance structure: the ESG Committee, ESG Leading Department, and ESG Working Groups. The ESG Committee is responsible for overseeing and managing ESG-related strategies, policies, and performance. In parallel, the Company has set up an ESG Leading Department to coordinate the ESG Working Groups, which comprise senior managers from relevant functional departments. This collaborative approach ensures the effective implementation of ESG initiatives, with regular progress updates provided to stakeholders.



## Strengthening ESG Framework

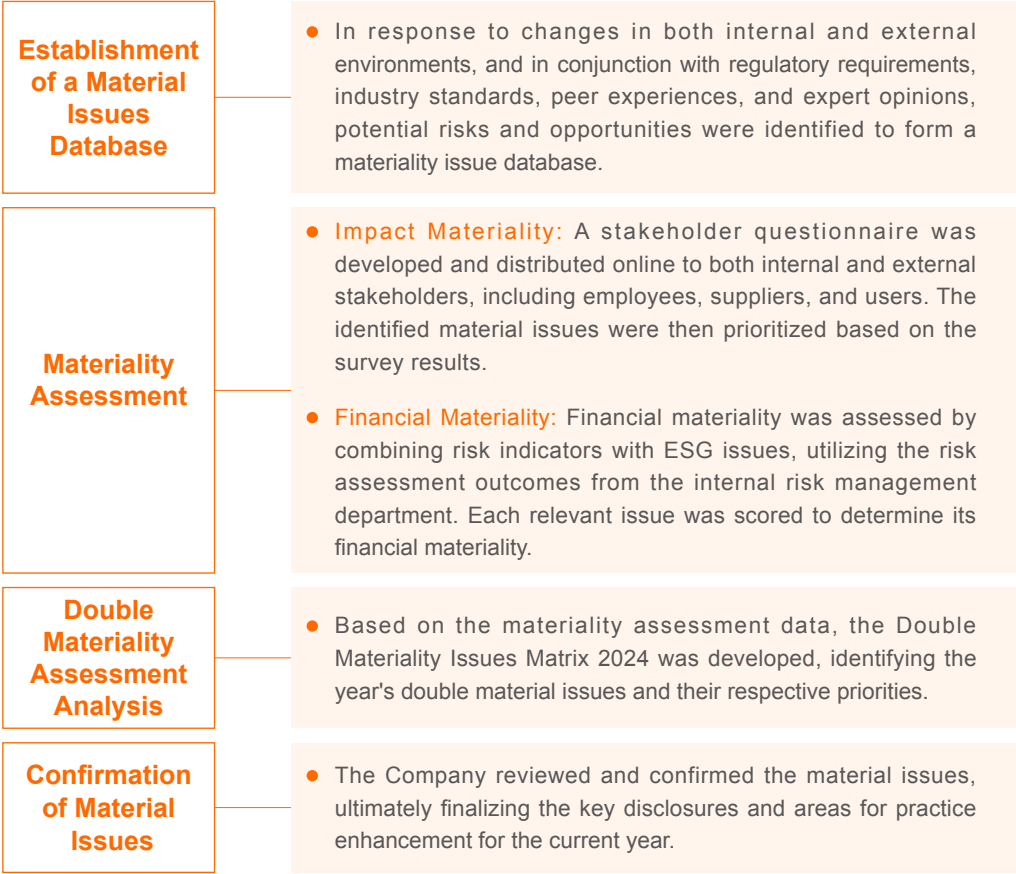
To continuously optimize its ESG management system and further clarify responsibilities, during the reporting period, Supor established 11 ESG Working Groups based on specific topics, involving multiple departments and business units across the organization.

To enhance ESG capabilities at all levels of its management structure, Supor's ESG leading department proactively organized various ESG training sessions. These sessions focused on interpreting ESG development trends, providing guidance on ESG work plans, and ensuring the comprehensive implementation of ESG practices across relevant roles. Additionally, Supor integrates the concept of sustainable development into its strategic planning and daily operations through ESG literacy training and cross-department, cross-base experience sharing of ESG projects. These efforts ensure the smooth and effective implementation of ESG initiatives throughout the organization.

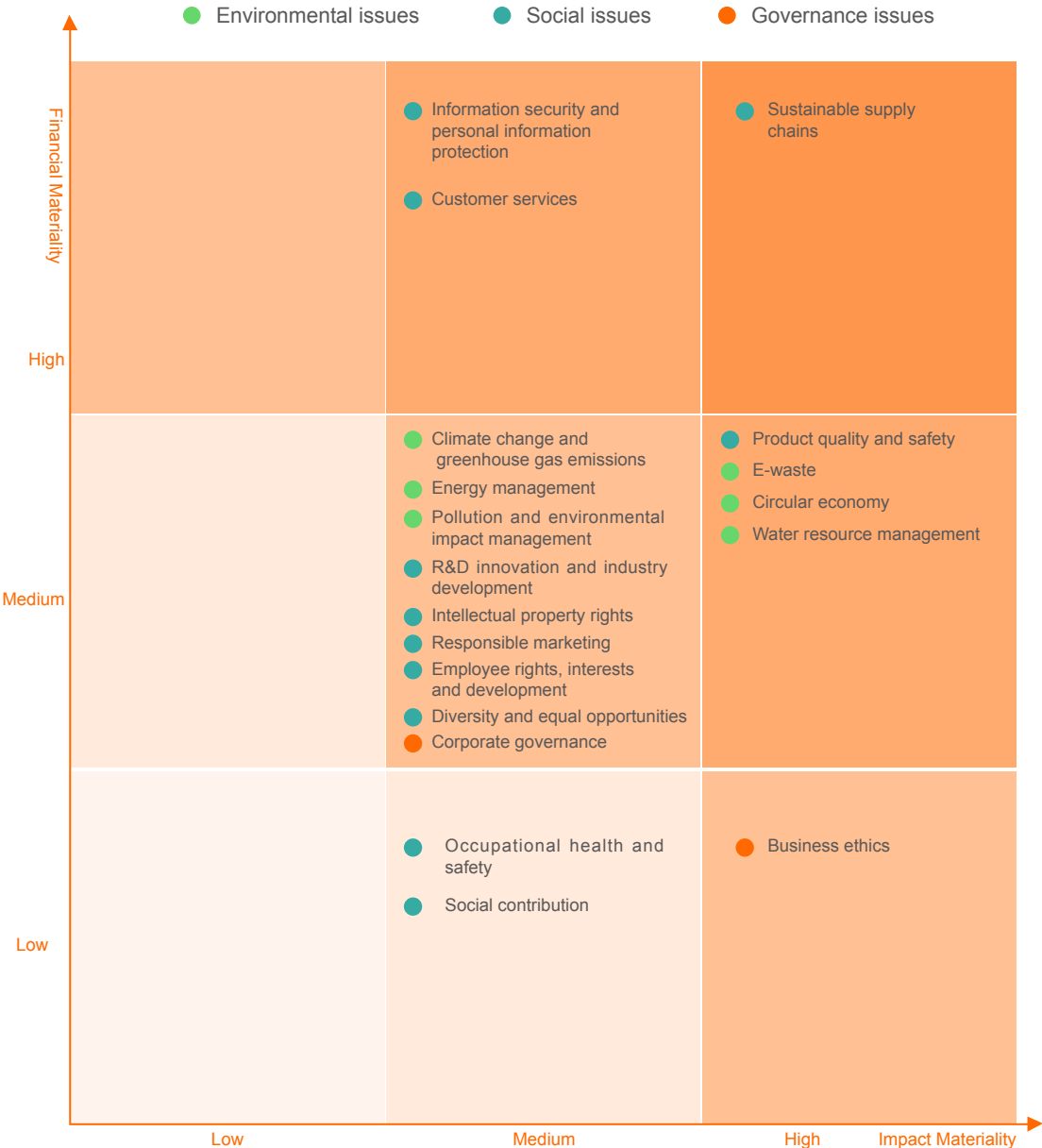


Issues of Double Materiality

In 2024, Supor, building on the foundation of its previous impact materiality assessment, conducted the first double materiality assessment. This assessment was based on the Company's risk map and took into consideration the financial implications of its business operations, development strategies, and operational outcomes. The assessment also incorporated input from various departments and over 500 stakeholders. By benchmarking against international and Chinese mainstream framework disclosure requirements, and incorporate expert opinions and industry best practices, we updated and refined our materiality issues list and matrix. During the reporting period, we identified and addressed 19 material ESG-related issues.





Double Materiality Assessment Approach 2024



Double Materiality Issues Matrix 2024

## Stakeholder Engagement

During the reporting period, Supor maintained communication with stakeholders through various information communication channels to understand their demands and concerns, and responded positively through practical actions.

Key Stakeholders	 <b>Government and regulatory authorities</b>	 <b>Shareholders and investors</b>	 <b>Suppliers</b>	 <b>Employees</b>	 <b>Consumers</b>	 <b>Communities</b>
ESG Expectations and Demands	<ul style="list-style-type: none"> <li>Compliance management</li> <li>Sound internal control and risk management</li> <li>Practicing low-carbon responsibilities</li> <li>Improved emission management</li> <li>Tax payment according to law</li> </ul>	<ul style="list-style-type: none"> <li>Continuously stable business and performance growth</li> <li>Open and transparent information disclosure</li> <li>A clean operating environment</li> <li>Sound corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Fair procurement and honest performance</li> <li>Mutual advancement and win-win cooperation</li> </ul>	<ul style="list-style-type: none"> <li>Safeguard the legitimate rights and interests of employees</li> <li>Competitive remuneration and welfare</li> <li>Fair and equal employment opportunities</li> <li>Diversified growth and promotion opportunities</li> <li>A safe and healthy work environment</li> </ul>	<ul style="list-style-type: none"> <li>High-quality products</li> <li>Innovative and diverse products</li> <li>Premium pre-sales and after-sales service</li> <li>Information security and personal information protection</li> <li>Elimination of false advertising</li> </ul>	<ul style="list-style-type: none"> <li>Safe and compliant operations</li> <li>Social welfare and volunteer activities</li> </ul>
Communication Channels	<ul style="list-style-type: none"> <li>Information submission</li> <li>Regular communication</li> <li>Seminars and research</li> </ul>	<ul style="list-style-type: none"> <li>General meeting of shareholders</li> <li>Information disclosure</li> <li>Company's official website</li> <li>Daily communication</li> <li>Hotline</li> <li>Email</li> </ul>	<ul style="list-style-type: none"> <li>Supplier management coordination</li> <li>Company's official website</li> <li>Regular visits</li> <li>Whistleblowing and Complaints</li> </ul>	<ul style="list-style-type: none"> <li>Employee meetings</li> <li>Employee activities</li> <li>Employee satisfaction surveys</li> <li>Employee symposium</li> <li>Executive meetings</li> <li>Whistleblowing and complaints</li> </ul>	<ul style="list-style-type: none"> <li>Hotline</li> <li>Email</li> <li>WeChat official account</li> <li>WeChat mini program</li> <li>Company's official website</li> <li>Visits to customers</li> <li>Satisfaction surveys</li> </ul>	<ul style="list-style-type: none"> <li>Public welfare activities</li> <li>Volunteer services</li> </ul>



# Compliance and Integrity Operations

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- 1.4 Information Security and ..... 20  
Personal Information Protection

## SDGs Addressed in This Section

8

DECENT WORK AND ECONOMIC GROWTH

16

PEACE, JUSTICE AND STRONG INSTITUTIONS

17

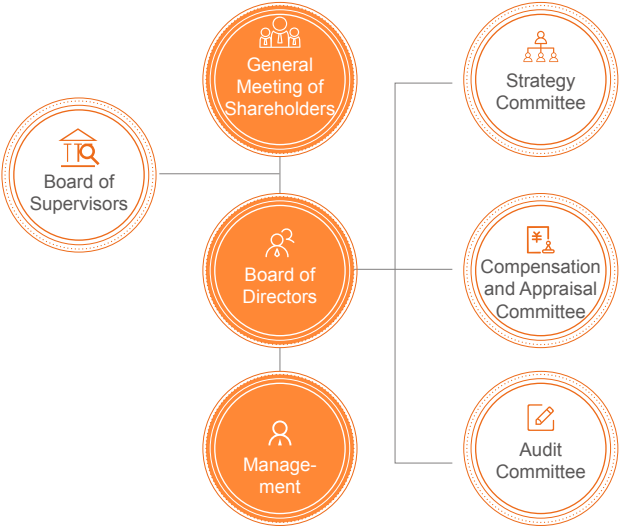
PARTNERSHIPS FOR THE GOALS



# 1.1 Corporate Governance

## Governance Structure

A robust governance structure is the cornerstone of a company's sustainable development. Supor strictly complies with the *Company Law of the People's Republic of China*, the *Code of Corporate Governance for Listed Companies*, the *Rules Governing the Listing of Shares on Shenzhen Stock Exchange*, the *Shenzhen Stock Exchange Regulatory Guidelines for Listed Companies No. 1—Standardized Operation of Listed Companies*, and relevant laws and regulations to refine its corporate governance structure. The Company standardizes the operations of its three meetings, strictly fulfills its obligation to disclose information, and enhances the level of corporate governance. At present, the Company has established an organizational structure consisting of the General Meeting of Shareholders, the Board of Supervisors, the Board of Directors and their subordinate committees, and the management. Within this structured and organized governance framework, we have implemented a system of clearly defined rights and responsibilities, guaranteeing our effective and compliant corporate governance.



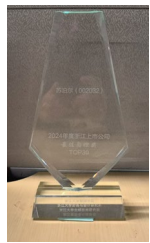
Corporate Governance Structure

Specifically, the Board of Supervisors is accountable to the General Meeting of Shareholders and oversees the Board of Directors and senior executives to perform their respective duties according to law. The Strategy Committee will regularly review the Company's strategic development plan and the progress made in implementing the Company's development strategies. The Compensation and Appraisal Committee is responsible for deliberating on material matters relating to remuneration and appraisal and plays a cooperative role in implementing the Company's comprehensive performance evaluation system for all employees, including senior executives. The Audit Committee is tasked with reviewing and supervising the effective implementation and self-evaluation of internal control. Under such a structure, the remuneration of each senior executive is directly linked with their work performance. Their annual performance is appraised based on their work ability, performance, and completion of assigned tasks, with their annual performance pay determined accordingly. The independent directors of the Company are also capable of fully leveraging their professional specializations, significantly contributing to the Board of Directors' execution of prudent and scientific decision-making processes and facilitating the Company's operations in compliance with established norms.

During the reporting period,	Number of board of directors meetings held7	Number of board of supervisors meetings held7	
Number of general meetings of shareholders held6	Attendance rate of board of directors meetings100%	Attendance rate of board of supervisors meetings100%	Number of publicly disclosed documents130
Number of interim general meetings of shareholders held5	Number of proposals reviewed at board of directors meetings40	Number of proposals approved by board of supervisors meetings22	

## Risk Management and Internal Control

Supor places a high priority on risk management and has established a risk management mechanism deeply integrated with its core operations. According to the established control objectives and the characteristics of business development in different stages, the Company introduces different forms of measures, such as risk self-assessment, anti-corruption questionnaire, risk mapping, and tax risk matrix, to carry out comprehensive, systematic and continuous collection of relevant information, with the method combining both quantitative and qualitative measures, in order to timely identify and systematically analyze the internal risks in the production and operating processes in terms of human resources, management, innovation, finance, assets, health, safety, environmental protection, data confidentiality, business loss, and continuing operation, and the external risks in the production and operating processes in terms of politics, economy, law, taxation, science and technology, natural environment, social environment, etc., and to determine the risk response strategy that matches the Company's risk bearing capacity and take appropriate control measures to achieve effective risk control, on the basis of weighing the principle of cost-benefit.



During the reporting period, Supor was recognized as one of the **"Top 30 Best Internal Control Companies in Zhejiang"** in the *2024 Zhejiang Listed Companies Internal Control Index Report*, co-published by Zhejiang University and the Zhejiang Association of Chief Financial Officers

# 1.2 Business Ethics

## Governance Structure

The Company has an Anti-Fraud Committee, comprising the Company's president, chief financial officer, chief legal officer, and chief human resources officer. The Anti-Fraud Committee convenes regular meetings to coordinate, guide, and oversee efforts against fraud, money laundering, unfair competition and etc. It reviews the progress and outcomes of fraud investigations and deliberates on subsequent remedial measures and strategies.

## Code of Conduct

Supor places great emphasis on business ethics, strictly adhering to laws and regulations such as the *Anti-Monopoly Law of the People's Republic of China* and the *Anti-Unfair Competition Law of the People's Republic of China*, and has established relevant management mechanisms and procedures to foster a transparent and fair business environment.

The Company has formulated the *Supor Anti-Fraud Policy* and the *Code of Professional Ethics for Employees*, which clearly stipulate requirements in areas such as conflicts of interest, combating corruption, respect for competitors, and the prevention of fraud and money laundering. All employees are required to sign these documents, which serve as guiding principles for their conduct. Additionally, Supor collaborates with all suppliers, distributors, and service providers by having them sign the *Letter of Commitment to Honesty and Self-Discipline /Responsible Procurement Charter*. This initiative disseminates and implements the Company's business ethics standards and promotes an environment of integrity and fairness across its business network. The Company also conducts business ethics training to cultivate a culture of integrity and continuously enhance employees' moral awareness.

## The primary measures for disseminating and implementing integrity

- Training for Key Positions

The Company provides integrity training for mid- to high-level leaders in sales and procurement across various business units. This training focuses on educating participants about legal regulations related to professional misconduct and includes case study analyses to reinforce learning.
- Integrity Reminders for Holidays

Integrity reminders are shared through the Company's WeChat official account during key holidays such as the Spring Festival, Dragon Boat Festival, Mid-Autumn Festival, and other critical moments.
- Onboarding Training

During the onboarding training, anti-bribery and anti-corruption training sessions are conducted to ensure the thorough dissemination and implementation of relevant company policies.

To elevate the ethical consciousness of our employees and establish a culture of integrity and honesty, Supor has executed targeted business ethics training for employees. As of the end of the reporting period, total 456 newly appointed managers attended the specialized training on the *Prevention of Job-related Crimes*. During the reporting period, 49 executives participated in the *Prevention of Duty-related Economic Crimes from a Criminal Compliance Perspective* training, and 158 new employees engaged in *Employee Anti-fraud training*.

While continuously enhancing the development of its internal integrity system, Supor actively engages in exchanges within the integrity ecosystem to share anti-fraud experiences and case studies. Supor holds a council position in both the Trust and Integrity Enterprise Alliance and the Enterprise Anti-Fraud Alliance.



Participated in specialized training on the Prevention of Job-related Crimes

456 new managers (accum.)

Participated training on the Prevention of Duty-related Economic Crimes from a Criminal Compliance Perspective

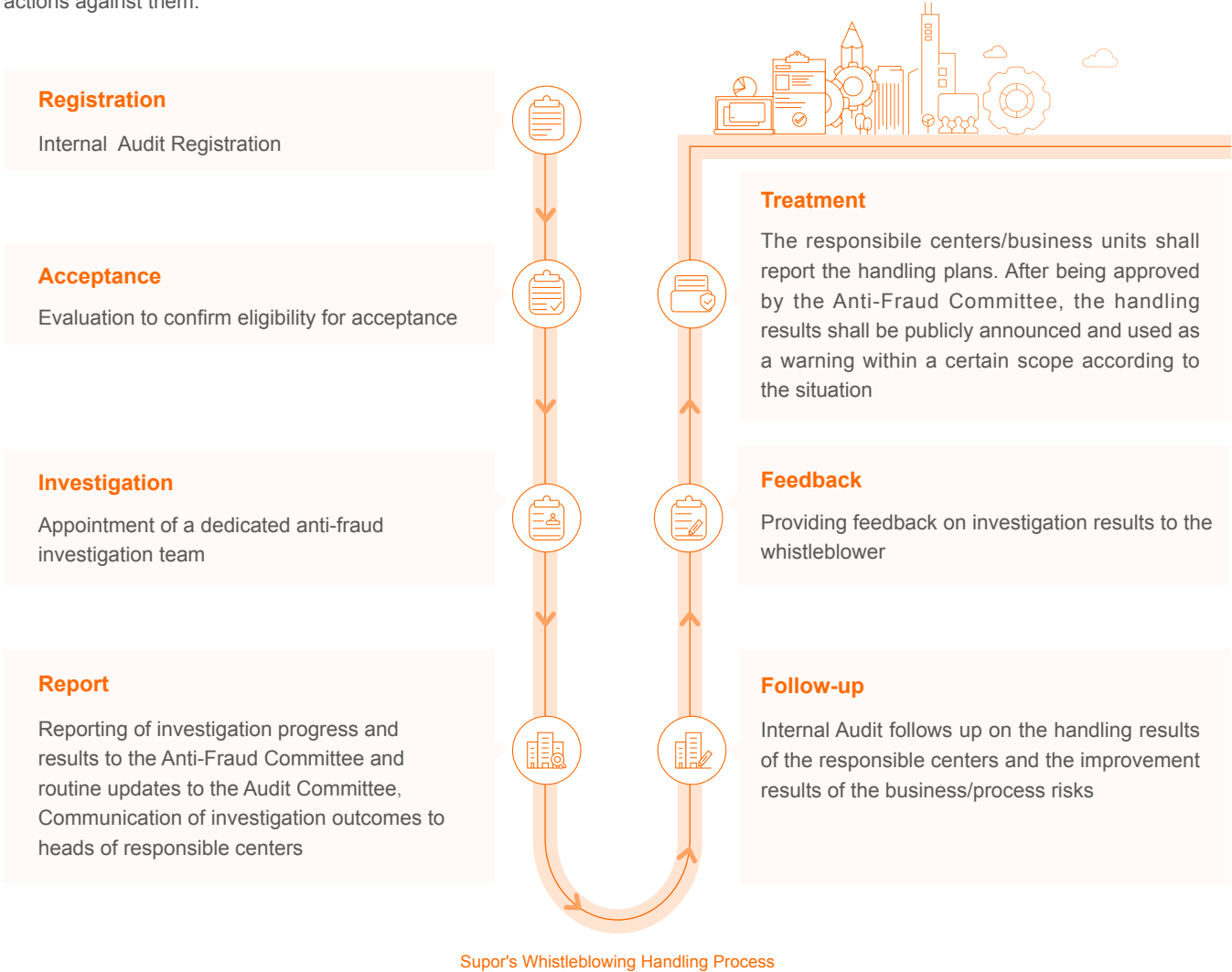
49 executives

Participated in Employee Anti-Fraud training

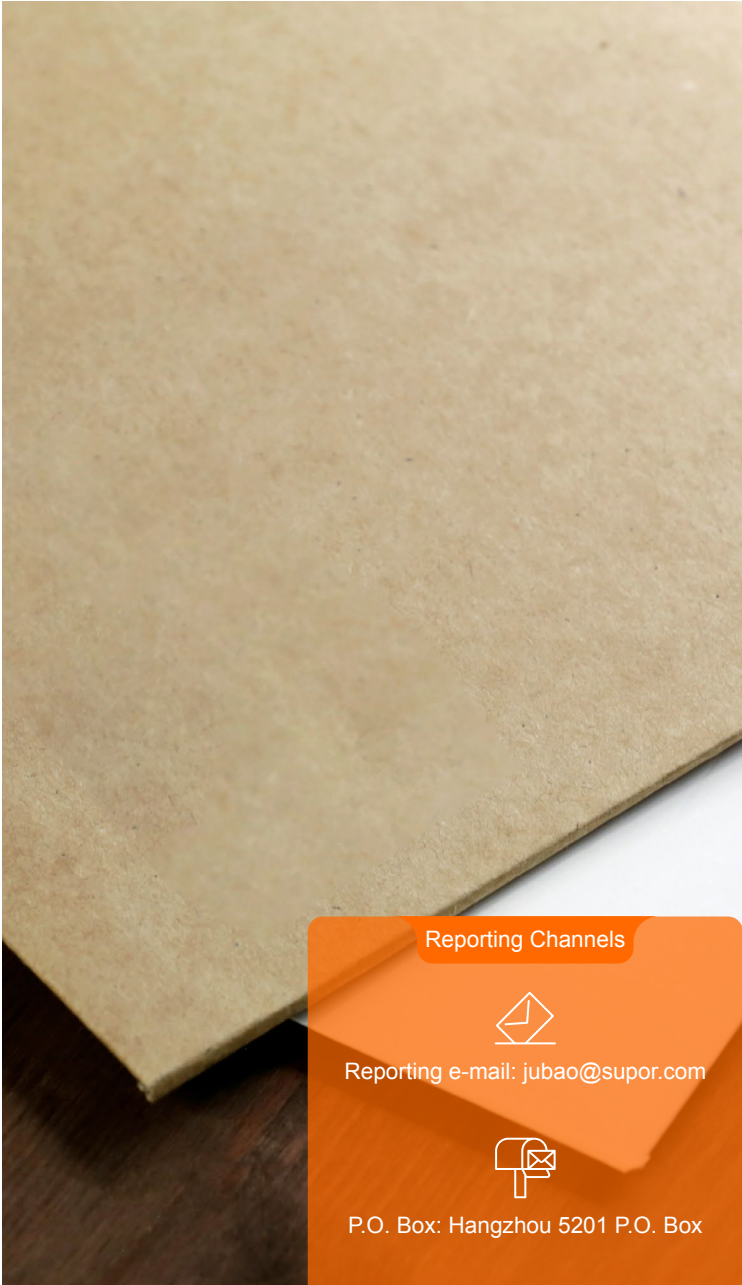
158 new employees

# Whistleblowing Handling

The Company has established accessible channels for smooth complaints and whistleblowing. These channels are outlined in the *Letter of Commitment to Honesty and Self-Discipline* and displayed on the company's official website, encouraging stakeholders to actively report misconduct. We have implemented clear procedures to investigate and address whistleblowing incidents. With a strong emphasis on protecting the rights and interests of whistleblowers, we take resolute measures to prevent any threats or retaliatory actions against them.



Supor's Whistleblowing Handling Process





# 1.3 Intellectual Property Rights

Supor conducts its intellectual property work through four key dimensions: institutional establishment and awareness cultivation, asset (rights) acquisition, risk identification and anti-infringement actions. These initiatives ensure the effective protection of the Company's and employees' innovative achievements while enhancing employee enthusiasm for creativity.

	Institutional Establishment and Awareness Cultivation	Asset (right) Acquisition	Risk Identification	Anti-infringement Actions
Intellectual Property Protection Framework	<ul style="list-style-type: none"> <li>● <b>Institutional establishment:</b> Adhering strictly to IP laws and regulations, the Company has instituted comprehensive internal IP policies and procedures. These policies integrate IP acquisition, maintenance, and operation into our product R&amp;D, manufacturing, and sales processes, thereby safeguarding innovation and managing risks effectively.</li> <li>● <b>Knowledge training:</b> The Company conducts extensive IP training, combining online and offline formats, to ensure thorough dissemination and implementation of IP policies and case studies. This initiative aims to cultivate deep respect for IP, encourage innovation protection, and enhance awareness and capabilities in avoiding IP risks among our employees.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Organization and system:</b> With a dedicated professional IP management team in place, the Company rigorously applies relevant laws, regulations, and internal IP management processes to secure, register, maintain, and manage our trademarks, patents, copyrights, and trade secrets efficiently.</li> <li>● <b>Reward for innovation:</b> Reflecting on industry and market trends, the Company periodically revises and updates its innovation reward programs to recognize and motivate teams and individuals contributing significantly to innovation and IP protection.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Risk control measures:</b> Integrating IP risk assessment within our product R&amp;D and market launch workflows, the Company proactively prevents risks related to trademark, patent, and copyright infringements.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>External multi-dimensional governance:</b> Employing a comprehensive approach, the Company addresses external violations through online complaints, offline civil and legal actions, and cooperation with administrative authorities.</li> <li>● <b>Internal audit and supervision:</b> In line with our internal governance standards, the Company conducts regular internal audits and supervision to ensure adherence to our IP management policies, utilizing self-reports, audit discoveries, and whistleblower reports.</li> </ul>
Intellectual Property Protection Measures for 2024	<ul style="list-style-type: none"> <li>● The R&amp;D system conducted a total of 28 sessions on "R&amp;D System Patent Knowledge Training", while the legal department provided 13 sessions covering "Detailed Rules for the Implementation of Patent Law", "Overseas Patent Knowledge Expansion", and "Practical Aspects of Filing Partial Design Patents", reaching 1,787 participants in total.</li> </ul>  <p>Training Session on Intellectual Property Rights</p>	<ul style="list-style-type: none"> <li>● Zhejiang Supor Co., Ltd, Zhejiang Shaoxing Supor Domestic Electrical Appliances Co., Ltd. and Zhejiang Supor Electrical Appliances Manufacturing Co., Ltd. have successfully maintained the validity of their certificates by passing the annual audit in accordance with the GB/T 29490-2013 standard, <i>Enterprise Intellectual Property Management System</i>.</li> <li>● Zhejiang Supor Electrical Appliances Manufacturing Co., Ltd. has initiated the international standard rating process for ISO 56005, <i>Innovation management—Tools and methods for intellectual property management—Guidance</i>, completing the preliminary assessment in 2024.</li> </ul>	<ul style="list-style-type: none"> <li>● The risk management units, including R&amp;D, strategic marketing, conducted risk assessments in accordance with intellectual property management procedures to prevent potential infringement incidents.</li> <li>● By filing complaints through the platform or engaging in negotiations, infringers were effectively deterred from entering the market, and successful patent licensing agreements were secured.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Trademark infringement identification:</b> Regularly monitor for similar trademarks and, following a comprehensive evaluation, initiate administrative procedures such as oppositions or invalidations against infringing marks.</li> <li>● <b>Patent infringement identification:</b> Monitor products suspected of patent infringement and, after a comprehensive evaluation, address the issue through platform complaints, litigation, negotiation, or other means.</li> </ul>



As of the end of the reporting period, the intellectual property holdings of Supor are as follows:

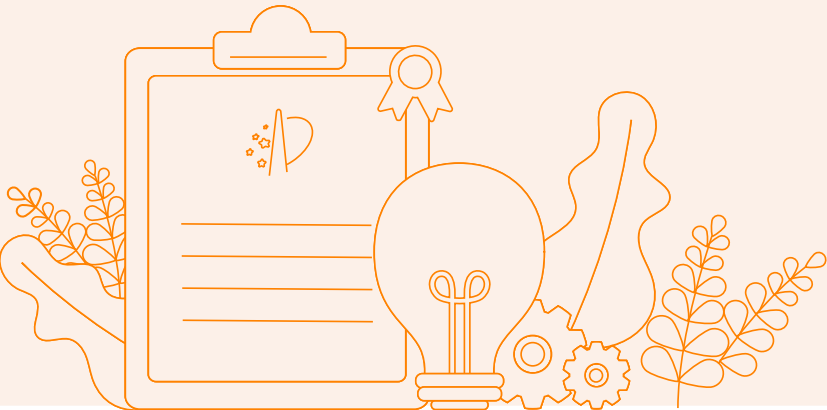
Number of granted invention patents **267**

Number of valid patents (domestic) **18,738**      Number of valid patents (overseas) **44**

Number of registered trademarks (domestic) **660**      Number of registered trademarks (overseas) **209**

Number of registered domestic copyrights (software and works) **52**

**30<sup>th</sup>** Place in the Global Smart Home Invention Patent Ranking TOP 100



Case      Reward Received for the Industrialization of Far-Infrared Rice Cooker Patent

In June 2024, the Market Supervision and Administration Bureau of Hangzhou High Tech Industrial Development Zone (Binjiang) released the list of patent industrialization implementation projects in the district for 2023. Supor's far-infrared series electric rice cooker project was included in the first batch of the top 10 list (Category B).

Supor's R&D team conducted extensive research on different wavebands of far-infrared radiation and identified specific wavebands that, when combined with advanced materials and technologies, formed a high-value patent portfolio. This innovation led to the development of Supor's far-infrared aroma enhancement technology, which outperforms similar foreign products in terms of performance. Currently, the patented far-infrared rice cooker technology has achieved full product line coverage, with multiple product launches catering to the varying demands of consumers across different markets.



# 1.4 Information Security and Personal Information Protection

## Information Security

Supor attaches great importance to information security and personal information protection, establishing a comprehensive information security management system and maintaining its effective operation. During the reporting period, we further strengthened the construction of information security-related systems. Through internal and external audits, regular inspections, and penetration testing, we promptly identified and addressed hidden security risks and management loopholes. Additionally, we conducted information security training to standardize data usage requirements and continuously improved our information security protection capabilities.

During the reporting period ,

15 cybersecurity information tests were conducted

0 information security breaches occurred

0 customer personal information breaches occurred

System construction	The Company has updated its <i>Information Security Protection System</i> , <i>Information Classification System</i> , and <i>Information Backup System</i> . These updates have strengthened requirements for identity verification and graded management of information assets, while also standardizing data backup and disaster recovery management to further enhance information security.
Security System Certification	The Company's e-commerce retail management system (OMS platform), supplier relationship management platform, Supor official website, and Supor IoT platform have all obtained Level 2 certification under the Multi-Level Protection Scheme (MLPS). Additionally, the membership management platform has achieved Level 3 certification under the same scheme. The Company will further pursue ISO 27001 certification in 2025.
Security Test	The Company conducts quarterly cybersecurity assessments, including vulnerability scans, system hardening, and access rights reviews. In 2024, we completed penetration tests on systems such as the employee mall. Several high-risk vulnerabilities were identified and rectified, achieving a 100% fix rate for high-risk issues. All systems passed rechecks and were approved by regulatory bodies.
Information Security Audits	The Company conducts quarterly internal sampling checks related to information security to ensure routine security controls and process compliance. Additionally, an annual internal comprehensive risk assessment is performed to identify potential risks and vulnerabilities. Furthermore, an external information security audit is carried out once a year by an independent third-party agency.
Information Security Training	During the reporting period, the Company conducted two information security training sessions. These sessions aimed to promote and implement the fundamental concepts and importance of information security, the security code of conduct, safety incident reporting procedures, and emergency response protocols. The training also sought to enhance employees' awareness of information security.

## Personal Information Protection

### Management Structure

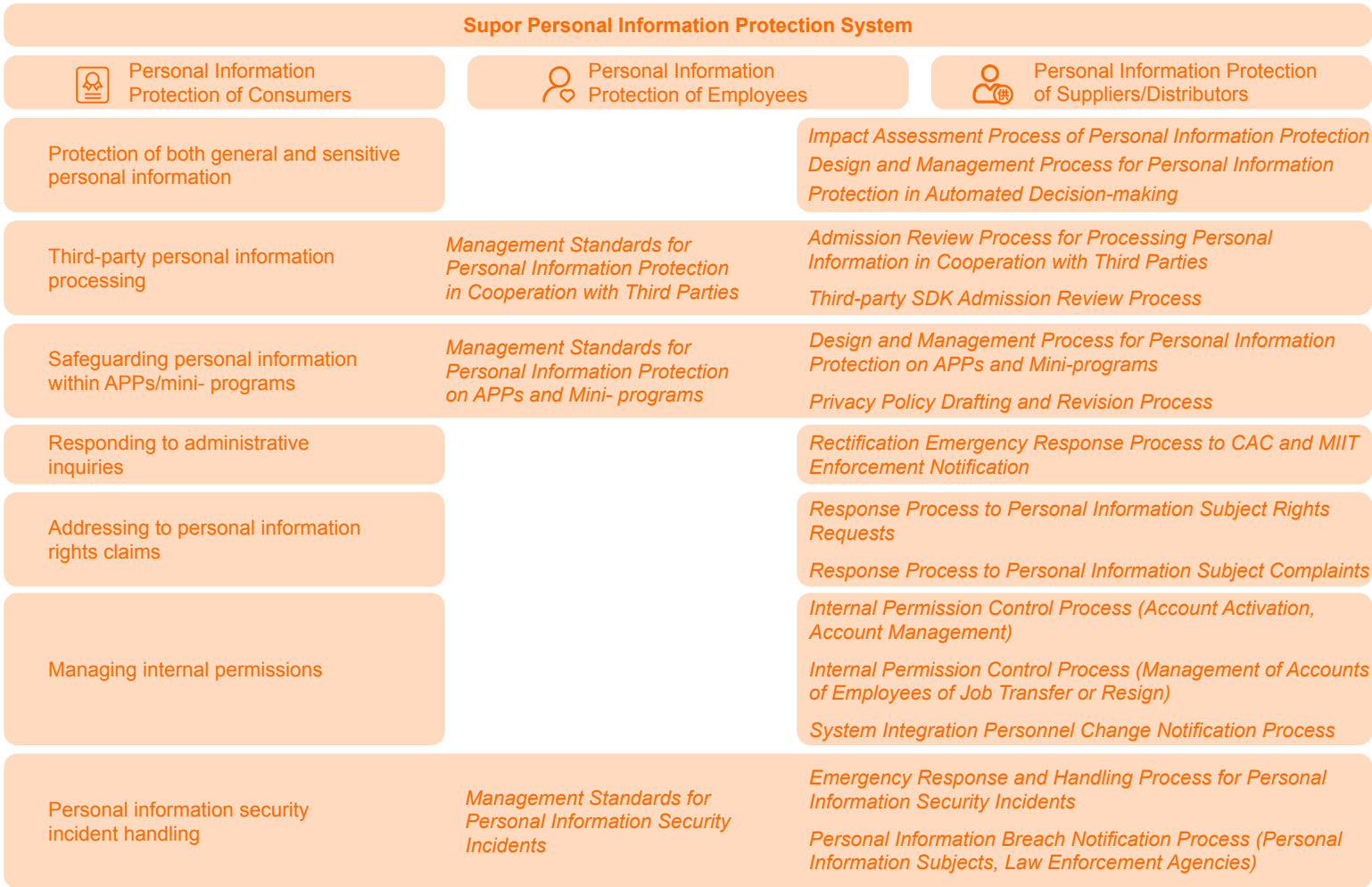
The Company has established a three-tier operational framework for personal information, comprising decision-making, management, and execution levels, to ensure the effective implementation of personal information protection measures.



Personal Information Protection Management Structure

Mechanism Establishment

The company has established the *Supor Personal Information Protection System*, along with a series of related standards and procedures. This ensures that all personal information handling activities strictly comply with laws, regulations, and internal corporate guidelines, thereby safeguarding the security of personal information. We conduct special tests or training on the personal information protection system for employees who have access to personal information, ensuring that laws, regulations, company policies, and relevant standards and procedures are effectively implemented. During the reporting period, the cumulative number of training and evaluation participations reached 812.



Supor Personal Information Protection System Structure

Management Measures

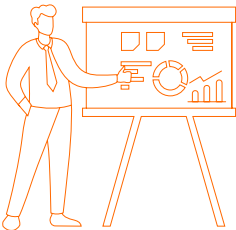
During the reporting period, we strictly conducted personal information processing activities in accordance with laws, regulations, and the aforementioned system document, ensuring the safety and reliability of personal information processing activities throughout the entire lifecycle from collection to deletion.

In addition to our own requirements for personal information protection, Supor also conducts qualification reviews and risk assessments of suppliers, distributors, and service providers who offer systems or system development services. These assessments are carried out in accordance with legal requirements and the aforementioned system documentation. Further protection of personal information security is achieved through risk rectification and the signing of relevant agreements. Meanwhile, we have developed tailored training program for service providers involved in the processing of personal information and have conducted training for them.

During the reporting period,

our training program covered all business units,

with over **200** service provider employees participating in the training



# Innovative and High-Quality Products

Supor steadfastly upholds innovation as a driving force for its development, adhering to quality management principles including "Quality is the foundation of Supor's existence and the starting point for the value and dignity of every member of Supor." The Company rigorously implements a comprehensive quality management system across the entire product lifecycle and applies responsible marketing. This not only protects consumer rights but also continuously enhances accessibility and diversity in customer service, thereby earning consumer trust through superior products and services.

2.1 R&D Innovation and Industry Development Promotion	23
2.2 Product Quality	26
2.3 Responsible Marketing	29
2.4 Customer Services	30

## SDGs Addressed in This Section





## 2.1 R&D Innovation and Industry Development Promotion

### R&D Innovation Management

Strong R&D innovation strength forms the cornerstone of Supor's product competitiveness. Relying on the robust internal synergies between its base innovation center and six R&D manufacturing bases, the Company integrates industrial design, user experience, and consumer trend research into product innovation, delivering enhanced product experiences to consumers.

Supor consistently builds an innovation mechanism centered on talent and establishes an innovation incentive system. At the company base level, the *SUPOR Innovation Reward Policy Notice* has been issued to recognize and reward employees who deliver exceptional innovation outcomes. Each business unit has also released the *Patent Reward Management Measures* to incentivize employees to actively engage in patent application work and provide rewards. Meanwhile, the Company fosters a positive innovation atmosphere through diverse initiatives, such as expert lectures, company-wide innovation proposals, and innovation recognition ceremonies.

During the reporting period,	As of the end of the reporting period,
amount of R&D input is <b>470</b> million	employed <b>1,405</b> R&D personnel

#### Case 2024 Innovation Awards and Recognition Ceremony

In November 2024, the Company held the "President's Innovation Award" recognition ceremony at its headquarter where outstanding platform projects and distinguished inventors of 2023 were recognized and celebrated. During this event, a total of 20 employee representatives from the award-winning projects and 7 outstanding inventors received honors and rewards.



### Product and Technological Innovation Achievements

Supor is committed to creating a relaxed and joyful kitchen experience. Centered around customer needs, and driven by innovative technology, the Company continuously upgrades its products and enhances consumers' quality of life by offering high-quality, intelligent products and solutions.

#### Product Innovation



Titanium-Iron Non-Stick Wok

Featuring Plasma Titanium-Iron Non-Stick Technology and high-temperature nitriding surface treatment, this wok achieves a coating-free, non-stick performance while offering enhanced health benefits and rust resistance.



Rotary Ease-Open Pressure Cooker

Single-hand twist achieves free lid opening, 360° lid closing at will; 100kPa high-pressure cooking ensures time efficiency and enhanced flavor; the design of steaming on top and boiling below makes it a multi-functional pot.



Quick-Release Electric Pressure Cooker

Featuring rapid exhaust fresh-breathing technology for enhanced flavor, premium 316L stainless steel construction, 2200W IH intense heat, and 112kPa high-pressure stewing, this product also includes dual inner pots for distinct flavors.



Titanium Uncoated Inner Pot Rice Cooker

Featuring far-infrared heating technology, the rice cooker improves thermal efficiency and heat retention. The coating-free inner pot has passed professional laboratory non-stick performance tests, meeting the National Standard Level II non-stick requirements.



Explosion-Proof Gas Stove

Featuring an explosion-proof steel plate and multiple safety designs, this stove allows for high-temperature stir-frying to enhance the color, aroma, and taste of ingredients.



## Smart innovation

Guided by in-depth insights into market trends and consumer needs, Supor continues to drive innovation in the field of AIoT-enabled smart products. By integrating AI technology into product functionalities, Supor delivers intelligent solutions tailored to diverse users, enhancing healthy home living across multiple scenarios.



### Breaking language barriers

Upgrade the WiFi module and Bluetooth voice module to support multi-dialect voice functionality, addressing linguistic preferences of users across different regions.



### Caring for a variety of needs

Upgrade the Supor APP, which relies on AI large model technology, to understand the user's situation and dietary needs, and generate recipes based on nutritional principles.

#### Smart Innovation Initiatives

### Case

#### Supor Cloud Dining Platform (云饌) Wins 2024 AWE iPlen Award for Intelligent Technology

The 2024 China Appliances & Electronics World Expo (AWE2024) was held in Shanghai. Themed "Smartize the Future", this year's expo focused on technology, innovation, intelligence, health, low carbon, and other technological fields. The Supor Cloud Dining Platform explores the limitless possibilities of intelligent technology for future culinary lifestyles through three key dimensions: NFC smart technology, digital recipe co-creation, and a gourmet ecosystem. This innovation garnered industry-wide acclaim and the prestigious 2024 AWE iPlen Award for Intelligent Technology.



The Lightweight Thermo-spot Wok was honored with the 2024 German iF Design Award



The Supor Ultra-thin Range Hood AI60 series was honored with the 2024 German iF Design Award



The Large Capacity Thermos Cup and the One-Lid Two-Drink Insulated Coffee Cup were awarded the Successful Design Awards in the Lifestyle & Office category



The Intelligent Cooking Robot and the Quick-Release 100 Electric Pressure Cooker were recognized with the 2024 AWE Excellent Product Award

Driving Industry Development

As a renowned domestic manufacturer and leading brand in the research and development of kitchen cookware and small home appliances, Supor actively participates in industry innovation exchanges, leveraging its own strengths through involvement in industry associations and standards development, to promote transformative industry advancements.

Case

Supor's AI-Driven Innovation

In 2024, the International Data Corporation (IDC), in collaboration with Volcano Engine, released the *White Paper on the Application of Large Models: Action Guide for Corporate AI Transformation*. Supor's AI-Driven "Home Food and Health" IoT Scene Ecosystem was featured as one of the practical application cases, providing a valuable reference for AI transformation in traditional manufacturing.

Supor's Participation in Industry Associations (Partial)*	
Organization Name	Position Held
China National Hardware Association	Council Member Unit
China Household Electrical Appliances Association Rice Cooker Professional Committee	Chairman Committee Member Unit
China Household Electrical Appliances Association Kitchen Appliances Professional Committee	Committee Member Unit
China Electrical Equipment Industry Association Industrial and Domestic Electrical Appliances Branch	Vice Chairman Unit
Shanghai Association of Food Contact Materials	Council Member Unit
China Daily Necessities Industry Association	Committee Member Unit
China Association for Standardization	Vice Chairman Unit
China Energy Conservation Association Green and Efficient Energy-Using Products Professional Committee	Vice Chairperson Committee Member Unit
China Gas Association	Committee Member Unit
China Household Electric Appliance Research Institute	Member of the HomeGPT Committee for Smart Home Families Vice Chairman of the Smart Home User Research Committee

\*Includes Supor Co., Ltd. and its subsidiaries

Category	Released		Under formulation		Total
	As the organizer	As a participant	As the organizer	As a participant	
International standards	/	/	/	2	2
National standards	18	67	3	11	99
Industrial standards	15	23	1	6	45
Group standards	17	56	4	12	89
Total	50	146	8	31	235

Supor's leading/ Involvement in Standard Development

During the reporting period, we organized or participated in the development of several standards, including:

Standard Type	Code	Standard Title
National standards	GB 4343.1-2024	Electromagnetic Compatibility Requirements for Household Appliances, Electric Tools, and Similar Apparatus—Part 1: Emission
	GB 44246—2024	Safety Technical Specifications for Electrical Parts of Household and Similar Appliances, Sports Equipment, and Electric Toys
	GB 44498—2024	Health Technical Specifications for Household and Similar Appliances
	GB 44499—2024	Energy Conservation and Environmental Protection Specifications for Household and Similar Appliances
	GB 21456—2024	Energy Efficiency Limits and Energy Efficiency Grades for Household and Similar Kitchen Appliances
	GB/T 4706.1—2024	Safety of Household and Similar Electrical Appliances—Part 1: General Requirements
	GB/Z 44582—2024	Test Method for Improving Accessibility of Household and Similar Electric Bread Toasters
Industrial standards	QB/T 2174—2024	Stainless Steel Kitchenware
Group standards	T/CHEAA 0037—2024	Quality Grading Specification for Electric Rice Cookers
	T/ZRCX 020—2024	Quality Grading and "Leader" Evaluation Requirements for Stainless Steel Burners of Household Gas Stoves
	T/CAS 954—2024	Technical Specifications for Performance Evaluation of Food Preparation in Baby Food Makers

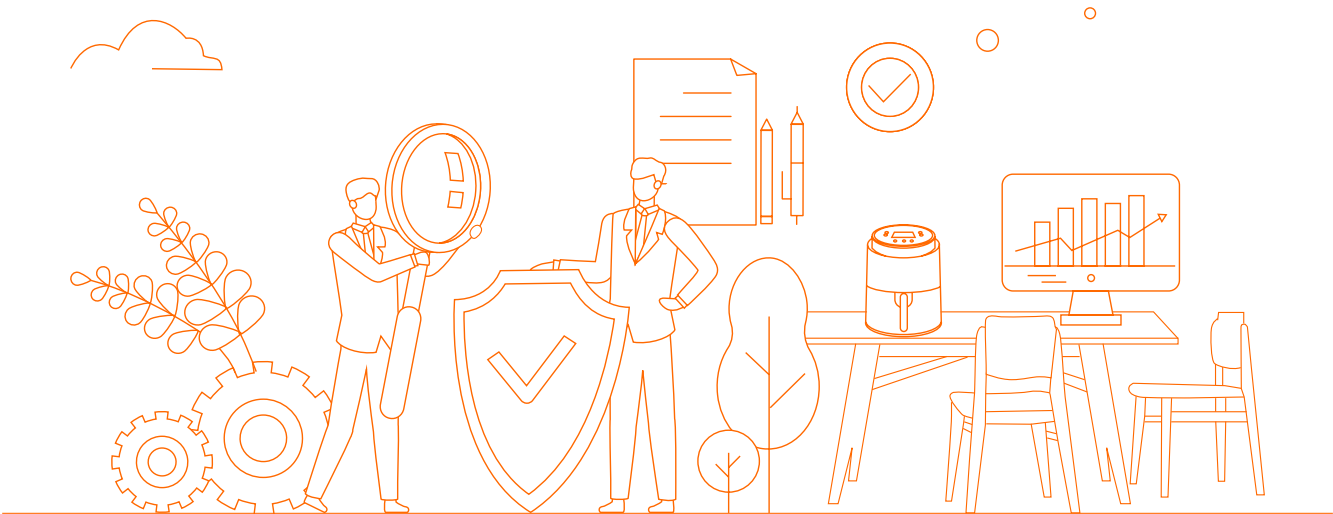
## 2.2 Product Quality

### Quality Management System

Supor has established a quality management organizational structure led by the headquarter' Product Quality and Service Committee, with collaborative management by business units and concrete implementation by each production base. The Company regularly convenes meetings to assess the completion of quality performance indicators, review and monitor the operation of quality systems and product quality performance, continuously driving improvements in product quality.

Each business unit and production base at Supor strictly adheres to standardized product quality and safety management processes. A series of system documents have been established for various stages, including new product development, procurement, production, testing, logistics, and non-conforming product control. These documents include the *Product Design and Development Review System*, the *Management Rules for Product Safety Risk Prevention and Control*, the *Key/Important Production Processes Management System*, the *Product Management Manual*, the *Finished Product Inspection Guidelines*, the *Product Control Measures for Humid Seasons*, the *Non-Conforming Product Control Procedures*, and the *Product Recall System*. During the reporting period, each production base continuously evaluated the effectiveness and comprehensiveness of various systems. Over 100 documents were revised or issued to align with production and operational requirements.

All Supor production bases have passed the certification of the ISO 9001 Quality Management System. Additionally, each production base has obtained external certifications such as the CB system, 3C, GS, NFS, CE, PSE, KC, S-MARK, ETL, UL, and CSA, tailored to their respective product types and target markets.



During the reporting period, Supor's product quality and quality management practices garnered multiple external accolades.

**The Hangzhou Base was awarded as a Quality Trustworthy Enterprise during China's 2024 "Quality Month" Campaign**

Issuing Authority:  
China Association for Quality Inspection

**The "Horizontal Top-Intake Air Fryer" from the Small Domestic Appliance (SDA) Business Unit was awarded the 2023 "Zhejiang Province Manufacturing Excellence" award**

Issuing Authority:  
Economy and Information Technology Department of Zhejiang

**The "Built-in Domestic Gas Cooker" from the Large Kitchen Appliances Business Unit received the Zhejiang Manufacturing Certification**

Issuing Authority:  
Zhejiang Made International Certification Alliance

**The "Titanium-Iron Uncoated Non-Stick Wok" from the Cookware Business Unit was awarded the "Hubei High-Quality Product" in 2024**

Issuing Authority:  
Hubei Provincial Administration for Market Regulation

# Quality Risk Management

Supor strictly implements the established product quality and safety management systems, identifying, controlling, and addressing quality risks throughout the entire lifecycle of products to ensure compliant and safe, high-quality offerings for consumers.

## Control Measures

- Source Control**

Stringent reviews of design, process regulations, and material selection are conducted during the product design phase to ensure compliance with quality requirements and standards;

Quality assurance agreements are signed with suppliers and rigorous inspections of raw materials are performed during the raw material procurement stage.
- Process Control**

Strict production management procedures, process controls, equipment maintenance protocols, and personnel training programs are implemented as part of quality assurance measures during the manufacturing stage.
- Inspection Guarantee**

Raw materials, production processes and finished products are inspected through internal testing and outsourcing testing;

A new product experience system has been established to evaluate the quality and user experience of new products across different regions and environments.
- Defective Product Handling**

Root cause analysis is conducted for defective products, and rework or scrapping is handled in accordance with management procedures.
- Continuous Improvement**

Internal audits and management reviews are implemented, improvement plans are formulated to pursue the continuous enhancement of quality management.

Supor's Quality Risk Control Measures

## Technical Assurance

To enhance product quality risk management and improve quality and reliability, Supor's production bases have continually enhanced their product testing capabilities. They are equipped with a variety of advanced detection equipments and accredited laboratories. During the reporting period, the Wuhan Base added capability in metallographic analysis testing; the Hangzhou Base expanded its capacities for pressure cooker burst pressure testing, tumbler testing, and thermal shock testing; and the Shaoxing (Binhai New Area) Base obtained its first UL witness laboratory qualification.

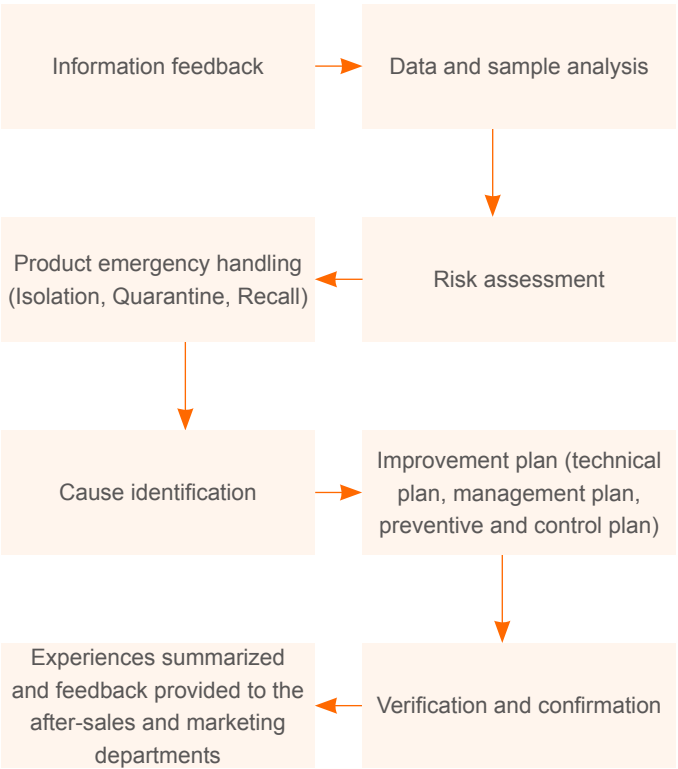
We operate

3

China National Accreditation Service (CNAS) laboratories

## Handling of Quality Defects

Supor has established a robust mechanism to address product quality issues. Each business unit and production base has developed institutional documents, including the *Product Recall System*, the *Market Quality Incident Handling Management Procedures*, and the *Analysis Process for Returns of Defective Sample Machines During Initial Launch of New Products*. These documents ensure closed-loop management of quality and safety incidents. During the reporting period, the Company did not experience any product recall incidents related to quality or safety issues.



Supor Product Quality Incident Handling Process



# Quality Culture Construction

Supor is committed to fostering and promoting a quality culture, enhancing overall quality risk awareness through regular events such as Quality Month, quality training, and knowledge competitions, while strengthening the capabilities of employees in quality-related positions.

Daily Training and Activities	<ul style="list-style-type: none"><li>• <b>Internal training:</b> quality management system and standards, product certification and system management, quality risk management, initial product inspection and gauge usage, safety requirements for household and similar electrical appliances, etc.</li><li>• <b>External training:</b> international trade standards for home appliances, comprehensive quality management for suppliers, advanced product quality planning, on-site quality issue analysis and resolution, etc.</li><li>• <b>Quality Month activities:</b> quality knowledge competitions, quality debates, case studies on quality failures, company-wide collection of latent quality clues and suggestions, etc.</li></ul>
Skill Upgrading Assessment	<ul style="list-style-type: none"><li>• MSA evaluation training, OQC testing tool examination, quality inspection skill competitions</li></ul>
Professional Talent Development	<ul style="list-style-type: none"><li>• <b>Certification training:</b> internal auditor certification, skilled worker quality training, calibration technician certification, engineer training camp</li></ul>

Quality Culture Initiatives Implemented at Various Production Bases in 2024

Additionally, Supor encourages all employees to submit suggestions for improving operations and production management, and rewards those who make outstanding contributions.



Quality Inspection Skills Competition at the Hangzhou Base



Engineer Training Camp at the Yuhuan Base



Training by an External Institution at the Wuhan Base



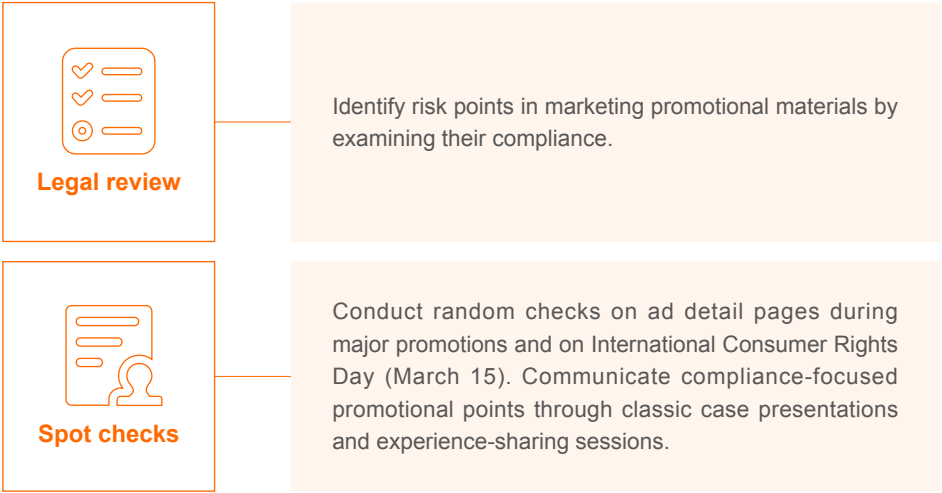
Quality Training at Shaoxing (Binhai New Area) Base



## 2.3 Responsible Marketing

Supor actively practices responsible marketing by rigorously enforcing compliance in promotional management. This is achieved through measures such as system establishment, routine reviews, special inspections, and employee training. We have established the *Guidelines for Advertising Material review*, and we have developed rules for patent-related promotions, providing compliance guidance to business units during the creation and placement of advertising materials. These efforts are designed to eliminate false, exaggerated, or misleading advertising, ensuring that consumers receive complete, objective, and truthful information.

On the basis of self-examination by business units, the Company ensures compliance of marketing activities through legal review and targeted spot checks.

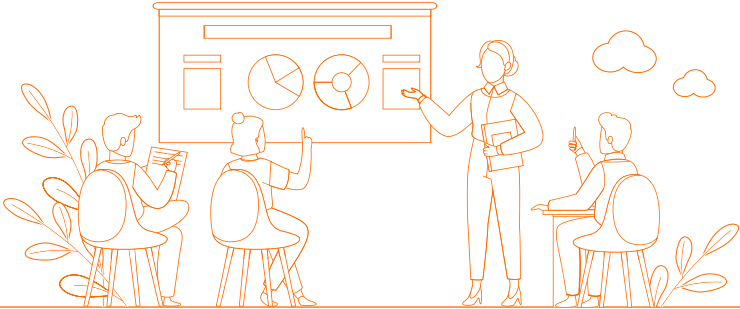


To continuously enhance the marketing compliance awareness of business departments, Supor provides both online and offline training and tests on the Advertising Law and case studies of advertising violations for employees in marketing-related positions. The Company also conducts specialized interpretations of the newly effective *Interim Regulations on Anti-Unfair Competition in Online Environments*. Additionally, a compliance communication group has been established to keep stakeholders informed about the latest compliance updates, fostering a transparent and ethical atmosphere in advertising and promotion.

While strengthening our marketing compliance awareness, we also extend compliance requirements to our advertising material service providers. We develop specialized courses for service providers and conduct training programs for them, incorporating participation in these training sessions as one of the KPI assessment criteria for service providers. This ensures that marketing compliance is effectively implemented throughout the entire service chain.

Category	Topic	Participation
Basic Courses	Compliance Risk Alerts under the New Advertising Law	The cumulative number of training and assessment participations reached <b>568</b>
	Case Studies on Advertising Violations and Compliance Recommendations	
Specialized Training	Analysis of the Interim Regulations on Anti-Unfair Competition in Online Environments	The cumulative number of employees who participated exceeded <b>180</b>
	Case Studies on Advertising Violations	
	Experience Sharing from Outstanding Departments	
Service Provider Training	Key Considerations for Compliance Promotion	The cumulative number of training participations was <b>195</b>

Supor's 2024 Responsible Marketing Training Overview



# 2.4 Customer Services

## Quality Customer Service

Supor adheres to a consumer-centric service philosophy, strictly complying with the requirements of laws and regulations such as the *Law of the People's Republic of China on Protecting Consumers' Rights and Interests*, to comprehensively safeguard customer rights and interests. We provide meticulous and diversified services to continuously enhance user experience and satisfaction.

Customer service departments have been established in each business unit, supported by professional customer service teams, repair technical support, remote engineers, and other resources. To standardize the customer service process, we have established policies and standards, including the *Electric Appliance After-Sales Service Policy*, *After-Sales Service Norms and Execution Standards*, and *Layout Requirements for Repair (Mail-In Repair) Service Outlets*. During the reporting period, we formulated and updated the *Supor Electrical Appliances After-Sales Service Policy 2024* and related service standards, further safeguarding customer rights and ensuring quality services through policy commitments and strategic deployment of service providers.

Building on professionalized service processes, we continue to develop proactive service capabilities, optimizing customer service experiences in terms of service capability and quality, service transparency, and service flexibility.

Optimizing Service Measures	<ul style="list-style-type: none"><li>Each business unit formulates after-sales warranty policies as required and introduce additional policies, such as out-of-warranty depreciation handling and extended warranty services, based on product categories, making after-sales handling more flexible and diverse;</li><li>Optimize the after-sales service process by promoting collaborative courier service for pick-up with packaging for repair, and implementing insured exchange for new categories with high damage rates.</li></ul>
Strengthening Customer Trust	<ul style="list-style-type: none"><li>Establish a visual query system for repair progress, enabling users to check the repair status of their products through the Company's official WeChat accounts or SMS;</li><li>For out-of-warranty repair charges, service providers are required to display transparent pricing on visible signs at their stores, ensuring progress-trackable repairs;</li><li>Conduct manual audits of maintenance orders and follow up on service outcomes via 400 calls to enhance service level based on feedback evaluations.</li></ul>
Ensuring Service Quality	<ul style="list-style-type: none"><li>Implement process assessments on service timeliness, user satisfaction, 1-hour response rate, and order recording standards of service providers. Introduce a service satisfaction reward system for outlets to incentivize continuous improvement in customer service quality;</li><li>Conduct themed training sessions for client personnel on product knowledge, communication skills, and business processes. Arrange face-to-face Q&amp;A sessions between customer service staff and base engineers to comprehensively enhance service levels;</li><li>Establish service tracking and node overtime warning mechanisms to improve service timeliness.</li></ul>

Measures for Optimizing Customer Service

In 2024, the company continued to advance regional adjustments and optimization of service outlets, actively building a national joint unified warranty, efficient and convenient after-sales service system.



To provide consumers with more convenient and efficient repair services, we offer mail-in repair service that enables them to access after-sales support without leaving their premises. By the end of 2024, we have set up 30 mail-in repair centers and 153 mail-in service points.



### Honors and Awards

Adhering to the service tenet of "User Experience First", Supor earned the **2024 JD After-Sales Craftsmanship Service Award**.

Diversified Services

Supor persistently develops a comprehensive user operations matrix, employing refined user lifecycle management strategies to foster positive interactions with users across all stages—pre-sale, during-sale, and after-sale. By integrating public and private channels, Supor delivers a diversified range of professional service. Beyond the traditional 400 hotline service, we actively provide online services, including product guidance, installation, and repair requests, to tens of millions of consumers through the Supor official WeChat mini-program.

	Pre-Sale	During-Sale	After-Sale
Public channels	Collect and analyze consumer demands for products and services, then provide feedback to product development and after-sale teams to form improvement and enhancement plans.		
Private channels	Product recommendations and installation services	Product usage instructions and value-added services	Trade-ins, cleaning, and maintenance services


Supor's Diversified Customer Service Matrix

By the end of the reporting period, Supor's brand membership had reached

tens of millions

With an additional 5.9 million members across all channels. This further enhances the user experience.

In 2024, we continued to enhance the value-added services and after-sales functionalities of the Supor mini-program, aiming to boost user engagement and enhance recognition of our products and services.



Value-Added Services

- Introduced a new video operation manual feature, encompassing 642 video manuals covering 544 models. Users can simply scan product-related QR codes to view installation, usage, and maintenance videos, bypassing lengthy textual instructions and facilitating quicker comprehension and usage.
- Added 32 themed inspiration content sections and 252 exclusive electronic recipes, covering core product categories across major business units. These additions help users utilize products more efficiently and enhance cooking productivity. During the reporting period, the cumulative visits to the themed inspiration content and electronic recipe sections exceed 880,000.



Supor Mini Program E-Recipe Poster



After-Sale Services

- Entry points for trade-in and cleaning services have been added on the Customer Service Hall page, further enhancing the after-sale service experience for users.

## Amplification of Customer Satisfaction

To enhance customer satisfaction, we actively listen to customer feedback through various channels, including phone follow-ups, satisfaction monitoring on e-commerce platforms, market visits, and other methods to gather customer insights. Additionally, we continue to advance our Voice of Customer (VoC) project. In 2024, we strengthened the relationship between the brand and its users through private channel operations. By collaborating with loyal customers, we conducted a series of user surveys, feedback collection initiatives, and co-creation activities both online and offline.

Case

Roundtable Brand Co-Creation Event

In August 2024, through self-media and community channels, we selected 30 highly loyal users from nearly a thousand applicants, representing various industries and age groups, to participate in an offline roundtable co-creation event. During the event, they engaged in a three-hour in-depth co-creation session with brand representatives, discussing brand perception, category awareness, and product-related topics. This not only strengthened the bond between the brand and its users but also provided the brand with substantial suggestions.

Supor has established a standardized workflow for handling customer complaints, offering multiple feedback channels including e-commerce platforms, service outlets, contact centers, and WeChat customer service. Dedicated personnel are assigned to manage each complaint channel, ensuring that all feedback is received and processed promptly. Additionally, we coordinate with relevant departments to swiftly provide customers with resolution plans.



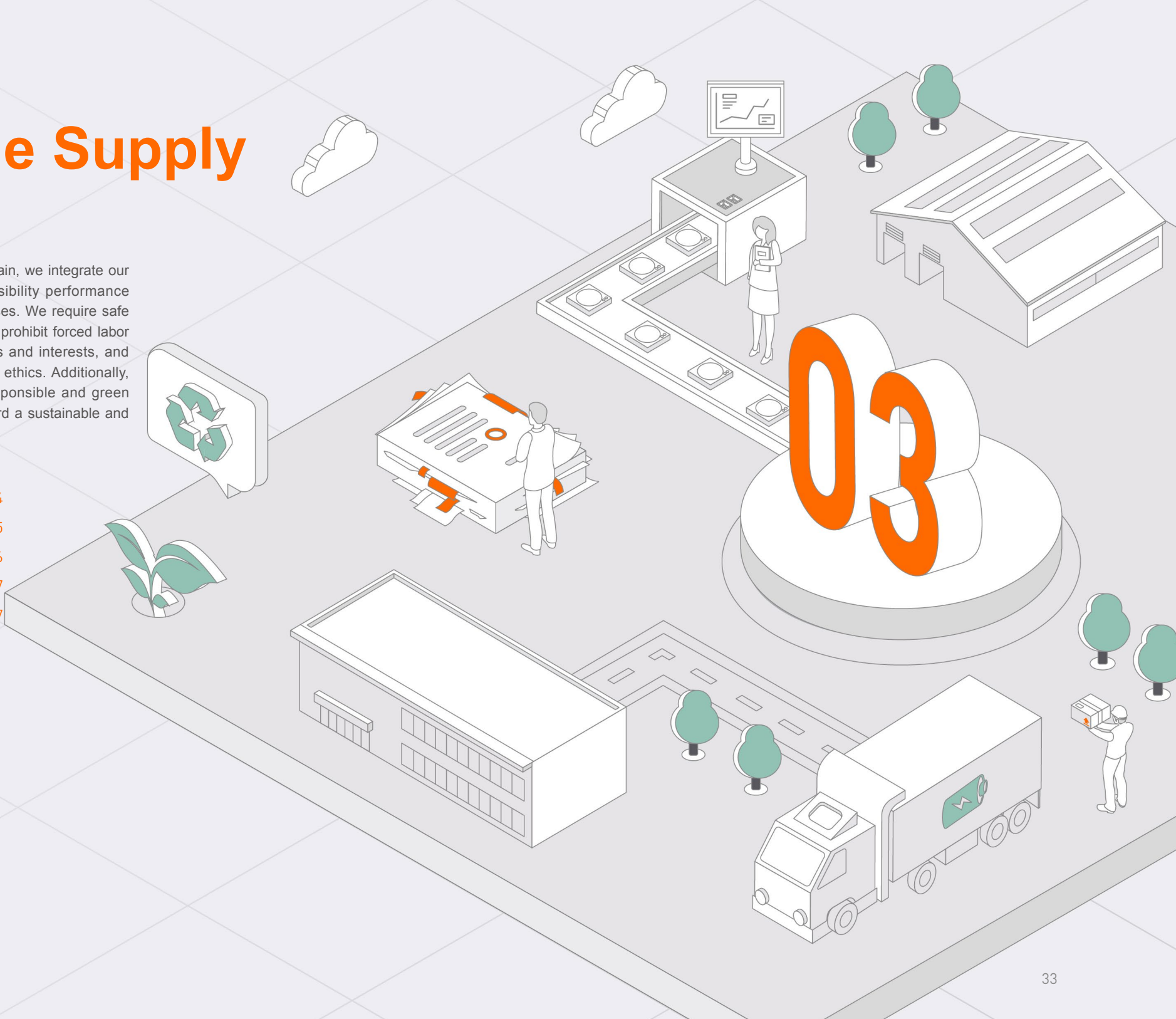


# Sustainable Supply Chain

To build a sustainable and resilient supply chain, we integrate our suppliers' environmental and social responsibility performance into our admission and management processes. We require safe working conditions from our suppliers, strictly prohibit forced labor and child labor, fully protect employee rights and interests, and adhere to the highest standards of business ethics. Additionally, we collaborate with suppliers to explore responsible and green procurement practices, driving progress toward a sustainable and environmentally friendly future.

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Business Ethics

## SDGs Addressed in This Section





### 3.1 Stable Supply

Supor has established a supplier management framework that covers supplier admission, performance evaluation, tiered management, and ongoing risk monitoring through a series of systems, including the *Supplier Management System*, *Procurement Control Procedures*, and *Quality Assurance Agreement*. Through this management framework, we have built a stable and efficient supplier base, fostering long-term, mutually beneficial, and win-win partnerships. During the reporting period, our business divisions engaged with over 900 primary suppliers and conducted 280 supplier audits\*.

The Company adheres to a "quality first" criterion for supplier admission, rigorously reviewing supplier qualifications while emphasizing environmental protection and social responsibility to ensure the sustainable development of the supply chain. During the supplier admission process, an audit team composed of personnel from departments including quality control, research and development, procurement, finance, and more evaluates suppliers using a multi-dimensional assessment system. The evaluation results are divided into four ratings based on scores: Qualified, Qualified with Improvement Required, Disqualified for Re-evaluation, and Disqualification.



Supplier Admission Evaluation Dimensions

Supor conducts monthly and annual evaluations for its suppliers. Key suppliers with regular shipments undergo monthly performance evaluation covering critical dimensions such as quality, delivery, project management, and cost. The evaluation results directly influence their tiering and the depth of collaboration. The evaluation system is categorized into four levels: A, B, C, and D. Suppliers rated C or D must take corrective actions within a specified timeframe. Repeated C/D ratings may result in penalties such as order transfers or disqualification. Dynamic monthly performance evaluations ensure continuous improvement among suppliers, enhancing overall supply chain efficiency.

\*Note: Audits include new supplier qualification audits, annual audits for critical suppliers, and other major audits. This scope excludes routine performance evaluations and assessments of suppliers.

Eligible suppliers also undergo annual comprehensive assessments, which consolidate the results of monthly performance evaluations to identify and honor outstanding suppliers with rewards and recognition. Reward measures include prioritized order allocation, technical support, and favorable payment terms, stimulating supplier motivation and improving cooperation quality. The annual comprehensive evaluation thoroughly examines supplier performance, fostering a survival-of-the-fittest environment to ensure the realization of the Company's long-term strategic objectives.

Quality	Market quality	Inspection quality	Cost control	Dimensions
	New product quality	Quality cooperation		
Delivery	Production plan achievement rate		Technological innovation	Project Management
	After-sales components achievement rate		Development progress	

Monthly Performance Evaluation System of the Small Domestic Appliance (SDA) Business Unit

Meanwhile, Supor conducts annual risk prevention assessments for its suppliers. For suppliers identified with operational risks, the supplier management team or the procurement department carries out risk assessment reviews. The supplier risk assessment covers five dimensions: financial risk, quality risk, business risk, competitive risk, and social and environmental risk. Based on the assessment results, corresponding measures are implemented to mitigate potential risks.



Supplier Risk Assessment Dimensions

Risk Assessment Conclusion and Countermeasures	
High risk	Conduct at least one on-site inspection or written investigation of suppliers every six months.
Medium risk	Conduct one on-site inspection or written review of suppliers annually.
Low risk	Conduct one on-site inspection or written review of suppliers every two years, as necessary.

## 3.2 Responsible Procurement

Supor attaches great importance to the ESG levels across the entire supply chain, extending ESG management into the supply chain. In the supplier admission phase, we have established environmental and social responsibility risk assessment criteria to foster a more responsible supply chain. During the reporting period, no suppliers were eliminated or had their cooperation terminated due to environmental protection and social responsibility-related issue.

<div>  <div>Social responsibility</div> </div>	<div>  <div>Environmental</div> </div>
<ul style="list-style-type: none"> <li> <b>Labor Rights:</b>  Verify whether suppliers engage in practices such as child labor, underage labor, forced labor, prison labor, debt bondage, or unequal contractual labor. Additionally, ensure there are no instances of sexual, psychological, physical, or verbal harassment, abuse, intimidation, or bullying. </li> <li> <b>Occupational Health Examinations:</b>  Confirm that suppliers conduct pre-employment, during-employment, and post-employment occupational health examinations for workers exposed to potential occupational hazards. </li> <li> <b>Special Equipment Management:</b>  Verify that suppliers have registered their special equipment and conduct regular inspections. Ensure that operators of special equipment hold valid operational certificates and that adequate personal safety protection measures are in place. </li> <li> <b>Training Program:</b>  Verify that suppliers have established education and training procedures and plans, implemented in phases and levels. These plans should cover quality, environment, and safety topics, including orientation, on-the-job, pre-job, job transfer, and department-specific training. </li> </ul>	<ul style="list-style-type: none"> <li> <b>Environmental Monitoring:</b>  Confirm that suppliers obtain environmental monitoring reports on schedule and conduct regular monitoring of the company's "three wastes" and noise levels. </li> <li> <b>Hazardous Chemicals Management:</b>  Ensure that suppliers properly manage hazardous chemicals and their waste. Verify that there have been no environmental complaints or incidents in the past year. </li> <li> <b>Environmental Impact Assessment:</b>  Verify that suppliers have obtained an Environmental Impact Assessment report as required by regulations. </li> <li> <b>Document Management:</b>  Confirm that suppliers have a document management procedure in place to effectively manage quality, environmental, and safety-related documents and information records, including external documents. </li> </ul>

Example of Environmental and Social Responsibility Criteria for Supplier

The Company strictly adheres to international human rights regulations and labor standards, ensuring that every employee within the supply chain works in a fair and secure environment. To this end, Supor follows the Group's unified *Responsible Sourcing Charter*, which explicitly mandates suppliers to comply with the United Nations Global Compact, the CECED Code of Conduct, the Universal Declaration of Human Rights, and the conventions of the International Labour Organization (ILO). The Company is committed to maintaining practices free from forced labor, child labor, and excessive working hours, while ensuring wages meet or exceed the local minimum wage. Additionally, suppliers guarantees workers' health and safety, promotes non-discrimination, upholds freedom of association, and ensures that its business activities do not harm the environment.

Supor conducts regular reviews to ensure that suppliers strictly comply with the provisions of the *Responsible Sourcing Charter*. These reviews may include written investigations or involve commissioning professional firms to conduct on-site assessments and audits. In the event of any violations, Supor will, according to established procedures, require the supplier to submit an improvement plan and monitor the implementation of the plan. Supor reserves the right to terminate the partnership if the supplier is found to be in significant violation or fails to address non-compliance issues.

Furthermore, the Company regularly conducts Workplace Conditions Assessment (WCA) audits on suppliers to evaluate their workplace conditions, labor rights protections, environmental management practices and other social responsibility fulfillment.

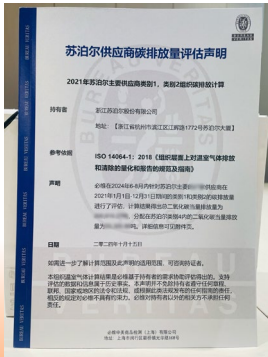
### 3.3 Green Supply Chain

With the global focus on sustainable development intensifying, building a green supply chain has become a critical strategy for businesses to achieve a win-win balance between environmental responsibility and commercial value. In 2024, Supor's parent company has committed to reducing Scope 3 carbon emissions by 25% compared to 2021 levels by 2030—a target validated by the Science Based Targets initiative (SBTi), Supor will actively promote the achievement of this target.

In 2024, Supor actively advanced the development of a green supply chain by conducting a comprehensive review of supply chain carbon emissions, carrying out carbon inventory and data statistical analysis, organizing procurement carbon reduction workshops, and promoting green initiatives among suppliers, thereby laying the groundwork for subsequent carbon reduction efforts.

The company's Green Supply Chain initiative involves conducting a systematic review of carbon emissions across the supply chain. During the reporting period, we distributed carbon emission surveys to our major suppliers, examining their energy structures, carbon emission data, and intentions regarding carbon reduction efforts. This process ultimately helped us identify pilot suppliers for carbon reduction initiatives.

During the reporting period, the Company engaged a third-party professional agency to conduct carbon inventories for suppliers representing 60% of our finished goods procurement, using 2021 as the baseline year for carbon reduction. Meanwhile, the Company also conducted carbon emission data analysis for these suppliers during the 2022-2023 period. Through these efforts, we have gained a clearer understanding of the carbon emissions within our supply chain, laying a solid foundation for subsequent development of practical carbon reduction measures.



Supplier Carbon Inventory Project Certificate

During the reporting period, the Company also organized multiple cross-business unit and cross-base procurement carbon reduction workshops. Procurement teams from various business units and bases actively engaged in collective discussions to map out carbon reduction strategies and share best practices in supplier management. Meanwhile, we also promoted green practices among suppliers during our daily interactions and key meetings, ensuring they fully understand the background and value of carbon reduction efforts. This paved the way for subsequent supply chain emission reduction initiatives.



Scope 3 Carbon Reduction Action Workshop

#### Case "Dual Carbon" Goals Promotion at the Supplier Conference of the SDA Business Unit

In June 2024, the Procurement Department of Supor's SDA Business Unit organized a Supplier Conference. During the conference, we promoted and shared knowledge on ESG, CSR, and the "Dual Carbon" goals with our suppliers, aiming to enhance their overall understanding of these concepts, as well as the carbon emission reduction roadmap under Supor's Scope 3 procurement. This effort lays a solid foundation for subsequent actions to encourage suppliers to reduce carbon emissions.



The Supplier Conference



## 3.4 Traceability and Conflict Minerals

### Traceable Raw Materials

To ensure the traceability of raw material sources and guarantee quality, Supor has established a raw material traceability policy. Taking the Cookware Business Unit as an example, corresponding traceability standards have been formulated based on the importance of raw materials and delivery methods. By designating secondary suppliers, we can trace the certified origins of raw materials such as glass, phenolic molding compound, and silicone. For recycled aluminum, we maintain detailed ledger records, including key information like its source, quantity, and quality, and conduct semi-annual spot checks to verify the accuracy of these records. For the recycled stainless steel, we require each batch of material to be accompanied by a quality warranty, which is strictly reviewed by the quality management department to ensure compliance with corresponding quality standards and requirements. Upon approval, we securely store the quality warranty for subsequent verification.

### Management of Conflict Minerals

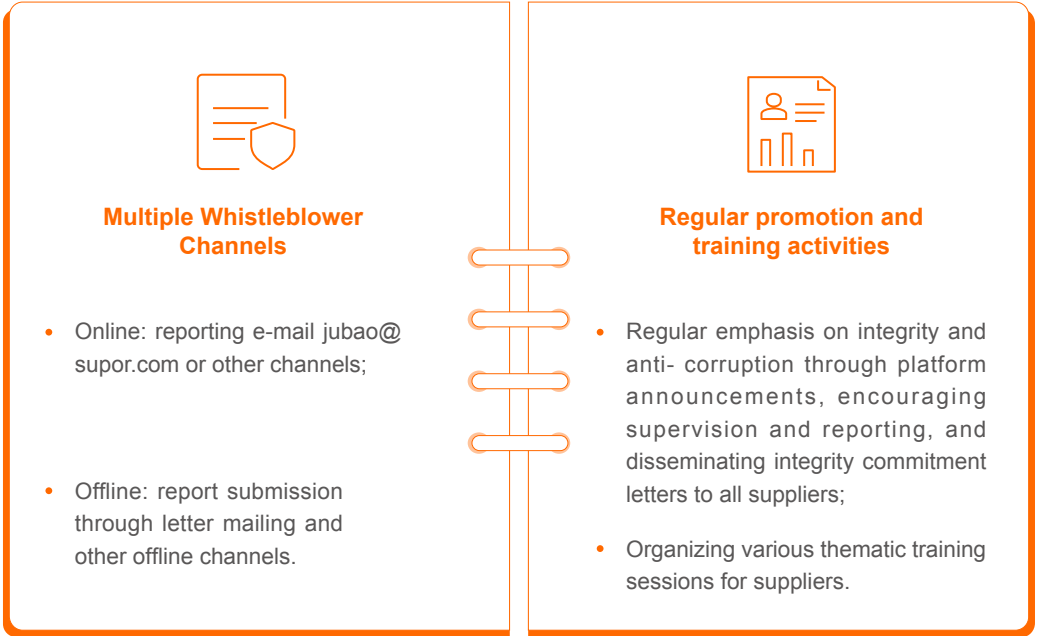
Supor has implemented a stringent review process for the mineral sources of its new suppliers. We require primary suppliers to trace back to the source of the minerals and conduct inquiries in detail via email with their upstream suppliers to ensure the accuracy and comprehensiveness of the information. During on-site assessments, we directly inquire about the details of the mineral sources from the suppliers. Additionally, we mandate that relevant suppliers sign declarations committing to the non-use of conflict minerals, thereby further ensuring compliance and ethical responsibility within the supply chain. We have established a Conflict Mineral Tracking Sheet to document and monitor suppliers' mineral sourcing information, enabling the timely identification and resolution of potential issues.

During the reporting period, the SDA Business Unit conducted an in-depth investigation into upstream supply resources, with particular attention to raw materials potentially involving conflict minerals. After stringent scrutiny, it was confirmed that these raw materials, when used in PCBA (Printed Circuit Board Assembly) and electrical components, did not originate from any conflict regions.

We have further expanded the implementation scope of responsible procurement, extending the monitoring of conflict minerals to the procurement of core metallic raw materials such as aluminum ingots and stainless steel. During the reporting period, we conducted a review and research on the usage of raw materials, including aluminum ingots, in areas of current dispute, and required suppliers to provide corresponding compliance declarations. All pertinent suppliers have affirmed that their upstream supply chains are free of conflict minerals and pose no risks of disputes, and they have provided compliance declarations. In the future, we will continue to closely monitor the issue of conflict minerals and further refine our conflict minerals management system.

## 3.5 Suppliers' Integrity and Business Ethics

To enhance transparency and standardization in the supply chain, the Company has established a stringent supplier integrity cooperation mechanism. All procurement personnel and suppliers are required to sign the *Letter of Commitment to Honesty and Self-Discipline/Responsible Procurement Charter*, pledging to comply with relevant laws, regulations, and company policies. The Company has established diverse reporting channels to facilitate timely reporting of any misconduct by any stakeholders. To increase suppliers' awareness of sustainability issues and enhance their risk management capabilities, we regularly host supplier communication conferences. These conferences cover topics such as anti-bribery and anti-corruption, ensuring that suppliers fully understand and implement integrity requirements.



# Environmental Responsibility

Supor consistently practice environmental responsibility as a core principle of its sustainable development. The Company strictly adheres to environmental protection regulations, employs advanced processes and eco-friendly materials, effectively controls environmental pollution, and actively aligns with the nation's "Carbon Peaking and Carbon Neutrality" strategic goals. Additionally, we proactively explore circular economic models, improve product recycling efficiency, and establish closed-loop systems for efficient resource utilization. In resource management, Supor emphasizes efficient energy management, implements intelligent systems, and promotes sustainable development, contributing to a greener future for our planet.

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- 4.2 Environmental Compliance and Pollution Reduction with Enhanced Efficiency ..... 40
- 4.3 Resource Management and Circular Economy ..... 44

## SDGs Addressed in This Section



# 4.1 Climate Change and Low Carbon Development

## Management Framework

In response to the escalating climate crisis, Supor refers to the disclosure recommendations and framework of the Task Force on Climate-Related Financial Disclosures (TCFD), proactively identifying risks and opportunities related to climate change, and developing corresponding measures based on these findings.

Supor continuously improves its internal management mechanisms and approaches, enhancing the effectiveness of its climate change management. The Company manages climate-related issues through the establishment of an ESG governance framework, integrating climate response into its corporate strategy. The Supplier Carbon Management Working Group, Eco-Design Working Group, and other working groups under the ESG Committee are responsible for the daily management and implementation of climate-related risks and opportunities, driving various departments to identify risks and opportunities associated with climate change and to take responsive measures.

## Climate Risk and Opportunity Identification

Supor proactively identifies potential climate-related risks and opportunities that may impact the Company, taking into account both external environmental changes and internal development status, and actively implements appropriate response measures. For *Climate Change Risk and Opportunity Analysis*, see the appendix.

## Climate Indicators and Targets

To better respond to climate change and mitigate the negative environmental impact of business activities, Supor has established a strategy for energy conservation and carbon reduction. This strategy focuses on three main areas to continuously drive the implementation of energy-saving and emission-reduction measures across its production bases, ensuring the fulfillment of emission reduction targets.

In 2024, Supor's parent company has committed to reducing Scope 1 and 2 carbon emissions by 42% compared to 2021 levels by 2030—a target validated by the Science Based Targets initiative (SBTi). Supor will actively participate in the achievement of this target, by promoting energy conservation and consumption reduction efforts, thereby lowering carbon emissions generated during operational and production processes.

The Company's energy consumption and carbon emissions during the reporting period are as follows:

Indicator	Unit	2024
Total consumption of purchased electricity	GWh	216.0
Total green electricity generated and consumed on-site	MWh	6,094.2
Total consumption of natural gas	10,000 m <sup>3</sup>	604.7
Total consumption of petrol	10,000 L	13.4
Total consumption of diesel	10,000 L	4.4
Total consumption of liquefied petroleum gas	tons	634.8
Total consumption of liquefied natural gas	tons	4,232.4
Greenhouse gas emission (Scope 1)	tCO <sub>2</sub> e	27,727.2
Greenhouse gas emission (Scope 2)	tCO <sub>2</sub> e	115,890.9
Greenhouse gas emission (Scope 1 + Scope 2)	tCO <sub>2</sub> e	143,618.1
Greenhouse gas emission (Scope 3)	tCO <sub>2</sub> e	2,731,814.8

Note: 1. In accordance with the principle of materiality, the basic statistical scope covered in the table includes the six major R&D and manufacturing bases in Yuhuan, Hangzhou, Shaoxing (Binhai New Area and Keqiao District), Wuhan, and Vietnam. The calculation methodology adheres to the *Greenhouse Gas Protocol* published by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD).

2. Scope 1 greenhouse gases include emissions from the combustion of natural gas, gasoline, diesel, liquefied petroleum gas and liquefied natural gas, plus emissions from leaks of refrigerants, septic tanks, and carbon dioxide fire extinguishers. Emission factors are derived from the *Guidelines for Greenhouse Gas Emission Accounting and Reporting in Mining, Land Transportation, and Other Industrial Enterprises (Trial)* and the *Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (AR6)*; Scope 2 greenhouse gases account for emissions from purchased electricity, with emission factors referenced from the *Announcement on the Release of Carbon Dioxide Emission Factors for Electricity in 2022* released by the Ministry of Ecology and Environment and the National Bureau of Statistics of the PRC.

3. During the reporting period, scope 3 emissions only cover category 1: carbon emissions generated from purchased goods and services.



# 4.2 Environmental Compliance and Pollution Reduction with Enhanced Efficiency

## Environmental Management

Supor strictly adheres to the *Environmental Protection Law of the People's Republic of China* and other national laws and regulations, as well as the requirements of local regulations in the regions where it operates, and continuously improves its own environmental management methods and systems. As of the end of the reporting period, all major production bases have passed the certification of the ISO 14001 Environmental Management System. Based on the ISO 14001 Environmental Management System, the Company has established internal procedures at the base level, including the *Environmental, Occupational Health and Safety Operational Control Procedure*, the *Environmental Management Control Procedure*, and the *Environmental, Occupational Health and Safety Objectives and Management Program*. These measures are designed to continuously improve the environmental management system.

Supor actively promotes the "green office" environmental concept and a low-carbon lifestyle. The Company is committed to creating a green office environment through practical actions and building an environmental culture.

The company implements a range of environmental protection training programs designed to enhance employees' knowledge and awareness in this area. These initiatives encompass corporate environmental awareness sessions, training on solid waste management, and the display of ESG posters. Furthermore, to engage employees more effectively, the Company holds environmental knowledge contests to spread environmental protection information.

During the reporting period, the total investment in environmental governance and protection is

31.4 million.



We adopt energy efficient office equipment and shared office devices to reduce idleness and enhance efficiency.



We encourage low-carbon practices in the workplace, such as turning off lights and air conditioners when they are not in use, and ensuring complete power-off during non-working hours.



We promote remote communication and online meeting formats to reduce business travel and lower energy consumption.



We promote paperless and electronic office practices, advocate for double-sided printing, and encourage employees to conserve paper.



Shaoxing (Binhai New Area) Base Environmental Protection Poster

## Case

## Unveiling Ceremony of Supor's 30th Anniversary Special Exhibition and World Earth Day Event

On the occasion of its 30<sup>th</sup> anniversary, Supor showcased its classic products, along with precious photos and videos from the past three decades, which were collected through various channels. This exhibition allowed the Company, together with its employees and partners, to reflect on the challenging journey of its development over the past thirty years.

The Company specially scheduled the unveiling ceremony of the exhibition on World Earth Day to convey to employees the importance of sustainable development for the brand. Additionally, the Company distributed eco-friendly bags, water bottles, and other related items to encourage employees to reduce the use of plastic bags and bottled water.



"World Earth Day" Photo Booth



"Carry Green, Contain Health"—Supor's Eco-Friendly Kit for World Earth Day



Plantable "Wish Seed Cards"

The company also vigorously advocates for sustainable lifestyle among its user base, integrating the principles of green living into consumers' everyday activities and festive occasions. For example, in April 2024, coinciding with World Earth Day, the company launched a "Sustainable Living" campaign on Weibo and WeChat. By introducing the hashtag #LivingInGreen, the initiative encouraged consumers to share their personal environmental philosophies and daily practices. This effort aimed to raise environmental awareness and promote the adoption of eco-friendly lifestyles.

World Earth Day Campaign on  
Supor Official WeiboSupor Mini Program Shares "Low-Carbon  
Living Tips" with ConsumersArbor Day Campaign on Supor  
Official Weibo



## Pollution Prevention and Control

Each Supor production base strictly adheres to the laws and regulations of the People's Republic of China, including the *Environmental Protection Law*, the *Air Pollution Prevention and Control Law*, the *Water Pollution Prevention and Control Law*, and the *Law on the Prevention and Control of Environmental Pollution by Solid Waste*. In compliance with these regulations, the Company has established clear and specific management requirements for various emissions and wastes, such as wastewater, exhaust gases, and factory boundary noise. Self-monitoring is conducted as required, and the results consistently meet the relevant standards. Supor is committed to rigorously controlling the generation and discharge of wastewater, exhaust gases, solid waste, and noise in its production operations.

### Wastewater Discharge Management

Supor actively implements measures to reduce wastewater discharge by establishing a management system based on the *Sewage Treatment Station Operation Procedures* at its production bases. This system standardizes sewage treatment processes and ensures compliance with discharge permit requirements, thereby minimizing the environmental impact of its operations. Currently, the Company's wastewater primarily consists of industrial sources, such as cleaning wastewater, dust removal wastewater, spray booth wastewater, and sulfuric acid tank wastewater from oxidation processes, as well as domestic sewage. Supor strictly adheres to relevant laws and regulations and does not discharge wastewater directly into natural water bodies. Instead, the Company ensures that wastewater is treated and only released into municipal sewage treatment plants after the water quality parameters meet the required standards.

Supor conducts a classified management system for wastewater, with discharge monitoring conducted by personnel from various operational bases and third-party entities. The on-site sewage treatment stations at Supor's major operating bases primarily utilize environmentally friendly processes, including pre-treatment, pH adjustment, coagulation, and sedimentation. Domestic wastewater is treated in septic tanks and disinfected before being discharged into the municipal sewer system. Production wastewater is pre-treated to meet standards at the plant's sewage treatment station before being released into municipal sewage networks and treatment plants. Additionally, the Company has established an online monitoring system to enable real-time tracking of wastewater discharge. Regular wastewater testing is conducted by professional third-party inspection agencies to ensure compliance. During the reporting period, the Company discharged a total of 1,465.4 thousand tons of wastewater.

### Exhaust Gas Emission Management

Supor has established an *Exhaust Emission Control Procedures* management system to minimize exhaust gas emissions and ensure full compliance with regulations, thereby preventing atmospheric pollution. The Company's exhaust gas emissions primarily originate from various processes, including spray coating, sandblasting, polishing, high-temperature furnace operations, injection molding, oxidizing acid mist, cleaning lines, and product sintering during R&D and production activities.

The safety and environmental management departments at Supor's various bases are responsible for the daily operation, maintenance, and inspection of exhaust gas treatment facilities. They also commission third-party organizations with professional qualifications to conduct regular exhaust gas testing at major operational bases, ensuring compliance with emission standards. Additionally, the Company has installed online monitoring equipment for exhaust gases, which is connected in real-time to local environmental protection platforms for data uploading. This integration of information technology strengthens the monitoring of exhaust gas emission management, allowing for continuous monitoring and targeted control of pollutant emissions.

Case

Exhaust Gas Purification Equipment at Yuhuan Base

To significantly mitigate the adverse environmental impacts of exhaust emissions, the Yuhuan Base implemented a series of advanced purification processes, including water curtain treatment, cyclone spray, and activated carbon adsorption, for the exhaust gases generated in production activities such as polishing dust removal, sand blasting dust removal, coating, and sintering. These measures strictly ensure that particulate emissions in the exhaust gases comply with national standards.

Water Curtain Treatment

Cyclone Spray

Activated Carbon Adsorption

Emission Outlet

Case

Supor Adds Exhaust Gas Treatment Facilities at Various Bases

Supor actively optimizes its exhaust gas treatment facilities to provide a solid foundation for compliance with emission standards. During the reporting period, Supor's Wuhan base introduced two additional sets of exhaust gas treatment facilities, significantly improving the efficiency of volatile organic compound treatment in exhaust gases. At the Shaoxing (Binhai New Area) base, welding fume purification devices were installed for the spot welding process, effectively reducing welding fume emissions.

Exhaust Gas Treatment Facility



Waste Product Collection and Disposal

Supor deeply recognizes the significance of waste management. Strictly adhering to regulatory requirements for waste disposal in its operational locations, Supor has developed a comprehensive waste management system to standardize waste classification, disposal procedures, and methods. This system encompasses documents such as the *Solid Waste Management Regulations*, *Recyclable Waste Management Process*, and *Waste Control Management Procedures*.

The Company rigorously complies with local standards for hazardous waste storage at each operational base, following the waste management process to ensure that the classification, labeling, and record-keeping of hazardous waste abide by applicable laws and regulations. Additionally, Supor commissions qualified third-party organizations to handle hazardous waste, striving to minimize pollution risks during the disposal process. During the reporting period, the Company revised and refined its internal environmental management system document, the *Waste Control Management Procedures*, expanding the types of hazardous waste based on the latest environmental assessments, and adding requirements for hazardous waste inbound and outbound registration.

Supor's non-hazardous waste primarily includes general waste and domestic garbage. General waste, after being categorized within the factory premises, was handed over to qualified third-party entities for recycling and disposal. Domestic waste was managed by local sanitation authorities.

Supor remains steadfastly focused on improving process optimization and innovation during manufacturing, as well as refining consumables management. The Company aims to achieve efficient resource utilization and minimize environmental impact throughout the production process. During the reporting period, the Company emitted a total of 2.6 thousand tons of hazardous waste and 23.9 thousand tons of non-hazardous waste.

Waste Reduction Measures	
Yuhuan Base	<ul style="list-style-type: none"><li>● By enhancing the utilization rate of coatings, the Base has successfully reduced solid waste per unit product;</li><li>● Old molds have been technologically upgraded to enable recycling, thereby reducing solid waste by 4.1 tons.</li></ul>
Wuhan Base	<ul style="list-style-type: none"><li>● For packaging accessory suppliers, reusable turnover boxes are employed to minimize waste paper generation;</li><li>● For production materials, stringent process controls are implemented, and specification-compliant sheets are used to reduce waste metal from processes like edge trimming and tooth cutting.</li></ul>

E-waste

Supor attaches great importance to the responsible disposal of e-waste, ensuring that the entire treatment process meets the requirements of environmental protection and sustainable development. All e-waste is disposed of in compliance with local laws and regulations, and is not exported to any non-OECD countries. In daily operations, the Company ensures that discarded electronic office supplies, such as computers, printers, monitors, projectors, and scanners, are professionally disposed of by qualified third parties. This ensures that these wastes are handled properly.


Simultaneously, for e-waste that can be recycled in the market, the Company entrusts qualified third-party units to handle hazardous substances. Valuable materials are dismantled in compliance with regulations for recycling. Taking the Shaoxing (Binhai New Area) Base as an example, the Base employs qualified third parties to develop detailed standard operating procedures (SOPs) tailored to different types of e-waste. During the dismantling process, materials such as metals, plastics, glass, circuit boards, motors, and power supplies are categorized, collected, and then transferred to downstream qualified entities for comprehensive utilization or safe disposal. This approach ultimately achieves maximum resource recovery with minimal environmental impact.

# 4.3 Resource Management and Circular Economy

## Energy Management


Supor strictly abides by the requirements of *the Law on Energy Conservation of the People's Republic of China* and relevant laws and regulations. The Company formulates and implements internal systems, such as *Water and Electricity Saving Management Regulations* and *Rewards and Punishment Measures for Energy Conservation, Consumption Reduction and Environmental Protection Management*. Through the implementation of a series of energy-saving and transformation measures, the Company continues to explore opportunities for energy savings and consumption reduction, thereby improving energy efficiency.

Supor Energy Conservation and Carbon Reduction Key Projects




Renewable Energy

Actively promote the deployment of photovoltaic facilities and reduce carbon emissions through the use of green energy. By the end of the reporting period, photovoltaic installations and usage have been implemented at the Yuhuan and Vietnam Bases. Efforts are also underway to expand photovoltaic deployment across other bases.



Digital Energy Monitoring

Advance the deployment of DSM (Digital Shop floor Management, an intelligent energy monitoring system). Leveraging the DSM energy management system, we monitor and analyze electricity usage data in workshops and equipment to manage energy consumption performance. Additionally, we precisely identify opportunities for energy optimization, including implementing off-peak electricity usage and static energy management measures, to achieve refined energy control. As of the end of the reporting period, the Wuhan Base has completed the implementation of the DSM system. Meanwhile, the Yuhuan, Shaoxing (Binhai New Area) , and Hangzhou Bases have finished installation and have entered the trial operation phase.




Energy Efficiency Improvement Projects

Energy efficiency improvement projects have been initiated across five major areas: operational management enhancements, high-efficiency motor replacements, refrigeration and heating efficiency improvements, insulation optimization, and waste heat recovery. These initiatives have been implemented at each base. During the reporting period, over 70 major projects related to energy conservation, emission reduction, and energy efficiency improvement were undertaken across the bases, resulting in a carbon emission reduction of more than 12,000 tons in 2024.


Case Photovoltaic Progress at Vietnam and Yuhuan Bases

The photovoltaic power generation project at the Yuhuan Base successfully connected to the grid and begin generating electricity in November 2023. During the reporting period, the project generated cumulative total of 5.69 million kWh of electricity, with 4.97 million kWh effectively consumed, resulting in a reduction of approximately 2,900 tons of carbon emissions.

The Vietnam Base officially completed its solar roof retrofit project in June 2024 and successfully deployed the photovoltaic equipment system. As of the end of the reporting period, a total of 1.22 million kWh of electricity was generated, with 1.13 million kWh effectively consumed, reducing carbon emissions by approximately 572 tons.



Yuhuan Base Photovoltaics



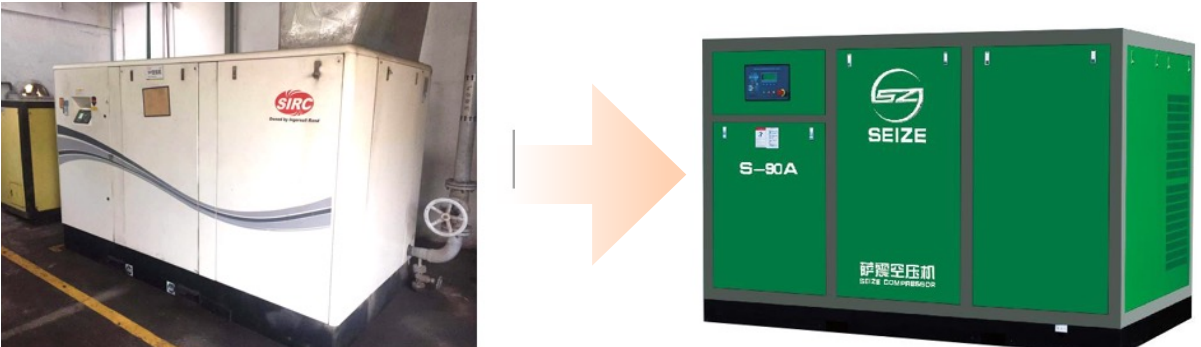
Vietnam Base Photovoltaics





Case Energy-Saving Retrofit of Air Compressors at the Wuhan Base

In January 2024, the Wuhan Base retrofitted three high-efficiency two-stage air compressors after identifying significant energy-saving potential in its existing air compressors. As a result, the retrofit achieved a 29.3% energy saving compared to the previous system. This retrofit saved 990 thousand kWh of electricity in 2024, reducing carbon emissions by approximately 583 tons for the year.



Case Energy Management Dashboard Setup at the Yuhuan Base

During the reporting period, the Yuhuan Base established an energy management dashboard to monitor and effectively manage its energy consumption and carbon emissions. The dashboard tracks key energy indicators, including energy consumption, photovoltaic operation, carbon emissions, and industrial water usage.





Water Resource Management

We strictly comply with laws and regulations such as the *Water Pollution Prevention and Control Law of the People's Republic of China*, *Marine Environmental Protection Law of the People's Republic of China*, and have established internal management systems and measures for water resources, including the *Energy Conservation, Consumption Reduction, and Environmental Performance Management Measures* and the *Water and Electricity Saving Management Regulations*. During the Reporting period, Supor has established a water-saving target for 2024, aiming to reduce water usage by 25% by 2030 compared to 2021 levels.

Our bases have established sewage treatment stations at each of its bases according to its operational needs, implementing measures such as wastewater recycling from cleaning lines and FDC, reusing cooling water after re-drilling, maintaining water balance in supply, and using high-precision conductivity meters to monitor water quality and demand on cleaning lines, all aimed at reducing water consumption.

Additionally, the Company organizes water conservation promotional activities on an irregular basis. During the reporting period, the Yuhuan Base added 63 water-saving labels at water points in restrooms and cleaning lines, and organized company-wide water conservation training. In addition, the company convened a specialized water conservation improvement meeting for all workshop supervisors and team leaders, clarifying water-saving targets and continuously monitoring the implementation progress.

During the reporting period, the Company's total water consumption was 2,059.1 thousand tons.

Case

Hangzhou Base Water-Saving Project

In 2024, the Hangzhou Base continued to promote water-saving initiatives at the manufacturing level by transforming its sandblasting dust removal equipment. The Base replaced wet water spray dust removal with a dry dust removal system, achieving an estimated annual water savings of 3,500 tons. Additionally, the Base employed a paint sludge separator, which removes paint sludge from wastewater generated during spraying. This device enables wastewater recycling and reuse, thereby improving the quality of spray painting water and achieving an additional annual water savings of 1,500 tons.



The Paint Sludge Separator



The Dry Dust Removal System

During the Reporting period,

The Shaoxing (Binhai New Area) Base

has implemented over 6 water conservation projects

expected to save 75,000 tons of water per year

The aluminum plant at the Yuhuan Base

has implemented 27 water-saving initiatives

expected to save 21,000 tons of water per year

The stainless-steel plant at the Yuhuan Base

has implemented 17 water-saving initiatives

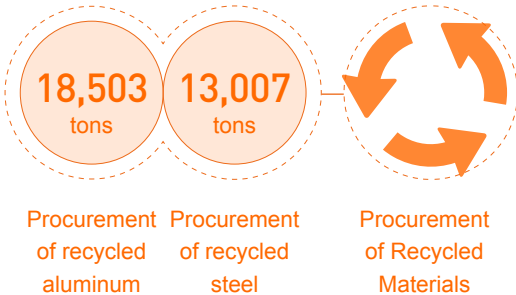
expected to save 20,000 tons of water per year

Circular Economy

Supor adheres to the implementation of the requirements of the *Plan to Promote Circular Economy for The 14th Five-Year Plan*, constantly enhancing the recyclability and utilization rate of resources through various means such as technological innovation, sustainable packaging application, and product recycling. The company integrates the concept of developing a circular economy into the entire life cycle of product production and design, applying the 3R principles (Reduce, Reuse, and Recycle) in aspects such as raw material procurement, packaging, product use, and recycling, to promote the cyclical use of materials and resources.

Green Procurement

Supor, a practitioner of sustainable development, adheres to the principle of integrating green concepts into the product R&D and design process. The Company prioritizes the selection of recyclable, renewable, lightweight, or environmentally friendly materials as raw materials for its products. While ensuring product safety and quality, the Company continuously increases the proportion of these sustainable materials in its applications.



Green Packaging Materials

The Company gives priority to choosing recyclable green packaging materials and continuously optimizes packaging designs through initiatives such as lightweight and plastic reduction, thereby enhancing the circular use of packaging materials. In 2024, over 70 packaging material carbon reduction projects were implemented across various business units and production bases of Supor. Through measures such as lightweight outer packaging, digitizing and lightweight instruction manuals, optimizing the design of printed packaging boxes, replacing materials with eco-friendly alternatives, applying pulp molding, and reducing non-essential inner packaging, the Company has successfully reduced material usage and lowered greenhouse gas emissions.

- Packaging Lightweighting**
  - Through optimized box design, reduced gaps between printed boxes and cartons, decreased use of separators, smaller carton sizes, fewer packaging layers, and the substitution of honeycomb paperboard for traditional corrugated cardboard, the consumption of packaging materials has been significantly reduced;
  - As of the end of the reporting period, over 960 SKUs across various production bases have adopted these packaging lightweighting solutions.
- Sustainable Material Substitution**
  - By replacing foam inserts with recycled paper supports, implementing plastic-free packaging designs, and substituting recyclable packaging bags for conventional ones, the environmental impact of packaging materials has been effectively mitigated;
  - As of the end of the reporting period, the Wuhan Base achieved a zero-plastic packaging rate of approximately 99% for its export products, while the Shaoxing (Binhai New Area) base implemented zero-plastic packaging designs for 76% of its export products through the SEB channel.
- Manual Optimization**
  - By streamlining manual page counts, digitizing manuals, and consolidating paper materials within packaging boxes, the use of paper for manuals and other in-box materials has been reduced, thereby decreasing carbon emissions;
  - As of the end of the reporting period, the Yuhuan Base implemented QR code cards for manuals in 85 SKUs and consolidated paper materials for 253 SKUs, while all new products in the export SEB channel now use optimized, lightweight manuals.

Case	Optimization of Offline Channel Packaging	Case	Supor Mini Enamel Pot Green Packaging	
	<p>In 2024, under its unified deployment, the Company base proposed an environmentally-friendly packaging plan for offline channels, aiming to transition product packaging from printed boxes to more eco-friendly kraft paper boxes. This year, a total of 34 new offline products adopted kraft paper box packaging, utilizing over 480,000 kraft paper boxes in total.</p>	<b>Material Selection</b>	<b>Packaging Design</b>	
		Use of eco-friendly materials: The outer packaging utilizes FSC-certified paper, and the packaging printing employs environmentally friendly soy-based ink.	Lightweight: By adopting easy-to-tear, simplified packaging, the overall design reduces pulp usage and minimizes the need for adhesive tape.	Plastic-Free design: The inner lining uses honeycomb board, eliminating plastic bags and replacing them with white packaging paper.

Product Recycling and Disposal

Supor is committed to continuously promoting the recycling and reuse of products at the end of their life cycle. The Company actively promotes "trade-in for new" and "replace instead of repair" services to encourage consumers to replace their obsolete products. Consumers can return these products to Supor either at service outlets or through express delivery services. In 2024, the Company continued to advance services like "replace instead of repair" and "trade-in for new", providing consumers with a certain amount of subsidy, within one year of purchase, advocating for a green and low-carbon lifestyle among users. Furthermore, the Company enhanced customer experience and extended product lifespan by advancing services like " free rubber sealing rings ".

Case

Supor Collaborates with Partners to Launch a Trade-In Campaign

In response to the State Council's *Action Plan for Promoting Large-Scale Equipment Upgrades and Consumer Goods Trade-In Programs*, Supor partnered with multiple e-commerce platforms and offline stores to launch a special trade-in initiative in 2024, offering consumers a wider selection of green and smart home appliances. Supor provided subsidies to consumers participating in the trade-in program, enabling them to enjoy smarter home appliances at an affordable price, thereby driving the home appliance industry toward green, intelligent, and high-quality development.



A promotional graphic for Supor's 'Trade-In for New' campaign. It features various kitchen appliances like blenders and rice cookers with price tags. Text includes '以旧换新' (Trade-In for New), '2024.4.10-5.31', and '苏泊尔 乐购节'.



A screenshot of a Weibo post from Supor. The post text mentions a partnership with JD.com for a trade-in campaign, highlighting a 30 billion yuan investment and the goal of promoting green consumption. It includes a small image of a kitchen appliance.

Supor's "Trade-in for New" Campaign

Cookware Products

The Company implemented a replace instead of repair service policy within one year for core category products.

In 2024, approximately **6,000** pieces of cookware were replaced under the replace instead of repair policy, and around **40,000** free rubber sealing rings were provided.

A total of **719** tons of raw materials, including aluminum, iron, stainless steel, were recycled from discarded cookware products.

Electric Appliance Products

In 2024, approximately **120,000** small appliances were involved in the replace instead of repair and trade-in for new programs.

Large Kitchen Appliance Products

The company has continuously expanded its service network to facilitate users trade-in for new devices. As of the end of the reporting period, **127** specialized outlets have participated in this program, achieving an annual trade-in volume of approximately **10,000** units.

During the disposal phase, the company adheres to the corresponding classifications outlined in the *Catalogue for the Treatment of Waste Electrical and Electronic Products*, implementing a rigorous screening and categorization process for collected products. These are subsequently handed over to specialized waste processing plants to minimize environmental impact from harmful substances.



# Employee Development and Empowerment

Adhering to a "people first" philosophy, Supor is fully committed to ensuring comprehensive protection of employee rights and interests, from health care to career advancement. We strictly comply with laws and regulations, ensuring lawful employment and safeguarding employees' legitimate rights and interests. Simultaneously, we have established a multi-tiered talent development system to enhance employees' career planning and development capabilities. Our dedication lies in creating a safe, healthy, and fair work environment, fostering mutual growth between employees and the Company. In partnership with our workforce, we are forging ahead with shared commitment to distribute the fruits of progress and collectively strive toward industry-leading excellence.

5.1 Compliant Employment and ..... 50	Diverse Workplace
5.2 Compensation Benefits and ..... 53	Performance Evaluation
5.3 Talent Acquisition, Training ..... 54	and Development
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## SDGs Addressed in This Section



# 5.1 Compliant Employment and Diverse Workplace

## Compliant Employment

Supor is committed to safeguarding the rights and interests of every employee. The Company strictly adheres to national laws and regulations and upholds international norms, including the principles of the *United Nations Global Compact*, the *Universal Declaration of Human Rights*, the *International Labour Organization conventions*, and the *OECD Guidelines for Multinational Enterprises*. Additionally, Supor abides by the Code of Conduct of the EU Committee of Domestic Equipment Manufacturers. On this foundation, Supor has established internal regulations such as the *Code of Professional Ethics for Employees* and the *Employee Handbook*, which clearly stipulate fair and impartial employment principles, strictly prohibiting the employment of child labor, human rights violations, and gender discrimination. During the reporting period, the Company obtained commitments from all employees to adhere to the *Code of Professional Ethics for Employees* through their signatures, and there were no cases of child labor or forced labor throughout the year.

During the reporting period, the Company's Compensation Committee regularly conducted human resources risk assessments, covering aspects such as outsourcing status, ESG social responsibility initiatives, incentive schemes, salary adjustments, and labor cost utilization. The assessment results show that all indicators are within reasonable ranges, in compliance with relevant laws, regulations, and company policies. In addition, the Company's production bases in Wuhan, Hangzhou, Yuhuan, and Shaoxing (Binghai New Area) underwent audits/inspections related to human rights/social responsibility conducted by third-party organizations. These audits/inspections covered aspects such as working environment, working hours system, employee treatment, and health and safety. All production bases successfully passed the assessments.

Key Points of the *Code of Professional Ethics for Employees*

Working Condition

We reject illegal employment forms and conditions. Forced and compulsory labor is prohibited in both the Company and all subsidiaries; the use of child labor is strictly forbidden.

Health and Safety

We implement health and safety protection policies across all operational premises to ensure a safe and hygienic working environment for every employee. All employees are required to comply with these regulations, maintain awareness of health, hygiene, and safety practices in their work, and promptly report any potential hazards to the relevant personnel.

Fairness and Diversity

We are committed to providing equal treatment and development opportunities for all employees. Recruitment, compensation adjustments, and internal career advancement within the company are based on the following criteria: integrity and values, fundamental qualities and developmental potential, work experience, professional knowledge, and technical skills.

Social Dialogue

We respect the freedom of communication within the company and encourage social dialogue, including individual consultations and collective discussions.

Diversity and Inclusion

Equal Opportunity and Diverse Employment

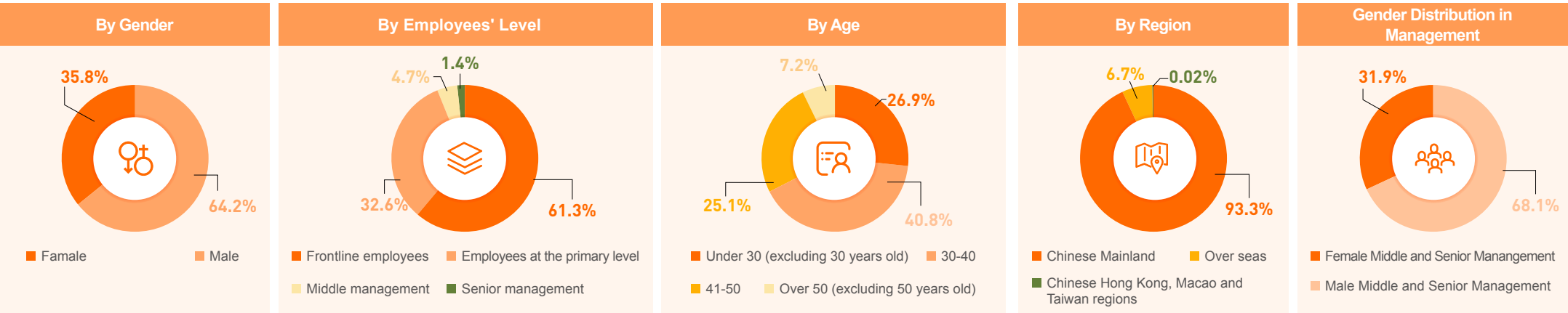
Supor boasts a global workforce from various countries and regions, committed to fostering a workplace culture of diversity, equality, and inclusion. The Company embraces employees from diverse backgrounds, offering equal career development opportunities and refraining from any unfair treatment based on social class, race, gender, age, religion, or other societal and personal factors. Supor actively promotes diverse employment and sincerely welcomes veterans, individuals with disabilities, ethnic minorities, and other underrepresented groups to become part of the company.

Supor has consistently adhered to the principle of respecting employees and fostering a diverse and inclusive workplace culture, dedicated to creating a friendly and open working environment. During the reporting period, Supor was honored with the "Top Graduate Employer Brands 2024" award by 51job. This recognition reflects the high regard and preference of university students for the company's amiable workplace atmosphere.



"Top Graduate Employer Brands 2024" award

At the end of the reporting period, Supor had a total of 11,298 employees, with the following distribution:



Safeguarding Women's Rights

Supor is committed to the health and well-being of its female employees and has carried out a variety of welfare initiatives: offering holiday benefits on International Women's Day, organizing training activities on women's health and financial management, and providing additional medical examination options, all focusing on supporting the physical health of female employees.

Case

Series of Activities for International Women's Day

During the reporting period, Supor organized a series of events to celebrate International Women's Day. These included presenting female employees with flowers, cakes, personal care products, and other gifts. Furthermore, the Company organized an engaging cooking competition at the Vietnam Base, enhancing female employees' happiness and sense of belonging.



Women's Day Events



## Women's Power: Female Suporers in the Workplace

Supor is dedicated to creating an environment of gender equality and diversity, offering extensive development opportunities for female employees through fair promotion mechanisms, comprehensive training programs, and thoughtful employee care initiatives. Leveraging their keen insights and exceptional abilities, women have significantly contributed to product enhancement and corporate growth, fully demonstrating the unique charm of "Her Power".

### Diversity Sheng Weiyun – Shaoxing(Binhai New Area) Base

The Company has been doing well in promoting gender equality, diversity, and inclusion in the workplace and is committed to continuous improvement. For example, the Company continues to enhance the leadership capabilities of its management team, strengthening their awareness and ability to foster a fair and inclusive environment. Additionally, a fair and transparent feedback mechanism has been established to ensure that employees can easily report issues and provide constructive suggestions. The Company also offers diverse benefits tailored to the needs of different employees, such as holiday allowances, recreational activities, and fitness facilities. Furthermore, comprehensive support is provided to aid employees' growth and development.



### Insight Hu Liping - Headquarter Innovation Center

Women usually have a sharper insight and understanding of user needs, which is not only reflected in the insight into the needs of ordinary consumers, but also includes a deep understanding of product usage scenarios. These help to promote the continuous optimization of product design and functions, making the product more relevant to the actual user experience.



### Enterprising Ouyang Li - Shaoxing (Binhai New Area) Base

Starting as a front-line employee, I progressed to key positions on the production line, and then was promoted to team leader and senior team leader. This process was supported by the company's equal promotion opportunities, smooth promotion channels, and comprehensive training systems.



### Fairness Zhu Hongping - Hangzhou Base

Supor recruits without gender discrimination, providing many positions for women, allowing them to leverage their strengths to choose appropriate roles, while also offering fair promotion opportunities and career development plans for employees from different backgrounds.



### Protection Su Chunji - Yuhuan Base

Supor offers substantial support for its female employees, including celebrating International Women's Day, organizing women's health seminars with invited external lecturers and providing pregnancy check-ups, maternity leave, and health check-ups. These initiatives are all very thoughtful and demonstrate care for every employee.



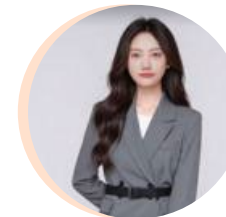
### Care Yu Huiqun - Wuhan Base

During major holidays, the company holds a variety of learning and experience activities, such as flower arrangements, musical instrument performance, yoga, and traditional Chinese massage. Female colleagues have shown great enthusiasm and have been deeply engaged in these activities. Through these experiences, I have witnessed the company's care and support for its female employees.



### Confidence Deng Yurou - Large Kitchen Appliances Business Unit

At Supor, everyone, regardless of gender, is free to fully utilize their personal abilities and make individual choices without being confined by rigid gender norms and biases. Women are provided with equal rights and opportunities.



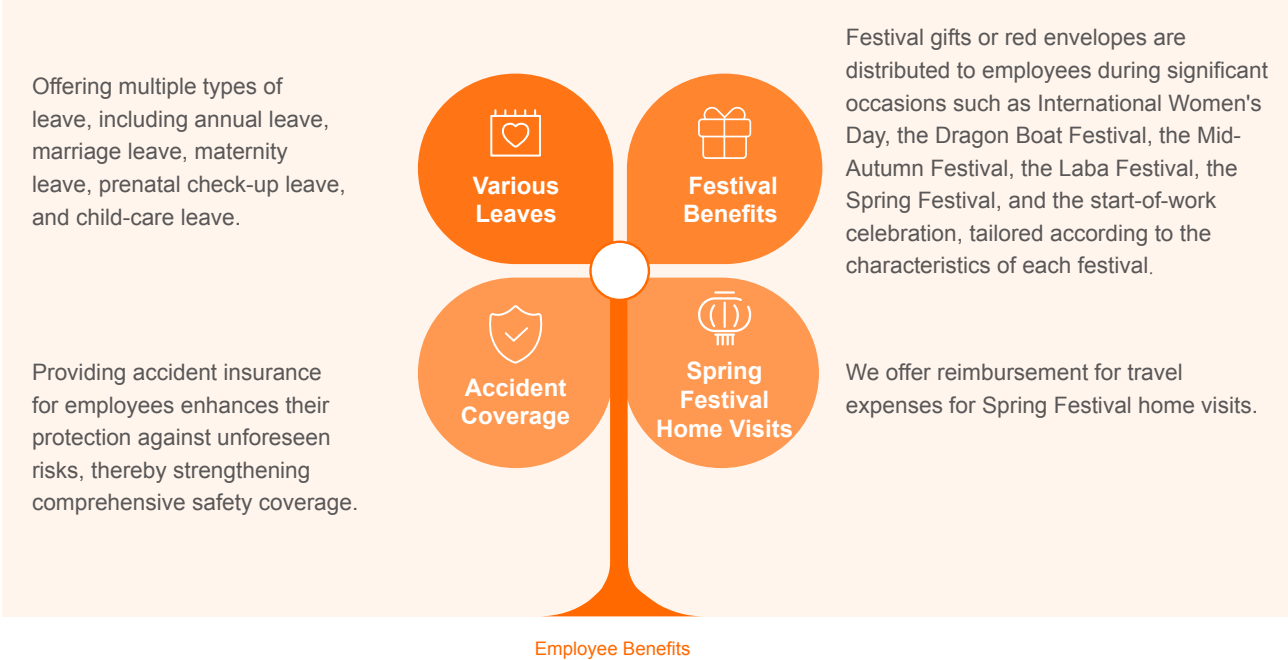
# 5.2 Compensation Benefits and Performance Evaluation

## Compensation and Benefits

Supor implements fair and transparent salary policies and a diversified welfare system, ensuring that pay structures and performance management standards, procedures, and tools are open and equitable. Considering the varying work environments and natures of blue-collar and white-collar employees, as well as the differing lengths of service, the Company has introduced diverse and targeted welfare and employee care policies, enabling employees to truly feel the company's respect and concern for each individual.

In 2024, Supor remained dedicated to its employees' welfare and its commitment to incentive programs, continuing with the equity incentive plan and the performance incentive fund plan. These plans employ a flexible stock option model and a performance incentive fund model to boost the core employees' motivation, respond to market changes, and effectively retain and incentivize key talent.

The Company prioritizes employee welfare, offering various benefits beyond compensation, including paid leave, holiday perks, accident insurance, and Spring Festival home-visit allowances, continuously enhancing employee well-being.



Case

Interest Subsidy Program for Employee Mortgage Loans

Once employees have settled down and purchased property, the Company offers interest subsidies for mortgage loans. This initiative alleviates financial pressure on employees and enhances their sense of belonging and cohesion within the company.



Poster for Interest Subsidy Program for Employee Mortgage Loans

## Performance Evaluation

The Company offers competitive compensation and benefits to maintain external competitiveness, attract top talent, and ensure the internal stability of key employees. This reflects the Company's value orientation and motivates staff for self-development and high performance. Guided by the *Compensation Management System*, tailored assessment schemes are formulated based on varying job characteristics, including frontline versus non-frontline employees, work content, and functions. Specifically, for senior executives, specialized talent evaluation metrics are established to better promote talent development and retain core personnel.

# 5.3 Talent Acquisition, Training and Development

## Talent Acquisition

We regard talent as the foremost driver of our success and are committed to attracting and retaining outstanding individuals. By adhering to the principles of open recruitment and fair competition, we prioritize aligning talent with the right positions, fostering the joint development between our employees and the enterprise.

Diversified recruitment channels			
Social recruitment		On-campus recruitment	
White-collar	Blue-collar	Online	Offline
<ul style="list-style-type: none"><li>● Online: Recruitment platforms</li><li>● Offline: Headhunting and university collaborations</li><li>● Internal applications, internal recommendations</li></ul>	<ul style="list-style-type: none"><li>● Recruitment brochures, cooperative labor companies, recommendations among workers, government recommendations</li><li>● Recruitment advertising</li><li>● Rural cooperation channels</li><li>● New media channel recruitment</li><li>● Specialized recruitment for technical talents at bases</li></ul>	<ul style="list-style-type: none"><li>● Recruitment platforms</li><li>● The "Supor Official Recruitment" WeChat Official Account</li></ul>	<ul style="list-style-type: none"><li>● University campus presentations</li><li>● Campus billboards</li><li>● University BBS forums</li><li>● Campus job fairs</li></ul>

## Training and Development

Supor recognizes talent as the key to the core competitiveness of the enterprise and strives to create a workforce environment that fosters the all-around development of employees. During the reporting period, Supor implemented a series of innovative measures in its employee talent development strategy and training programs to continuously enhance the professional skills and potential of employees. These efforts also aimed to provide a clear career development path, optimize team structure, and ensure that the company continues to innovate and maintain its leading position within the industry.

### Talent Development Plan

During the reporting period, Supor conducted a systematic and scientific talent inventory to better identify and cultivate internal talents. The Company utilized external authoritative assessment tools to provide theoretical support for evaluating talent potential. It interpreted the assessment results through detailed reports and offered career development advice. Supor actively implemented the "C50" key talent strategy planning project, which involved constructing a hierarchical and layered pool of key talents covering various functional lines, optimizing resource allocation, and providing professional skill enhancement and targeted individual development plans for key position talents. The Company also established an operational assurance mechanism to ensure the effective functioning of the talent system.



Talent Training Framework

Supor adopts a strategic planning and business development-driven approach, supported by the advancement of employees' career paths and professional capabilities. In line with the guiding principles of talent strategy and talent echelon construction, we have designed systematic training programs for employees at different levels and in various job positions. These programs cover every stage of career growth, from initial onboarding through to advanced development. These training programs encompass multiple modules, including advanced technical expertise, refined management skills, and enhanced general competencies, aiming to comprehensively and multi-dimensionally develop employees' professional skills and overall qualities, thereby laying a solid foundation for their career development.

In addition, the company actively encourages and supports employees to participate in various systematic training programs and professional knowledge courses to enhance their career competencies. Employees can flexibly select training initiatives based on their personal career development plans, including onboarding qualification certification programs, academic advancement support, and professional title promotion guidance. Meanwhile, all production bases have proactively implemented the company's talent cultivation mechanisms. By adopting diversified approaches such as skill certification, professional title evaluations, overseas training assignments, and specialized development programs, they continuously refine career development pathways, fostering employees' professional growth and elevating the company's overall capabilities.

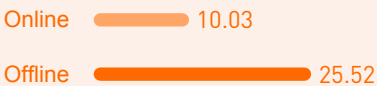
Supor has been honored with the "Digital Learning Demonstration Base" award, jointly issued by YunXuetang, the CEIBS Business Review, and the Institute of Organization and Talent Development, as well as the "SHL China Talent Management Award—Talent Pioneer Award" presented by SHL China- SHL (Shanghai) Enterprise Management Consulting Service Co., Ltd., in recognition of the Company's outstanding practices in constructing digital learning platforms and innovating talent development systems.

During the reporting period, our employee training performance was as follows:

Total training hours



Average training hours



Number of employees trained



Average training hours by gender



Digital Learning Demonstration Base



SHL China Talent Management Award—Talent Pioneer Award

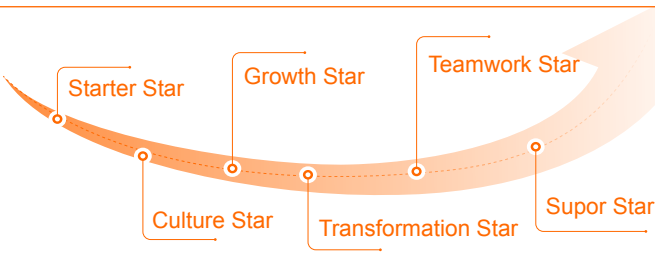
Supor's Comprehensive Talent Training System	 <b>Professional Skills</b>	<ul style="list-style-type: none"> <li>• Engineer Training Camp</li> <li>• Safety Training Program</li> </ul>	<ul style="list-style-type: none"> <li>• VCS Interview Training</li> <li>• Maintenance Operation Safety Workshop</li> </ul>	<ul style="list-style-type: none"> <li>• Special Operations Certification Training</li> <li>• Electrical Security Training</li> </ul>
	 <b>Management Capabilities</b>	<ul style="list-style-type: none"> <li>• SLP I Talent Exploration Plan</li> <li>• SLP II Talent Sharpening Plan</li> </ul>	<ul style="list-style-type: none"> <li>• SLP III Talent Maturity Plan</li> <li>• Project Blue—Middle Management Development Program</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisory Empowerment Training</li> <li>• Advanced Modern Entrepreneurs Workshop</li> </ul>
	 <b>General Skills</b>	<ul style="list-style-type: none"> <li>• Onboarding training</li> <li>• Suporstar Initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Online Training Platform</li> <li>• Master Chef</li> </ul>	<ul style="list-style-type: none"> <li>• Code of Professional Ethics Training</li> </ul>

### Suporstar Initiative

In order to help newly recruited employees from campus better integrate into the large Supor family, deeply understand the company's culture and core values, and cultivate the outstanding SUPOR spirit, Supor has launched the onboarding training program "Suporstar Initiative". Through a systematic training lasting six days and six nights, the new employees will successively unlock the Starter Star, Culture Star, Growth Star, Transformation Star, Teamwork Star, and finally make their debut as Suporstars.

### Leadership Program

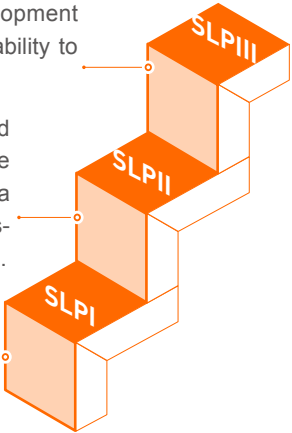
To better cultivate the backbone of Supor and improve the talent echelon, we've developed the Supor Leadership Program (SLP).



**SLP III Talent Maturity Plan** - Geared towards veteran managers, this plan focuses on transitioning from specialized team leadership to broader organizational guidance. The capability development is centered on organizational dimensions, cultivating the ability to translate strategy into performance.

**SLP II Talent Sharpening Plan** - Tailored for a broad spectrum of middle management, this plan facilitates the transition from singular, vertical team management to a multifaceted approach encompassing cross-level and cross-team dynamics, alongside an elevation in business acumen.

**SLP I Talent Exploration Plan** - Aiming to assist new managers and frontline team leaders in transitioning from individual contributors to team managers, this program focuses on empowering personal management skills and providing team management tools.



Supor Talent Development Program

#### Case Suporstar Initiative

During the reporting period, Supor's launched the "Suporstar Initiative" at the Wuhan base on July 21st. This initiative aims to cultivate high-potential new employees who deeply understand the Company's culture and core values, fostering future stars that demonstrate exceptional Supor spirit.



Suporstar Initiative Event Site

#### Case Internal Trainer Training and Certification Program

In line with the Company's talent development strategy and practical needs, Supor has organized key personnel from various professional fields to serve as internal trainers, who dedicate their efforts to condensing insights and crafting in-house training programs. The goal of the internal trainer training and certification program is to enhance the trainers' abilities in course design and knowledge acquisition, thereby strengthening the internal training team within the Company.



Internal Trainer Training and Certification Program Training Session


# 5.4 Employee Engagement and Care Initiatives

## Employee Communication


We respect the freedom of communication within the company and encourage social dialogue, including individual consultations and collective discussions. Each employee has the right to offer constructive suggestions, raise questions, and report unethical conduct. In the event of relevant incidents, employees can submit complaints or suggestions to their direct supervisors or the human resources department, and provide feedback or file complaints through the company's oversight email (jubao@supor.com). We have also established feedback boxes at our bases, such as the "Voice of Employees" box in Hangzhou and the General Manager's box in Yuhuan, to collect suggestions and feedback from employees and follow up on improvements.

We proactively build employee communication platforms, utilizing diverse online and offline channels to listen to their voices and enhance communication among staff.


Employee Communication Channels



**Two-way communication:** Through two-way communication, employees can better understand the connection between company strategies and their daily work, and promote their work with greater direction and purpose. At the same time, it helps the company better implement its strategic arrangements, move forward steadily, and achieve its goals.



**Informal Employee Communication Meetings:** Heads of each responsibility center and department organize employees for group discussions irregularly. Topics like product usage experience, user feedback, and working environment were discussed. Employees are encouraged to speak frankly about their feelings and ideas, enabling better listening and improvements.



**Internal information dissemination platforms:** To promote timely internal communication, the Company maintained an internal information publication platform, allowing employees to stay updated with company news, notices, and information.



Townhall Meetings

Employee gatherings were held in March and August 2024 at Supor's headquarter in Hangzhou and its Yuhuan Base respectively. Group and company executives engaged in communication with Supor employees through live streaming, video conferencing, and face-to-face discussions.



Lunch & Learn Sessions

Colleagues and experts from various fields, both internal and external, were invited to share insights, creating a lively, open, and effective platform for multi-dimensional, cross-hierarchical, and cross-disciplinary learning and sharing for all employees.

Case

Gathering of Young People at the Island Youth Carnival

To enrich the after-hours lives of young employees, the Yuhuan Production Base organized a Youth Carnival, aiming to enhance mutual communication and connectivity among young staff. By arranging diverse activities and exchange platforms, the event fostered mutual understanding and friendship among employees, thereby enhancing team cohesion and work efficiency.

A large group of young employees and staff are posing for a group photo on a grassy field. They are wearing various colorful vests and holding a banner that says "SUPOR YOUTH CARNIVAL".

The Youth Carnival



Workplace Satisfaction

Supor is committed to creating an excellent, fair, and open workplace, continuously improving employee satisfaction. During the reporting period, the Company's responsibility centers and production bases, based on their respective circumstances, undertook a series of research activities, aiming to more deeply explore and understand employee needs and optimize the workplace environment.

Case

Wuhan and Hangzhou Bases Conduct Multiple Workplace Satisfaction Surveys

Wuhan Base:

- Administrative and Logistical Satisfaction Survey: The survey covered multiple modules such as canteen services and dormitory facilities. HR is responsible for reviewing feedback and implementing improvements based on employee opinions.

Hangzhou Base:




- Workplace Satisfaction—Internal Expansion Survey: The survey results have driven enhancements in four key areas to improve workplace conditions.
- Employee Care Questionnaire for High-Temperature Season: Achieved a 98% participation rate. The survey monitored cooling measures for specific positions, effectively alleviating heat-related discomfort for 123 employees.
- Frontline Employee Care Survey: Achieved an 84% participation rate. Follow-up measures based on the survey results have been communicated to staff.
- Return-to-Work Willingness Survey for Frontline Staff: Recorded a 96% participation rate. The findings will inform the formulation of welfare policies to better support frontline employees.

Case

Shaoxing (Binhai New Area) Base Canteen Upgrade

During the reporting period, the Shaoxing (Binhai New Area) Base Canteen carried out a satisfaction improvement project aimed at enhancing employee dining experiences through the following initiatives:

- Menu update: Expanded the selection of Chinese cuisine specialties to provide more variety.
- Dining service and environment improvements: Increased the variety of condiments at the self-service station to 15 options. Implemented flexible dining time management to ensure peak-time queuing does not exceed 10 minutes.
- Warm-hearted services: Offered complimentary high-temperature beverages, such as barley tea and plum juice, during the summer months. Increased the supply of cold drinks. Introduced birthday noodles as a special employee benefit.





Awarded the 2024  
Best Workplaces™ in Greater China

Great Place to Work™

Supor has earned recognition from external professional bodies for creating an exceptional, fair, and open workplace environment for its employees. During the reporting period, Supor was awarded the "Best Workplaces™ in Greater China 2024" by Great Place to Work™.



Best Workplaces™ in Greater China award presented by Great Place to Work™

Employee Care

We consistently prioritize humanistic care for our employees, striving to create a warm workplace. The Company achieves this through organizing diverse activities, offering support for employees' families and personal lives, paying attention to physical and mental well-being, and enhancing workplace benefits, all aimed at helping employees achieve a balance between work and life.

In 2024, Supor significantly enhanced employee belonging and satisfaction by continuously deepening employee care initiatives and optimizing the welfare system. During the reporting period, the voluntary turnover rate decreased by 4.4% compared to 2023, fully reflecting the Company's outstanding achievements in employee care. By providing diverse welfare policies, improved career development pathways, and a positive working environment, Supor effectively strengthened employee loyalty and organizational cohesion, thereby laying a solid talent foundation for sustainable corporate development.

Case

Supor Happy Classroom

To address the challenge of childcare during the summer months, the Yuhuan Base has specially established the Supor Happy Classroom for employees. Employees no longer need to be troubled by childcare issues, reassuring them to focus on their work, while also providing a safe learning and communication platform for the children.





Supor Happy Classroom

Case

Various Cultural and Recreational Activities at Supor's Bases

At Supor, the three major sports clubs—basketball, football, and badminton—function consistently and steadily, organizing weekly sports activities for employees. During the reporting period, each of the three clubs conducted over 50 training sessions and successfully hosted three major events: badminton, football, and basketball competitions. These events attracted more than 300 employees to actively participate.



Competition Scenes: Badminton, Football, and Basketball

Case

Abundant Recreational Activities at the Bases

To enrich employees' cultural life during their leisure time, Wuhan and Yuhuan Bases organized over 80 activities throughout the year, covering various fields such as ball games, running, hiking, calligraphy and art, cooking, and cycling. Additionally, the Company's bases are equipped with fully-facilitated gyms, where employees can engage in a variety of sports during their free time, including billiards, badminton, running, spinning, and strength training, comprehensively meeting their fitness needs.



On-site of Sports Activities

# 5.5 Work Safety and Occupational Health

## Work Safety

Supor is deeply concerned about and committed to safeguarding the occupational health and safety of its employees. The Company strictly adheres to the *Production Safety Law of the People's Republic of China* and complies with applicable occupational health and safety laws and regulations in its overseas operations. Supor continuously builds a comprehensive occupational health and safety management system that encourages full employee participation and fosters a culture of health and safety, through initiatives such as training programs and cultural activities, to ensure the well-being of its employees.

Supor has developed internal management policies including the *Safety Production Management Regulations* and the *Environmental, Occupational Health and Safety Operational Control Procedure*, tailored to its operational realities. In 2024, the Company introduced and optimized six safety production-related policies, including the *Regulations on Regional EHS Management for Enterprises*, *Standards for the Construction of Enterprise Fire Stations*, and *Emergency Response Plan for Heatstroke in High Temperatures*. Relevant personnel were organized to study these systems, ensuring comprehensive implementation of safety production-related work. The Company established occupational safety and health objectives, incorporating indicators such as employee occupational diseases and safety incidents into the performance evaluation system of relevant departments for safety management.

In 2024, based on the incident and event occurrences at the business centers, the Company set annual safety production goals, all of which were achieved by the respective bases. During the reporting period, Supor experienced zero work-related fatalities.

During the reporting period,

Supor experienced **0** work-related fatalities.

## Hidden Danger Investigation and Safety Inspection

Supor places great emphasis on identifying potential safety hazards during the production process across all its bases. The Company has established comprehensive safety inspection systems that cover various aspects and clearly define the responsibilities of personnel at all levels for safety inspections. Through regular, special, monthly, and annual inspections, the Company effectively reduces safety risks in production.

To enhance employee safety awareness and skills, the Company conducts both internal and external theme-based and specialized training sessions, covering diverse areas such as safety, fire prevention, and occupational health. For specialized and hazardous job categories, the Company ensures that employees complete the necessary training and obtain certification before commencing work.

### Case Yuhuan Base Dust Safety Month

In July 2024, Yuhuan Base launched a Dust Safety Month campaign themed "Controlling Dust Risks, Building Safety Defenses". The activities included:

**Publicity and Education:** Throughout the month, safety videos were continuously played on electronic screens, with teams organizing viewings and study sessions, fostering a strong safety education atmosphere.

**Special Inspections:** Conducted 7 special inspections, identified 46 areas for safety improvement, and implemented necessary enhancements, significantly boosting workplace safety.

**Emergency Drills:** 3 fire and explosion emergency response drills were conducted, covering 8 workshops and involving over 100 employees, effectively improving emergency response capabilities.

**Specialized Training:** 4 targeted training sessions covered 362 relevant employees and managers, with training effectiveness verified through cloud platform testing to ensure knowledge implementation.

Through these initiatives, employees not only enhanced their knowledge of dust safety but also improved their emergency response capabilities, further strengthening the Company's dust safety reliability.



Training on Enhancing Comprehensive Fire Safety Capabilities for Frontline Managers



Publicity and Education Activity



Special Inspection

Moreover, the Company attaches great importance on the role of employees in safety oversight and actively expands diverse feedback channels. Through safety interviews, safety monthly meetings, suggestion solicitation, Gemba walks (on-site inspections), whistleblowing and other approaches, Supor comprehensively collects safety improvement recommendations and identifies potential hazards. The Company then promptly organizes corrective actions to ensure the swift and effective resolution of safety issues.



## Chemical Safety Management

For the chemical safety management, each of the Company's bases has established relevant regulations such as the *Chemical Management Procedures*, ensuring strict control over chemicals throughout the entire process from procurement, storage, transportation, usage to exhaust gas handling.

Case	Shaoxing (Binhai New Area) Base: Set a benchmark for chemical safety management, safeguarding production safety in all aspects
<p>The Shaoxing (Binhai New Area) Base rigorously manages chemical safety, implementing comprehensive prevention and inspection measures from pre-entry to in-plant management.</p>	
Pre-entry	On-site Management
<p>Rigorous scrutiny is applied to the qualifications of hazardous chemical suppliers, verification of road transportation and professional certification to ensure compliance of personnel and vehicles. Hazardous chemical vehicles undergo mandatory inspections prior to entering the premises to ensure safety. When purchasing precursor chemicals and explosives, the registration process must be completed through the Zhejiang Province online platform, which leverages big data for the control of drug-related substances and risk prevention, ensuring full compliance management throughout the process.</p>	
<p><b>Management regulations:</b> The <i>Chemical Management Procedures</i> and <i>Safety Management Procedures for Precursor Chemicals and Explosive Substances</i> have been established to guide management practices.</p> <p><b>Safety Assessment:</b> Safety design assessments and current status evaluations of hazardous chemical storage areas are conducted to comprehensively ensure the security of these zones.</p> <p><b>Routine Management:</b> Establish inventory and MSDS records, with daily checks by warehouse keepers. Implement the double-lock system with two people for the chemical warehouse to ensure the safe operations of hazardous chemicals.</p>	

## Safety Emergency Management

Based on actual conditions, each base of Supor has established the *Incident Investigation Report Control Procedures* and *Emergency Response Plan for Work Safety Accidents*, along with specialized safety emergency plans such as the *Fire Emergency Response Plan*, *Food Poisoning Emergency Response Plan*, and *Emergency Response Plan for Hazardous Chemicals and Fuel Leakages*. These measures ensure swift and effective response and handling during various safety emergencies, minimizing accident losses, safeguarding employee lives and company property, and maintaining normal production and operational order.

To address the uncertainties climate change poses to the Company's safe production, each base has established emergency response systems, including the *Typhoon Emergency Plan*, *Earthquake Disaster Emergency Plan*, and *Flood Disaster Emergency Plan*. These measures are dedicated to fortifying defenses against climate risks and ensuring swift and effective responses during extreme weather events.

Regular emergency drills are conducted at all bases, covering a wide range of scenarios, including full-factory fire evacuation exercises, chemical spill simulations, poison response drills, heatstroke scenarios, electric shock emergency simulations, and food poisoning drills. These drills significantly enhance the emergency response capabilities of all employees.



Emergency Rescue Drill at Shaoxing (Keqiao District) Base

## Occupational Health

### Occupational Hazard Identification and Prevention

Supor consistently prioritizes the occupational health of its employees. The company strictly adheres to the *Occupational Disease Prevention and Control Law of the People's Republic of China* as well as applicable local laws and regulations. Our bases have established and implemented an *Occupational Health Management System*, conducting regular environmental monitoring and employee health surveillance to ensure effective occupational health management.

For key positions involving potential occupational hazards, we conduct comprehensive occupational health examinations before employment, during employment, and upon separation. During the reporting period, the Shaoxing (Binhai New Area) Base conducted pre-employment occupational health check-ups for 344 individuals, on-the-job check-ups for 523 individuals, and check-ups upon departure for 14 individuals. Meanwhile, the Wuhan Base carried out occupational health examinations for a total of 434 individuals.

#### ● Control of Noise, Dust, and Hazardous Chemicals

The Company routinely monitors the workplace, conducts occupational health examinations for key job positions, and implements multiple measures, including the installation of soundproof rooms for oxidizing refrigeration units, replacing equipment with higher safety standards, improving workplace ventilation, and equipping employees with personal protective equipment such as protective suits, gas masks, and gas detectors.

#### ● Occupational Disease Prevention and Control Training

The Company actively promotes training and education related to occupational health. For production personnel at the base, occasional training sessions are conducted on occupational hazards such as noise and dust, as well as on the prevention of occupational diseases.

2024 Major Occupational Health Risks and Countermeasures

# Social Contribution

Supor, upholding the original aspiration of "sharing a better life with every child", has steadfastly committed to rural public welfare for 18 years, contributing to a long-term corporate social responsibility model. Within our public welfare framework, Supor Primary Schools are rooted in the countryside, sowing hope in the fields of rural education. Meanwhile, the "Supor Future Artist of Life" program has emerged in due course, empowering urban and rural quality-oriented education and nurturing new growth for the times.

During the reporting period, Supor made donations with a value of approximately CNY 3.39 million.

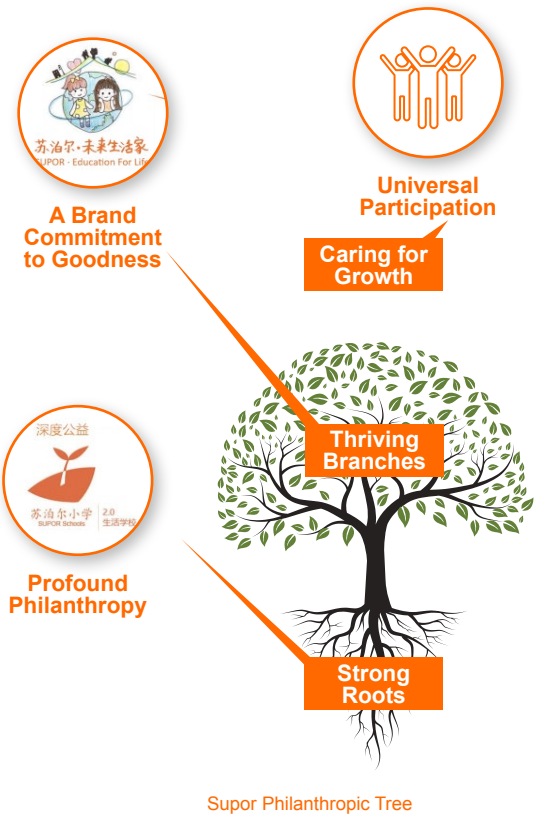
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and Rural Revitalization
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- 6.3 Community Welfare ..... 66

## SDGs Addressed in This Section



# 6.1 Education Assistance and Rural Revitalization

Supor adopts "sharing a better life with every child" as its public welfare mission, focusing on the high-quality development of education. Rooted in the "Supor Future Artist of Life" initiative and branching out with the "Supor Education for Life" program, we have established a robust public welfare project system. This system not only promotes educational equity and innovation but also provides vivid practical examples of successful public welfare initiatives.



## Rural Education

Supor is committed to corporate responsibility, deeply involved in rural education development, and bringing quality educational resources to rural areas. The aim is to provide fair educational opportunities for children in these regions. Through the "Supor Primary School" project, we fund the construction of boarding schools in villages and towns, donate school living facilities, and provide curriculum resources for rural teachers. In this way, we accompany the growth of rural children in a subtle yet profound manner.

In 2006, Supor established the first Supor Primary School in Qinghai, officially embarking on its 18-year journey of educational philanthropy. Upholding the ideal of "providing equitable educational opportunities for children in remote mountainous areas", Supor has funded the construction of Supor Primary Schools in 12 provinces: Qinghai, Hubei, Yunnan, Sichuan, Guizhou, Jiangxi, Hunan, Guangxi, Henan, Shaanxi, Gansu, and Hebei. In 2024, Supor added another school in Taipingdian Town, Huining, Gansu, bringing the total number of donated Supor Primary Schools to 29. The cumulative donation amount has reached nearly CNY 40 million. Currently, these schools have over 8,000 enrolled students and have served a total of more than 30,000 students to date.

Supor leverages its corporate strengths to support the rural revitalization strategy. The company invests in the construction of Supor Primary Schools to improve rural campus environments and continuously enhances the educational capacity of these schools.

Case

The 10<sup>th</sup> Supor Primary School Rural Teachers' Study Tour

In July 2024, Supor, in collaboration with the Zhejiang Shuoyuan Education Foundation, held the 10<sup>th</sup> Supor Primary School Rural Teachers' "Shuoyuan Award & Study Tour" event. Eighteen rural teachers, who have long been stationed at the grassroots level, gathered in Wuhan. They joined educational peers from across the country to visit cultural heritage sites and schools, broadening their educational horizons and mindsets. Through these experiences, they gained inspiration to better fulfill their professional duties.

The 10<sup>th</sup> Supor Primary School Rural Teachers' "Shuoyuan Award & Study Tour"

Case

Supor Collaborates with U Light Foundation to Illuminate Hope in Rural Education

In the first half of 2024, to better understand the genuine needs of rural schools, Supor's public welfare team, in collaboration with the U Light Foundation, visited Supor Primary Schools in Yunnan, Gansu, Sichuan, and Qinghai to conduct project follow-ups and research. During the survey, students expressed diverse course needs. In response, the company donated CNY 336,000 to support the Shanghai U Light Foundation in introducing online live courses in art, science, and foreign languages to 16 Supor Primary Schools. This initiative ensures that rural children have access to the same educational opportunities as their urban peers.

Children Awarded Under U Light Foundation's Enlightening Program



Quality-Oriented Education

Supor is committed to corporate social responsibility, with a focus on youth development. Through its thoughtfully crafted Supor Future Artist of Life public welfare program, Supor continuously empowers quality-oriented education in both urban and rural schools. By offering diverse life and labor courses, the program aims to nurture a new generation of pioneering youth—individuals who are future-ready, passionate about life, and dedicated to their families.

Supor Future Artist of Life

In 2022, the Company launched the "Supor Future Artist of Life" public welfare initiative. This program supports the establishment of life and labor classrooms in schools and optimizes labor education curricula to help children better understand the core message that "Labor Creates a Better Life". As of the end of the reporting period, the "Supor Future Artist of Life" initiative has successively benefited a total of 50 urban and rural schools in Zhejiang, Hubei, Guizhou, Gansu, and other regions.

During the reporting period,

the "Supor Future Artist of Life" public welfare initiative expanded by adding 26 new project schools

with product and cash donations valued at CNY over 1.6 million

As of the end of the reporting period,

the project supports a total of 50 schools benefiting over 50,000 students

Case

"Supor Future Artist of Life" Launches First Set of Life Literacy Education Courses

On March 26, 2024, Supor partnered with the Zhejiang Provincial Youth Development Foundation to launch the "Hope Project · Future Artist of Life" public welfare initiative at Wentao Elementary School in Hangzhou. This initiative focuses on labor education and live education, leveraging the organizational framework of the Hope Project and Supor's industrial expertise. Over the next three years, Supor plans to invest CNY 3 million in funds and resources to support cooking courses and life skills education in urban and rural schools across Zhejiang and the central-western regions. Together, the program aims to nurture a new generation of youth who are future-ready, passionate about life, and dedicated to their families.



Release of the First Set of Life Literacy Education Curriculum Outcomes for "Supor Future Artist of Life"

Case

"Supor Future Artist of Life" Base Research Activity

On April 26, 2024, children from Hupan Elementary School in Hangzhou, Zhejiang, participated in the Binjiang District Science and Technology Education Alliance research activity at the Hangzhou Base.



Group Photo of Hupan Elementary School Students During the Research Activity



# 6.2 Volunteer Services

At Supor, public welfare is not just the benevolence of a few, but a shared mission of the entire staff. "Everyone participating in public welfare" has become a core part of our corporate culture. Increasingly, employees are taking concrete actions, joining company volunteer teams.

During the reporting period,


Supor employees contributed **838** hours to community engagement



Case

Supor's Blood Donation Initiative

On December 27, 2024, Supor's Yuhuan Base organized a "Blood Donation for Love" event. Employees actively participated, donating blood to show their support for public welfare. This act demonstrated the responsibility and commitment of Supor's people.



Blood Donation by Supor Employees

Case

Supor Employee Philanthropy Week— 2024 Journey for Love

In December 2024, seven selected Supor employee volunteers visited Delong Supor Primary School in Sancun Village, Honghe County, Yunnan. They carefully purchased daily necessities for the children and hosted special interest classes in cooking, handicrafts, and sports, brightening the children's after-school hours.




Volunteers Presenting Marathon Medals to Children

Case

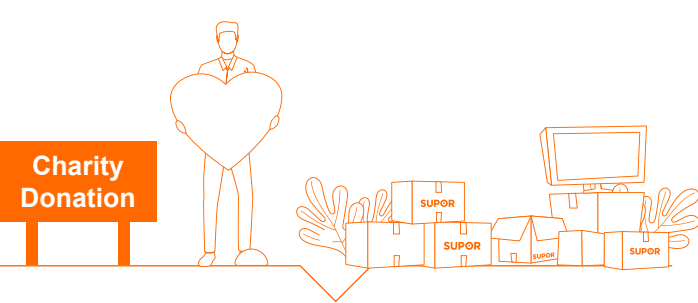
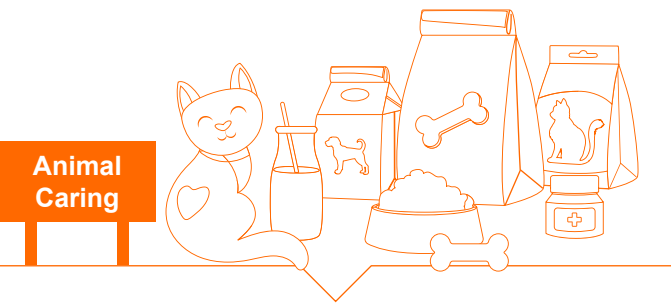
Lighting Up Lives: Supor Engineers Tutor at Kelin Primary School

On March 7, 2024, the Future Artists of Life Space at Keling Primary School in Shaoxing, Zhejiang, was officially opened. R&D engineers from Supor's Shaoxing Base served as external counselors for the school's "Supor Future Artist of Life" program, benefiting over 50 students.



Engineers Sharing Knowledge of Household Appliances with Students

# 6.3 Community Welfare



Case

Supor Donates Cat Houses for Stray Animals

In October 2024, Supor collaborated with the Zhejiang Small Animal Protection Association to promote the "Life Protection Plan", an initiative aimed at caring for stray animals and providing them with shelter.

As part of the initiative, Supor donated 300 sets of all-in-one cat scratching boards and beds to the association.

Donation Certificate

Case

Love in Action—Supor Wuhan Base Brings Warmth to the Flood Control Frontline

In July 2024, amid severe flooding, Wuhan Base swiftly formed a "Flood Relief Support Team". They ventured into affected neighborhoods to deliver essential supplies to soldiers on the flood control frontline, expressing their deepest respect and heartfelt gratitude. Through these actions, the Company demonstrated its commitment to social responsibility and infused the flood relief efforts with warmth and unwavering strength.

Support for Flood Troops by Supor Wuhan Base

Case

Municipal Disabled Persons' Federation and Supor Joining Hands to Assist the Disabled in Winter

In December 2024, Supor's Yuhuan Base, in collaboration with the Municipal Disabled Persons' Federation, launched the "Supporting Disabilities, Building a Beautiful Life" campaign. The initiative provided kitchenware and financial assistance to over 50 disadvantaged families of persons with disabilities across the city. This effort reflects the company's commitment to social responsibility, offering care to those in need and spreading benevolence and positive energy.

Distributing Gifts to Families of Persons with Disabilities



# Appendix

## Climate Change Risk and Opportunity Analysis Table

### Climate Change Risk Analysis

Risk Type	Climate Risks	Impact Description	Supor's Mitigation Measures
Physical risks	Typhoon	Our bases, particularly those in China's coastal provinces, are vulnerable to typhoons and other extreme weather events, potentially leading to regional power outages or shortages, thereby affecting production schedules or causing halts.	The Company adheres to strategies outlined in the <i>Responding to Climate Change: China's Policies and Actions</i> , enhancing our climate resilience. Concretely, we have managed incidents hierarchically to mitigate climate risks across all bases. Notably, to manage electrical risks, bases adopt staggered electricity usage patterns. Moreover, a <i>Business Continuity Plan</i> (BCP) has been tailored for specific facilities to address extreme weather impacts.
	Flood	The escalation of global warming amplifies water risk, increasing the frequency of flooding. The Company's factories in Hangzhou, Shaoxing, and Taizhou Yuhuan, Zhejiang Province, are exposed to flood risks, which could damage production lines, storage facilities, and electrical installations, leading to financial losses.	
	Rising Temperatures	Increased temperatures, particularly during summer, boost the demand for cooling in production processes, elevating electricity consumption. Additionally, high temperatures may increase employee fatigue and the risk of heat-related illnesses.	
	Sea Level Rise	The Company's primary production bases, located in coastal areas of Southeast and South China, face threats from sea erosion and operational damage, potentially impacting the entire supply chain, especially coastal suppliers and partners.	

Risk Type	Climate Risks	Impact Description	Supor's Mitigation Measures
Transitional risks	Policy and legal risks	The evolution of national and regional legal frameworks introduces stringent climate change mitigation and adaptation requirements for enterprises, elevating potential compliance costs and litigation risks.	The Company monitors and tracks emerging legislation diligently, ensuring proactive compliance with new legal and regulatory standards.
	Environmental information disclosure obligations	The refinement of carbon management and trading schemes imposes higher environmental information disclosure demands from exchanges, capital markets, and rating organizations, posing risks of regulatory penalties and reputational damage.	The Company has put into place an internal environmental information management system, enhancing regulation and audit processes to guarantee the accuracy and authenticity of environmental disclosures.
	Technological innovation risks	The development of low-carbon products necessitates eco-friendly materials and energy-efficient technologies, presenting challenges in technological uncertainty and cost.	We invest in low-carbon product R&D and energy-efficient domestic appliances, fostering a culture of innovation through comprehensive incentive programs and cross-sectoral collaborations.
	Market preferences	Rising consumer awareness towards sustainable consumption and carbon footprint reduction shifts consumers' preferences towards low-energy products. Failing to align with these expectations in product design and certification may risk customer attrition and revenue loss.	Our product design and manufacturing processes prioritize energy saving and environmental conservation, engaging in third-party certifications to align with consumer expectations.
	Stakeholders' rising environmental concerns	As sustainability issues gain prominence, customers, investors, and other stakeholders increasingly focus on the Company's sustainability performance. Supor disclosures may tarnish the corporate image and reputation, diminishing capital market recognition.	The Company emphasizes transparency in our annual ESG report, truthfully discloses our ESG performance, and continuously ensures environmental compliance through robust environmental management practices.

Climate Opportunity Identification

Climate Opportunities	Opportunity Impact Description	Countermeasures
Policy support and incentives	In pursuit of the country's "carbon peaking and carbon neutrality" goals, the government has introduced a package of support and incentive policies in the fields of energy efficiency, environmental protection, and renewable energy. These may include tax reductions, technical support, subsidies, and facilitated market access.	The Company remains vigilant to regional and national policies related to sustainable development, climate change subsidies, tax reductions, and carbon emission restrictions, and maintains close cooperation with governmental bodies through continuous communication to capitalize on policy opportunities.
Low-carbon products and service	Implementing low-carbon production solutions and launching a series of certified eco-friendly products can tilt the market toward a low-carbon direction. Technology sharing and collaboration within the industry, as well as potential low-carbon production model sharing, will help further reduce production costs.	The Company has engaged in extensive cross-industry and organizational collaborations to drive the development of products and services, promoting resource and information sharing, and elevating the overall industry standard.
Renewable resource utilization	Against the backdrop of potentially rising fossil fuel costs, proactive planning and gradual adjustment of the energy structure in production to favor green energy can secure long-term cost advantages. Furthermore, utilizing renewable energy significantly can significantly reduce the Company's operational carbon footprint and greenhouse gas emissions, thus enhancing corporate responsibility and brand value.	The Company actively responds to the initiative for high-quality development leap, accelerating energy transition and advancing the deployment of renewable energy. Currently, both the Yuhuan and Vietnam Bases are operating photovoltaic power generation projects, with an estimated combined annual power output of 7.5 million kWh.
Market preferences	The intensification of global climate change scenarios, with increasingly frequent extreme cold and hot weather, has raised consumer interest in heating and cooling appliances year by year. Additionally, the consumer market is becoming increasingly aware of the environmental impact of their purchasing behaviors, prioritizing eco-friendly and low-energy products.	The Company strives to produce products that satisfy and meet consumer needs, and focuses on green transformation and upgrades in product manufacturing and design. Using renewable materials, energy-saving technologies, and actively pursuing relevant certifications demonstrate the Company's sustainable approach.

SZSE Sustainability Report Guidelines Index

Disclosure Requirements	Corresponding Sections of This Report
Response to climate change	4.1 Climate Change and Low Carbon Development
Pollutant emissions	4.2 Environmental Compliance and Pollution Reduction with Enhanced Efficiency
Waste management	4.2 Environmental Compliance and Pollution Reduction with Enhanced Efficiency
Ecosystem and biodiversity protection	4.2 Environmental Compliance and Pollution Reduction with Enhanced Efficiency
Environmental compliance management	4.3 Resource Management and Circular Economy
Energy utilization	4.3 Resource Management and Circular Economy
Water resource utilization	4.3 Resource Management and Circular Economy
Circular Economy	4.3 Resource Management and Circular Economy
Rural Revitalization	6. Social Contribution
Social Contribution	6. Social Contribution
Innovation-driven Development	2.1 R&D Innovation and Industry Development Promotion
Ethics in technology	Not applicable currently
Supply chain security	3. Sustainable Supply Chain
Equal treatment of SMEs	Not applicable currently
Product and service safety and quality	2.2 Product Quality
Data security and customer privacy protection	1.4 Information Security and Personal Information Protection
Employees	5. Employee Development and Empowerment
Due diligence	3.1 Stable Supply    3.2 Responsible Procurement
Communication with Stakeholders	ESG Governance
Anti-commercial bribery and anti-corruption	1.2 Business Ethics
Anti-unfair competition	1.2 Business Ethics

GRI Standards Index

GRI Standards	Disclosures	Corresponding Sections
GRI 2: General Disclosures	2-1 Organizational details	About Supor
	2-2 Entities included in the organization's sustainability reporting	About this Report
	2-3 Reporting period, frequency and contact point	About this Report
	2-4 Restatements of information	Undisclosed
	2-5 External assurance	Undisclosed
	2-6 Activities, value chain and other business relationships	About Supor
	2-7 Employees	5.1 Compliant Employment and Diverse Workplace
	2-8 Workers who are not employees	5.1 Compliant Employment and Diverse Workplace
	2-9 Governance structure and composition	1.1 Corporate Governance
	2-10 Nomination and selection of the highest governance body	1.1 Corporate Governance
	2-11 Chair of the highest governance body	1.1 Corporate Governance
	2-12 Role of the highest governance body in overseeing the management of impacts	ESG Governance
	2-13 Delegation of responsibility for managing impacts	ESG Governance
	2-14 Role of the highest governing body in sustainability reporting	ESG Governance
	2-15 Conflicts of interest	1.1 Corporate Governance
	2-16 Communication of critical concerns	1.1 Corporate Governance
	2-17 Collective knowledge of the highest governance body	1.1 Corporate Governance
	2-18 Evaluation of the performance of the highest governance body	1.1 Corporate Governance
	2-19 Remuneration policies	5.2 Compensation Benefits and Performance Evaluation
	2-20 Process for determining remuneration	1.1 Corporate Governance
	2-21 Annual total compensation ratio	Undisclosed
	2-22 Statement on sustainable development strategy	ESG Strategy

GRI Standards	Disclosures	Corresponding Sections
	2-23 Policy commitments	All chapters
	2-24 Embedding policy commitments	All chapters
	2-25 Processes to remediate negative impacts	1.1 Corporate Governance
	2-26 Mechanisms for seeking advice and raising concerns	ESG Governance
	2-27 Compliance with laws and regulations	All chapters
	2-28 Membership associations	2.1 R&D Innovation and Industry Development Promotion
	2-29 Approach to stakeholder engagement	ESG Governance
	2-30 Collective bargaining agreements	5.4 Employee Engagement and Care Initiatives
GRI 3: Material Topics	3-1 Process to determine material topics	ESG Governance
	3-2 List of material topics	ESG Governance
	3-3 Management of material topics	ESG Governance
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	2024 Highlights
	201-2 Financial implications and other risks and opportunities due to climate change	4.1 Climate Change and Low Carbon Development
	201-3 Defined benefit plan obligations and other retirement plans	5.2 Compensation Benefits and Performance Evaluation
	201-4 Financial assistance received from government	Undisclosed
GRI 202: Market Presence	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Undisclosed
	202-2 The proportion of senior management hired from the local community	Undisclosed
GRI 203: Indirect Economic Impacts	203-1 Infrastructure investments and services supported	6.1 Education Assistance and Rural Revitalization
	203-2 Significant indirect economic impact	About Supor
GRI 204: Procurement Practices	204-1 Proportion of spending on local suppliers	Undisclosed



GRI Standards	Disclosures	Corresponding Sections
	205-1 Operations assessed for risks related to corruption	1.2 Business Ethics
	205-2 Communication and training about anti-corruption policies and procedures	1.2 Business Ethics
	205-3 Confirmed incidents of corruption and actions taken	1.2 Business Ethics
GRI 206: Anti-competitive Behavior	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	1.2 Business Ethics
GRI 207: Tax	207-1 Approach to tax	1.1 Corporate Governance
	207-2 Tax governance, control, and risk management	1.1 Corporate Governance
	207-3 Stakeholder engagement and management of concerns related to tax	ESG Governance
	207-4 Country-by-country reporting	Undisclosed
GRI 301: Materials	301-1 Materials used by weight or volume	4.3 Resource Management and Circular Economy
	301-2 Recycled input materials used	4.3 Resource Management and Circular Economy
	301-3 Reclaimed products and their packaging materials	4.3 Resource Management and Circular Economy
GRI 302: Energy	302-1 Energy consumption within the organization	4.3 Resource Management and Circular Economy
	302-2 Energy consumption outside of the organization	4.3 Resource Management and Circular Economy
	302-3 Energy intensity	4.3 Resource Management and Circular Economy
	302-4 Reduction of energy consumption	4.3 Resource Management and Circular Economy
	302-5 Reductions in energy requirements of products and services	4.3 Resource Management and Circular Economy
GRI 303: Water and Effluents	303-1 Interactions with water as a shared resource	4.3 Resource Management and Circular Economy
	303-2 Management of water discharge-related impacts	4.3 Resource Management and Circular Economy
	303-3 Water withdrawal	4.3 Resource Management and Circular Economy
	303-4 Water discharge	4.3 Resource Management and Circular Economy
	303-5 Water consumption	4.3 Resource Management and Circular Economy
GRI 304: Biodiversity	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Undisclosed
	304-2 Significant impacts of biodiversity, products and services on biodiversity	Undisclosed

GRI Standards	Disclosures	Corresponding Sections
GRI 304: Biodiversity	304-3 Habitats protected or restored	Undisclosed
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Undisclosed
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	4.1 Climate Change and Low Carbon Development
	305-2 Energy indirect (Scope 2) GHG emissions	4.1 Climate Change and Low Carbon Development
	305-3 Other indirect/Scope 3 GHG emissions	4.1 Climate Change and Low Carbon Development
	305-4 GHG emission intensity	Undisclosed
	305-5 Reduction of GHG emissions	Undisclosed
	305-6 Emissions of ozone-depleting substances (ODS)	Undisclosed
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Undisclosed
GRI 306: Waste	306-1 Waste generation and waste-related significant impacts	4.2 Environmental Compliance and Pollution Reduction with Enhanced Efficiency
	306-2 Management of waste-related significant impacts	4.2 Environmental Compliance and Pollution Reduction with Enhanced Efficiency
	306-3 Waste generated	4.2 Environmental Compliance and Pollution Reduction with Enhanced Efficiency
	306-4 Waste diverted from disposal	4.2 Environmental Compliance and Pollution Reduction with Enhanced Efficiency
	306-5 Waste directed to disposal	4.2 Environmental Compliance and Pollution Reduction with Enhanced Efficiency
GRI 308: Supplier Environmental Assessment	308-1 New suppliers that were screened	3.1 Stable Supply
	308-2 Negative environmental impacts in the supply chain and actions taken	3.1 Stable Supply
GRI 401: Employment	401-1 New employee hires and employee turnover	5.1 Compliant Employment and Diverse Workplace
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	5.1 Compliant Employment and Diverse Workplace
	401-3 Parental leave	5.1 Compliant Employment and Diverse Workplace
GRI 402: Labor/Management Relations	402-1 Minimum notice periods regarding operational changes	Undisclosed

GRI Standards	Disclosures	Corresponding Sections
GRI 403: Occupational health and safety	403-1 Occupational health and safety management system	5.5 Work Safety and Occupational Health
	403-2 Hazard identification, risk assessment, and incident investigation	5.5 Work Safety and Occupational Health
	403-3 Occupational health services	5.5 Work Safety and Occupational Health
	403-4 Worker participation, consultation, and communication on occupational health and safety	5.5 Work Safety and Occupational Health
	403-5 Worker training on occupational health and safety	5.5 Work Safety and Occupational Health
	403-6 Promotion of worker health	5.5 Work Safety and Occupational Health
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5.5 Work Safety and Occupational Health
	403-8 Workers covered by an occupational health and safety management system	5.5 Work Safety and Occupational Health
	403-9 Work-related injuries	5.5 Work Safety and Occupational Health
	403-10 Work-related ill health	5.5 Work Safety and Occupational Health
GRI 404: Training and Education	404-1 Average hours of training per year per employee	5.3 Talent Acquisition, Training and Development
	404-2 Programs for upgrading employee skills and transition assistance programs	5.3 Talent Acquisition, Training and Development
	404-3 Percentage of employees receiving regular performance and career development reviews	5.3 Talent Acquisition, Training and Development
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	5.1 Compliant Employment and Diverse Workplace
	405-2 Ratio of basic salary and remuneration of women to men	Undisclosed
GRI 406: Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	5.4 Employee Engagement and Care Initiatives
GRI 407: Freedom of Association and Collective Bargaining	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	5.1 Compliant Employment and Diverse Workplace
GRI 408: Child Labor	408-1 Operations and suppliers at significant risk for incidents of child labor	3.2 Responsible Procurement 5.1 Compliant Employment and Diverse Workplace
GRI 409: Forced or Compulsory Labor	409-1 Operators and suppliers at significant risk for incidents of forced or compulsory labor	3.2 Responsible Procurement 5.1 Compliant Employment and Diverse Workplace
GRI 410: Security Practices	410-1 Security personnel trained in human rights policies or procedures	Undisclosed
GRI 411: Rights of Indigenous Peoples	411-1 Incidents of violations involving rights of indigenous peoples	3.4 Traceability and Conflict Minerals

GRI Standards	Disclosures	Corresponding Sections
GRI 413: Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	Undisclosed
	413-2 Operations with significant actual and potential negative impacts on local communities	Undisclosed
GRI 414: Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	3.1 Stable Supply
	414-2 Negative social impacts in the supply chain and actions taken	3.1 Stable Supply
GRI 415: Public Policy	415-1 Political contributions	Undisclosed
GRI 416: Customer Health and Safety	416-1 Assessing the health and safety impacts of product and service categories	2.2 Product Quality
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	2.2 Product Quality
GRI 417: Marketing and Labeling	417-1 Requirements for product and service information and labeling	2.3 Responsible Marketing
	417-2 Incident of non-compliance concerning product and service information and labeling	2.3 Responsible Marketing
	417-3 Incidents of non-compliance concerning marketing communications	2.3 Responsible Marketing
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	1.4 Information Security and Personal Information Protection

## SASB Index for the Domestic Appliance Manufacturing Industry

Codes and Standards	Postal code	Content	Corresponding Sections of This Report
Product Safety	CG-AM-250a.1	Number of recalls issued and total units recalled	2.2 Product Quality
	CG-AM-250a.2	Discussion of process to identify and manage safety risks associated with the use of its products	2.2 Product Quality
	CG-AM-250a.3	Total amount of monetary losses as a result of legal proceedings associated with product safety	2.2 Product Quality
Impact of product life cycle on the environment	CG-AM-410a.1	Percentage of eligible products by revenue certified to an energy efficiency certification	Undisclosed
	CG-AM-410a.2	Percentage of eligible products by revenue certified to an environmental product lifecycle standard	Undisclosed
	CG-AM-410a.3	Description of efforts to manage products' end-of-life impacts	4.3 Resource Management and Circular Economy

Reader Feedback

Dear readers,

Greetings! We appreciate you taking the time to read this report amidst your busy schedule. To continuously enhance our sustainable development management and the disclosure of environmental, social, and governance (ESG) information disclosure, we sincerely welcome your valuable feedback and suggestions.

Please assist by completing this page and returning it to us via the following methods.

Contact Us

Email: sustainability@supor.com

Address: Supor Building, No.1772 Jianghui Road,  
New & High Tech Development Zone,  
Hangzhou, China

If convenient, please leave your contact information

Name: \_\_\_\_\_

Occupation: \_\_\_\_\_

Company: \_\_\_\_\_

Postal code: \_\_\_\_\_

Email: \_\_\_\_\_

Contact number: \_\_\_\_\_

Address: \_\_\_\_\_

Your Opinion



1.What is your stakeholder category in relation to Supor?  
☐ Government    ☐ Media    ☐ General Public    ☐ Non-Governmental Organizations  
☐ Employees    ☐ Consumers    ☐ Partners (Suppliers and Distributors)

2.Your overall assessment of the Supor 2024 ESG Report:  
☐ Excellent    ☐ Good    ☐ Average    ☐ Poor

3.Your view on the information disclosed in the Supor 2024 ESG Report:  
☐ Very Rich    ☐ Rich    ☐ Average    ☐ Limited

4.Your view on the quality of information disclosed in the Supor 2024 ESG Report:  
☐ Very High    ☐ High    ☐ Average    ☐ Low

5.Which part of this report interests you the most?  
☐ Compliance and Integrity Operations    ☐ Innovative and High-Quality Products    ☐ Sustainable Supply Chain  
☐ Environmental Responsibility    ☐ Employee Development and Empowerment    ☐ Social Contribution

6.What comments or suggestions do you have for the Supor 2024 ESG Report?  
\_\_\_\_\_  
\_\_\_\_\_

7.What comments or suggestions do you have for Supor's sustainability/ESG efforts?  
\_\_\_\_\_  
\_\_\_\_\_

We will fully consider your opinions and suggestions, and commit to properly safeguarding your information.



**SUPOR 苏泊尔**