

晶科能源申诉、投诉与举报管理政策

Jinko Solar Grievance, Complaint and Report

Management Policy

一、概述 Introduction

为了及时发现和处理晶科能源股份有限公司（以下简称“晶科能源”或“本公司”）在社会责任方面可能存在的各类风险与隐患，不断提升本公司管理能力和信息透明度，建立和谐互利的内外部利益相关方关系，特公开发布晶科能源申诉、投诉与举报管理政策（以下简称“本政策”）。本政策旨在明确本公司在申诉、投诉与举报管理方面的途径与方式、受理流程、举报人保护措施，以及激励机制。

To enable the timely identification and resolution of any social-responsibility risks or shortcomings within Jinko Solar Co., Ltd. (referred to as “Jinko Solar” or “the Company”), to continuously enhance management capabilities and information transparency, and to foster mutually beneficial relationships with all internal and external stakeholders, the Company hereby publicly issues this Grievance, Complaint and Whistle-blowing Management Policy (referred to as “the Policy”). The Policy clearly sets out the channels and methods for lodging grievances, complaints and reports, the intake and handling procedures, protective measures for whistle-blowers, and the incentive mechanisms.

二、适用范围 Scope of Application

本政策规定适用于本公司及旗下分子公司、控股公司。任何内外部利益相关方（包括所有董事、高级管理层、各类型员工、服务提供商、供应商、合作伙伴等）可就与本公司及旗下分子公司、控股公司产品、运营行为、业务关系中造成或促成的各类违规、违纪、违法事项，例如：童工、人权侵犯、同谋、骚扰、危害环境或社会的行为、不当或无故解雇、强迫劳动、现代奴役、贿赂、洗钱、歧视、泄

密、不正当竞争等事项，提出意见、建议、申诉、投诉、举报。

The Policy applies to the Company and all of its subsidiaries and affiliates. Any internal or external stakeholder—including directors, senior management, employees at all levels, service providers, suppliers, and other business partners—may submit opinions, suggestions, grievances, complaints, or reports regarding any actual or potential breach, misconduct, or unlawful act attributable to the Company or its subsidiaries/holding companies, their products, operations, or business relationships. Examples include child labour, human rights violations, complicity, harassment, environmental or social harm, unfair or unjustified dismissal, forced labour, modern slavery, bribery, money-laundering, discrimination, unauthorized disclosure, and anti-competitive practices.

三、发布声明 Release Statement

本公司社会责任工作由董事会作为最高决策和监督机构，相关政策与承诺的发布已得到本公司董事会和高级管理层的认可。一般情况下本政策调整周期为一年一次，以确保政策的时效性与适用性。本政策以中文和英文版本制备，若中英文版本不一致的，以中文版本为准。

The Company's corporate social responsibility are overseen by the Board of Directors as the highest decision-making and supervisory body. The release of relevant policies and commitments has been approved by the Company's Board of Directors and senior management. Generally, the review and revision cycle of the Policy is yearly, to ensure the timeliness and applicability of the Policy. The Policy is prepared in both Chinese and English versions. Any inconsistency between the Chinese and English versions, the Chinese version shall prevail.

四、申诉、投诉与举报途径及方式 Channels and Methods for Grievances, Complaints and Reports

本公司为内外部利益相关方提供正式且公开的申诉、投诉与举报通道，鼓励内外部利益相关方积极识别、报告风险。本公司申诉、投诉与举报途径及方式已披露在本政策及其他公开、透明的渠道，以确保内外部利益相关方可获得。各项申诉、投诉与举报均可以匿名或实名的方式，通过以下途径及方式提出。

The Company maintains formal, publicly accessible channels for submitting grievances, complaints and reports, and encourages all stakeholders to identify and report risks proactively. The available channels and methods are disclosed in the Policy and through other open, transparent means to ensure they are readily accessible to all stakeholders. Any grievance, complaint or report may be submitted anonymously or with identification through the following routes:

本公司设立晶彩小程序“廉洁晶科”“小晶通高管”作为专门的内部线上申诉、投诉与举报通道，同时在各运营地设置专门的意见箱，各内部利益相关方亦可通过上级领导、监察部、审计部、信息安全与保密管理部、安委办、人力资源伙伴、公共行政部等内部相关职能人员及部门进行申诉、投诉与举报。

The Company has designated the Jincai mini-programs “Clean Jinko” and the “U-talk with Executives” (collectively, the “Internal Online Portals”) as dedicated internal online channels for submitting grievances, complaints and reports. Dedicated locked suggestion boxes are also installed at every operating site. In addition, internal stakeholders may lodge concerns through their line managers or via the Supervision Department, Internal Audit Department, Information Security & Confidentiality Management Department, Safety Committee Office, HR Business Partners, Public Administration Department and any other relevant internal department or function.

此外，本公司设立统一的举报热线（021-51808616 或内线 6616）、举报邮箱（jubao@jinkosolar.com）、信函举报通道（收信地址：上海市闵行区申长路 1466 弄晶科中心监察部，注明“举报”），广泛接受内外部利益相关方申诉、投诉与举报。本公司亦针对信息安全与保密、环境与职业健康安全议题设立专门的申诉、

投诉与举报邮箱（分别为：JKIS@Jinko Solar.com 和 ehs.sr@Jinko Solar.com），并就信息安全与保密议题设立专门的信函举报通道（收信地址：上海市闵行区申长路 1466 弄晶科中心信息安全与保密管理部，注明“信息安全与保密举报”）。

In addition, the Company operates a unified whistle-blowing hotline (+86 021-5180 8616 or internal extension 6616), e-mail address (jubao@jinkosolar.com) and postal channel (Supervision Department: Jinko Solar Center, Lane 1466, Shenchang Road, Minhang District, Shanghai, please mark “Report”). Separate mailboxes are maintained for information-security & confidentiality issues (JKIS@jinkosolar.com) and for environment & occupational health and safety issues (ehs.sr@jinkosolar.com). A dedicated postal channel for information-security & confidentiality reports is also provided (Information Security & Confidentiality Management Department: Jinko Solar Center, Lane 1466, Shenchang Road, Minhang District, Shanghai, please mark “Information Security & Confidentiality Report”).

五、申诉、投诉与举报受理流程 Grievance, Complaint and Report Handling Process

内外部申诉、投诉与举报均由具有调查权的部门主导处理。根据《员工违纪违规管理规定》规定，具有调查权的部门包括监察部、审计部、信息安全与保密管理部、安委办、人力资源伙伴、公共行政部。

All internal and external grievances, complaints, and reports are investigated and handled by departments with investigative mandate. Pursuant to the *Regulations on the Management of Employee Discipline and Violations*, these departments with investigative mandate include the Supervision Department, Internal Audit Department, Information Security & Confidentiality Management Department, Safety Committee Office, HR Business Partners, and Public Administration Department.

本公司申诉、投诉与举报受理流程如下：

The Company’s grievance, complaint and report handling procedure is as follows:

第一步：接收到举报人提供的申诉、投诉或举报材料后，及时研究材料内容，确认主管部门，并在三个工作日内进行初步反馈。确认属于本部门的，将委派专人跟进调查；确认属于其他部门的，将在遵循保密原则下移交相关主管部门处理。

Step 1: Upon receiving the grievance, complaint or report, the department promptly reviews the submission, identifies the department with jurisdiction, and provides an acknowledgement within three working days. If the matter falls within its jurisdiction, the department assigns a designated officer to conduct the investigation; if it belongs to another department, it transfers the case—under strict confidentiality—to the competent department for handling.

第二步：启动调查流程。经调查确认申诉、投诉或举报材料属实的，则出具事件调查报告；若材料不实，则立即终止调查并归档。对于确认涉及违规、违纪、违法行为的被举报人，本公司将第一时间要求其停止相关行为。

Step 2: Investigation Initiation. If the investigation substantiates the allegation, an investigation report is issued; if the allegations are unfounded, the investigation is immediately terminated and the case is closed. When any violation, misconduct or unlawful act is confirmed, the Company will instruct the individual to cease the relevant conduct immediately.

第三步：将事件调查报告提交本公司纪律委员会开展关于违规行为及等级、惩处意见的民主评议，出具违规处理意见书、惩处通告等。相关处理意见将在管理层审批确认后，发送至被举报人进行最终确认。且后续不定期跟踪回访，保障事件彻底得到妥善完结且无打击报复情形出现。

Step 3: Submit the incident investigation report to the Company Disciplinary Committee for collective review of the nature and severity of the violation and for proposed sanctions. The Committee then issues a disciplinary recommendation and penalty notice. After senior-management approval, the proposed sanctions are sent to the respondent for final acknowledgment. Follow-up checks are then conducted at irregular intervals to ensure the case is fully closed and that no retaliation occurs.

本公司将参照《员工违纪违规管理规定》，视情节严重性对内部违纪违规行为进行相应处罚，包括警告、记过、降职、解除劳动合同等。涉嫌违法的内外部利益相关方，将移送司法机关处理，或通过法律程序寻求损害赔偿，以维护本公司名誉及权益。本公司亦积极制定违纪违规行为纠正措施，包括优化内部控制程序、加强培训、深化体系建设、开展监督检查等，以预防类似事件反复发生。

In accordance with the *Regulations on the Management of Employee Discipline and Violations* and based on the gravity of each case, the Company will impose sanctions on internal misconduct—including, but not limited to, verbal or written warning, recorded demerit, demotion and termination of employment. Any internal or external party suspected of criminal conduct will be reported to the competent law-enforcement or judicial authorities and/or pursued through legal channels for compensation to protect the Company's reputation and legitimate rights. The Company will also implement corrective and preventive actions—such as optimizing internal-control procedures, strengthening training, enhancing management systems, and conducting more rigorous supervisory audits—to prevent similar incidents from recurring.

六、无报复政策与信息保密 Non-Retaliation Policy and Confidentiality

本公司在处理申诉、投诉和举报时将遵循事实、程序、保密、及时原则，且允许举报人选择匿名方式进行。受理人员应当对申诉、投诉和举报信息及举报人信息严格保密。相关材料将按高机密级资料严格管理，未经批准不得调阅。严禁将申诉、投诉和举报材料转到被举报人手中，保护举报人的合法权益，防止对举报人的打击报复。

In handling any grievance, complaint or report, the Company adheres to the principles of objectivity, due process, confidentiality and timeliness, and permits the complainant to remain anonymous at their discretion. Personnel with access to a case must keep the information provided and the complainant's identity strictly confidential; all related documents are classified as highly confidential and may not

be accessed without prior approval. Disclosure or transmission of any grievance, complaint, report or related evidence to the respondent is strictly prohibited so as to protect the complainant's legitimate rights and interests and to prevent retaliation.

被禁止的打击报复行为包括但不限于：欺凌威胁、福利的终止或非法撤回、补偿减少、工作绩效无故评估不佳、被排除在本公司活动或会议之外、诽谤侮辱、纪律处分、不当解雇、工作中的冷处理、工作中的不合理安排等。

Prohibited retaliatory acts include, but are not limited to: bullying, intimidation or threats; unlawful or illegitimate termination or withdrawal of benefits; unjustified reduction of compensation; unjustifiably negative performance appraisals; unwarranted exclusion from Company activities or meetings; defamation, slander or derogatory remarks; disciplinary action without just cause; wrongful dismissal; ostracism at work; and unreasonable work assignments.

本公司对各类打击报复行为秉承“零容忍”态度。如果内部举报人认为受到了任何打击报复行为，可以向其主管领导、具有调查权的部门提出申诉或投诉；外部举报人则可以通过行业协会、司法机关等提出申诉或投诉。对于严重泄密、导致举报人合法权益受到严重损害的，将视情况移交司法机关处理。

The Company maintains a zero-tolerance stance toward all forms of retaliation. Internal whistle-blowers who believe they have suffered retaliatory treatment may file a grievance or complaint with their line manager or any department with investigative mandate; external whistle-blowers may do so through trade associations or judicial authorities, and other relevant bodies. Individuals whose serious breach of confidentiality causes substantial harm to a whistle-blower's legitimate rights and interests will, where appropriate, be referred to the judicial authorities for criminal prosecution.

七、激励机制 Incentive Mechanism

为激励本公司内外部利益相关方参与监督举报，实名举报并查实的举报人，将视

情况给予适当的表扬或奖励。具体激励办法可参考《廉洁举报及奖惩管理制度》《信息安全与保密举报及建议管理办法》《员工违纪违规管理规定》等内部管理规定。对于知情或隐瞒不报的或扰乱、阻碍调查工作开展的内外部利益相关方，将根据《员工违纪违规管理规定》和其他内部管理规定给予必要的合法惩戒。

To encourage stakeholders to report verified misconduct, individuals who submit reports with identification that are subsequently substantiated will receive appropriate commendation or reward at the Company's discretion. Details are set out in the *Integrity Reporting and Reward and Punishment Management System*, the *Information Security and Confidentiality Reporting and Suggestions Management Measures*, and the *Regulations on the Management of Employee Discipline and Violations* and other relevant internal policies. Stakeholders who know of a violation and conceal it, or who obstruct or disrupt an investigation, will face appropriate disciplinary or legal action in accordance with the aforementioned regulations.