

Jinko Solar Grievance, Complaint, and Report Management Policy

Version: 2026V1.1

1. Overview

To promptly identify and address potential social responsibility risks and concerns at Jinko Solar Co., Ltd. (hereinafter referred to as 'Jinko Solar' or 'the Company'), continuously enhance the Company's management capabilities and information transparency, and foster relationships of mutual trust and benefit with internal and external stakeholders, Jinko Solar hereby publishes the Jinko Solar Grievance, Complaint, and Report Management Policy (hereinafter referred to as 'this Policy'). This Policy sets out the channels and methods for submitting grievances, complaints, and reports, the handling process, whistleblower protection measures, and the incentive mechanism.

2. Scope of Application

This Policy applies to the Company and its subsidiaries, branches, and controlled companies. Any internal or external stakeholder—including all directors, senior management, employees of all categories, service providers, suppliers, and business partners—may submit comments, suggestions, grievances, complaints, or reports concerning any breach of rules, disciplinary violation, or unlawful conduct caused or contributed to by the products, operations, or business relationships of the Company or its subsidiaries, branches, and controlled companies. Such matters may include child labor, human rights abuses, complicity, harassment, conduct harmful to the environment or society, improper or unjustified dismissal, forced labor, modern slavery, bribery, money laundering, discrimination, unauthorized disclosure of confidential information, and unfair competition.

3. Publication Statement

The Risk Compliance and ESG Management Committee is responsible for version control. The Supervision and Audit Departments, Human Resources Department, and other relevant functions track annual management progress and conduct policy reviews and updates. The publication of the relevant policies and commitments has been endorsed by the Company's Board of Directors and senior management. As a general rule, this Policy is

reviewed annually to ensure that it remains current and applicable. This Policy is prepared in Chinese and English. In the event of any inconsistency, the Chinese version shall prevail. It is published in the ESG section of Jinko Solar's website and communicated to key stakeholders through email, meetings, online notifications, and other channels.

4. Grievance, Complaint, and Reporting Channels

The Company provides formal, publicly available grievance, complaint, and reporting channels for internal and external stakeholders and encourages them to proactively identify and report risks. These channels and methods are disclosed in this Policy and through other open and transparent means to ensure that they are accessible to internal and external stakeholders. Grievances, complaints, and reports may be submitted anonymously or under the submitter's real name through the following channels.

The Company has established the 'Clean Jinko' and 'Xiaojingtong Executives' functions on its FabJinko WeChat official account as dedicated internal online channels for grievances, complaints, and reports. Dedicated suggestion boxes are also available at each operating location. Internal stakeholders may also submit grievances, complaints, and reports to their supervisors or to relevant internal personnel and functions, including the Supervision Department, Audit Department, Information Security and Confidentiality Management Department, Safety Committee Office, Human Resources Department, and Public Administration Department.

In addition, the Company maintains a unified reporting hotline (021-51808616 or internal extension 6616), a reporting email address (jubao@jinkosolar.com), and a postal reporting channel (address: Supervision Department, Jinko Center, Lane 1466, Shenchang Road, Minhang District, Shanghai; mark the envelope 'Report') to receive grievances, complaints, and reports from internal and external stakeholders. Dedicated email addresses are also available for grievances, complaints, and reports concerning information security and confidentiality, and environmental and occupational health and safety matters: JKIS@Jinkosolar.com and ehs.sr@jinkosolar.com, respectively. The Company also provides a dedicated postal reporting channel for information security and confidentiality matters (address: Information Security and Confidentiality Management Department, Jinko Center, Lane 1466, Shenchang Road, Minhang District, Shanghai; mark the envelope 'Information Security and Confidentiality Report').

5. Grievance, Complaint, and Report Handling Process

All internal and external grievances, complaints, and reports are handled under the leadership of a department

authorized to investigate. Under the Employee Disciplinary and Misconduct Management Regulations, the departments authorized to investigate include the Supervision Department, Audit Department, Information Security and Confidentiality Management Department, Group Safety Committee Office, Human Resources Department, and Public Administration Department.

The Company's grievance, complaint, and report handling process is as follows:

Department Assignment and Initial Feedback: Upon receiving grievance, complaint, or report materials from a whistleblower, the receiving department promptly reviews the materials, identifies the responsible department, and provides an initial response within three business days. If the matter falls within its remit, it assigns designated personnel to conduct a follow-up investigation. If another department is responsible, the matter is transferred to that department in accordance with confidentiality requirements.

Investigation: The investigation process is initiated. If the grievance, complaint, or report is substantiated, an investigation report is issued. If it is unsubstantiated, the investigation is terminated immediately and the case is archived. Where the subject of a report is confirmed to have breached rules, committed disciplinary misconduct, or violated the law, the Company requires the person to cease the relevant conduct immediately.

Review, Disciplinary Decision, and Follow-up: The investigation report is submitted to the Company's Disciplinary Committee for collective review of the nature and severity of the violation and the proposed disciplinary action. The Committee issues a written decision on the violation, a disciplinary notice, or other relevant documentation. Once approved by management, the decision is sent to the subject of the report for final acknowledgement. Follow-up reviews are conducted from time to time to ensure that the matter has been fully and properly resolved and that no retaliation has occurred.

In accordance with the Employee Disciplinary and Misconduct Management Regulations, the Company imposes disciplinary measures for internal violations and misconduct based on their severity, including warnings, demerits, demotion, and termination of employment. Internal or external stakeholders suspected of unlawful conduct may be referred to judicial authorities or be subject to legal proceedings for damages to protect the Company's reputation and interests. The Company also actively develops corrective measures for violations and misconduct, including optimizing internal control procedures, strengthening training, enhancing management systems, and conducting oversight inspections, to prevent recurrence.

6. Non-retaliation and Confidentiality

When handling grievances, complaints, and reports, the Company adheres to the principles of fact-based assessment, due process, confidentiality, and timeliness, and allows whistleblowers to report anonymously. Personnel handling a case must maintain strict confidentiality regarding the grievance, complaint, or report and the whistleblower's identity. Relevant materials are managed as highly confidential information and may not be accessed without authorization. Grievance, complaint, and report materials must never be transferred to the subject of the report. These controls protect whistleblowers' legitimate rights and interests and prevent retaliation.

Prohibited retaliatory conduct includes, but is not limited to, bullying or threats; termination or unlawful withdrawal of benefits; reduction in compensation; unjustified adverse performance ratings; exclusion from Company activities or meetings; defamation or insults; disciplinary action; improper dismissal; ostracism in the workplace; and unreasonable work assignments.

The Company has zero tolerance for retaliation of any kind. An internal whistleblower who believes they have experienced retaliation may submit a grievance or complaint to their supervisor or to a department authorized to investigate. An external whistleblower may submit a grievance or complaint through an industry association, judicial authority, or other appropriate body. A serious breach of confidentiality that causes material harm to a whistleblower's legitimate rights and interests may be referred to judicial authorities, as appropriate.

7. Incentive Mechanism

To encourage internal and external stakeholders to participate in oversight and reporting, a whistleblower who submits a substantiated report under their real name may receive appropriate recognition or a reward, depending on the circumstances. Specific incentives are governed by internal policies such as the Integrity Reporting and Reward and Disciplinary Measures, the Information Security and Confidentiality Reporting and Suggestions Management Measures, and the Employee Disciplinary and Misconduct Management Regulations. Internal or external stakeholders who knowingly fail to report or conceal relevant information, or who disrupt or obstruct an investigation, will be subject to necessary and lawful disciplinary measures under the Employee Disciplinary and Misconduct Management Regulations and other internal policies.

8. Remedial Measures

To ensure that issues raised through grievances, complaints, or reports are substantively resolved and that their adverse impacts on affected parties and the Company are remedied, the Company commits to taking one or more of the following remedial measures after an investigation substantiates a violation:

Immediately cease and correct the substantiated violation and restore the legitimate rights and interests of affected internal stakeholders, such as employees. Measures may include reinstatement, back pay, restoration of benefits, and correction of personnel records and performance evaluations. Provide necessary support and compensation to affected internal or external stakeholders and issue a formal apology.

Where suppliers, business partners, or other external stakeholders have suffered harm, engage with them proactively and seek an agreed settlement and remediation plan to rebuild trust. If the matter involves the public interest or has environmental or social impacts, disclose the outcome and the remedial actions taken, as appropriate.

The Company's ultimate objective is to use effective remedial measures to uphold a fair and just workplace and operating environment, safeguard the legitimate rights and interests of all parties, and continuously improve its governance and social responsibility performance.

Appendix: Document Revision Record

Document	Jinko Solar Grievance, Complaint, and Report Management Policy		
Version	Revision Description	Effective Date	Issuing Body
2025V1.0	This Policy establishes an ongoing complaint and reporting mechanism, provides multiple accessible feedback channels, protects whistleblowers' rights and interests, enables timely investigation and handling of violations and misconduct, and advances transparency in corporate governance.	2025.7	Risk Compliance and ESG Management Committee
2026V1.1	Added remedial measures and strengthened closed-loop management requirements for reports and complaints.	2026.8	Risk Compliance and ESG Management Committee

Note: Minor adjustments arising from similar matters during the same year will be consolidated by version in the Document Revision Record. For questions regarding the version or content of this Policy, please contact ESG@jinkosolar.com. Thank you for your interest in Jinko Solar's ESG management.