

ROBAM老板

享受创造



2024

Robam Appliances

Environmental, Social, and Governance Report

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PREPARATION INTRODUCTION

Reporting Scope

The Report covers Hangzhou Robam Appliances Co., Ltd. (hereinafter referred to as Robam, Robam Appliances, we or the Company) and its subsidiaries. The reporting scope of the Report is in line with that of the consolidated financial statements of the Robam (stock code: 002508) annual report.

Reporting Period

The report is an annual report spanning a period from January 1, 2024 to December 31, 2024. Some of the information is beyond this scope and is described where relevant.

Preparation Basis

This report has been prepared in accordance with the *Shenzhen Stock Exchange Self-Regulatory Guidelines for Listed Companies No. 17 – Sustainability Report (Trial)* and *Shenzhen Stock Exchange Self-Regulatory Guidelines for Listed Companies No. 1 – Guidelines for Standardized Operation of Companies Listed on the Main Board (SZSE [2023] No. 1145)*, and the *Sustainable Development Report Standards (GRI Standards)* (2021) issued by the Global Reporting Initiative (GRI).

Data Explanation

Data and cases in the Report are from original records and financial reports of the Company prepared during actual operations.

All financial data in the Report is stated in RMB. Where financial data herein is inconsistent with that in the annual financial reports of the Company, the latter shall prevail.

Contact Information

Office of the Board of Directors, Hangzhou Robam Appliances Co., Ltd. Tel.: 0571-86187810
More ESG information of Robam Appliances is available on: www.robam.com and www.cninfo.com.cn.

Preparation Principles

Materiality

The Company has identified its material ESG topics as the key focus of this report, based on a dual-materiality perspective and in consideration of its industry characteristics and operational business characteristics. The reporting of material issues in this report focuses on the characteristics of the industries in which the Company operates and the regions in which it is located. The process of analyzing material issues and the results is detailed in the “Management of Material Issues” chapter of this report.

Accuracy

The information in this report is as accurate as possible. The quantitative information has been measured using standardized terminology, units, and measurement methodologies recognized both domestically and internationally. All cited data sources are explicitly referenced. Results are accompanied by clear explanations of data scope, the basis of calculation and assumptions to ensure that the error of the calculation is not misleading to the users of the information.

Robam Appliances asserts that the content in the Report is devoid of any false record, misleading statement, or material omission.

The Board of Directors assumes full responsibility for the authenticity, accuracy, and completeness of all information presented.

Equity

The content of this report reflects objective facts and disclose both positive and negative information about the Company in an unbiased manner. During the reporting period, the Company identified no significant negative events requiring disclosure that were not properly reported.

Clarity

This report is published in simplified Chinese and English. In case of any discrepancies between the two versions, the Chinese text shall prevail. Tables and model diagrams are included as a supplement to the text in the Report to enable stakeholders to better understand the text. The contents and a benchmarking index table for ESG standards are provided to facilitate faster access to the information by stakeholders.

Quantification and Consistency

This report discloses ESG quantitative performance indicators during the reporting period and, where possible, the corresponding historical data. The collection, measurement and calculation methodologies of the same indicator in this report are consistent across different reporting periods. Should any changes occur in data collection, measurement, or calculation methodologies, the Report will retrospectively adjust relevant data with full disclosure, enabling stakeholders to conduct meaningful analysis and evaluation.

Time-Efficiency

The report is an annual report published concurrently with the Company’s 2024 Annual Report to provide stakeholders with timely information for decision-making purposes.

ABOUT ROBAM APPLIANCES

Founded in 1979, Hangzhou Robam Appliances Co., Ltd. specializes in the manufacturing of household kitchen appliances such as range hoods, gas stoves, dishwashers, combi-steam ovens, disinfection cabinets, integrated stoves, gas water heaters, water purifiers, and more. With 46 years of development and growth, Robam has become a widely recognized leading brand in China's kitchen appliance industry, ranking at the forefront in terms of industry history, market share, production capacity, product range, and sales coverage.

Adhering to the Company's unique entrepreneurship of hard work and guided by the principle of "innovation, responsibility and pragmatism", Robam Appliances shoulders the mission of "fulfilling people's diverse desires for exceptional kitchen experience", and strives to embody our belief in becoming "a respectable enterprise in the society" and "a world-renowned time-honored enterprise leading the cooking revolution". Robam is committed to transforming Chinese kitchens with modern technology, infusing the essence of Chinese cooking into each appliance, and making home cooking for Chinese families simpler, healthier, and more enjoyable.



1979
Year of Foundation

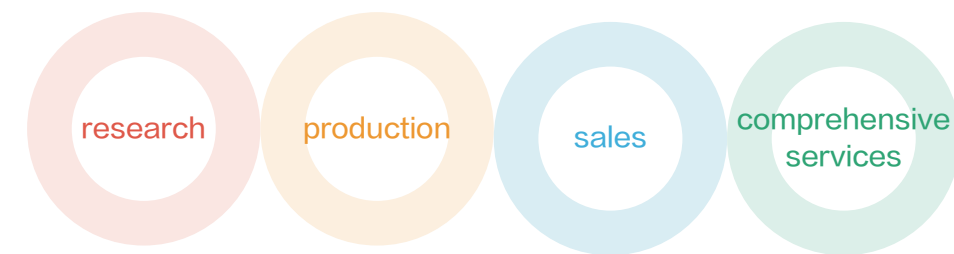
Company Name

Hangzhou Robam Appliances Co., Ltd.

Listing Code

Listed on the Shenzhen Stock Exchange
(Stock Code: 002508; Stock Name: Robam Appliances)

Major Business



The Company's major business includes the research and development, production, sales and comprehensive services of kitchen appliances. Major products include range hoods, gas stoves, dishwashers, combi-steam ovens, disinfection cabinets, integrated stoves, gas water heaters, water purifiers, and more.



Markets Served

30 countries in 5 continents



Location of the Headquarters

Hangzhou, China

Robam Appliances has always been committed to "fulfilling people's diverse desires for an exceptional kitchen experience". Throughout its development, the Company has adhered to the entrepreneurship of hard work, continuously advancing technological innovation, product upgrading, and brand building. Robam is dedicated to providing consumers with high-quality kitchen appliances and comprehensive solutions, while creating enhanced value for society.

Corporate value

Corporate Purpose

To become a respectable enterprise in the society

Corporate Mission

Fulfilling people's diverse desires for an exceptional kitchen experience

Corporate Vision

To grow into a world-renowned, time-honored enterprise leading the cooking revolution

Corporate Values

Entrepreneurship of hard work



02

ESG MANAGEMENT SYSTEM

2.1 ESG Management Strategies	P09
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2.1 ESG Management Strategies

The Company has adhered to an ESG management strategy featuring “operation in good faith, quality improvement, harmonious development, environment protection, supply chain optimization, and shared prosperity”, and has integrated ESG into its strategic management activities.

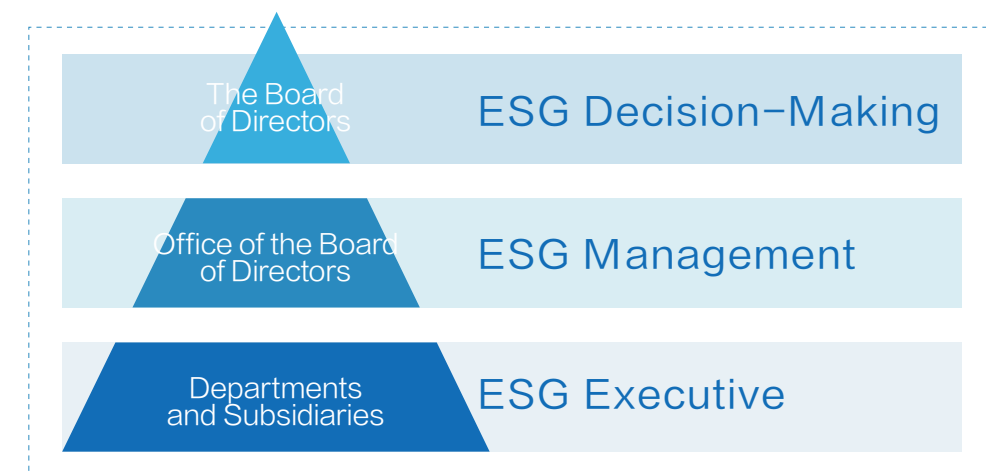
ESG Management Strategies and Strategic Directions for Action of Robam Appliances



2.2 ESG Management Architecture

Robam Appliances has established a multi-tiered ESG management architecture to ensure the thorough integration of ESG principles into every aspect of its operations. At the decision-making level, the Board of Directors assumes responsibility for overseeing and making key decisions related to ESG matters, providing strong governance support. At the management level, the Office of the Board of Directors coordinates the implementation of ESG initiatives across the Company. At the executive level, all departments and subsidiaries actively respond based on their respective business characteristics and resource advantages, transforming ESG concepts into concrete actions embedded in day-to-day operations.










ESG Management Architecture of Robam Appliances



2.3 Stakeholder Communication

The Company defines stakeholders as individuals or groups who affect or are affected by the Company's operational activities. According to the industry and business characteristics, the primary stakeholders are identified, including: shareholders and investors, employees, users, government and regulatory authorities, suppliers, communities, and the general public.

The Company is committed to establishing a communication mechanism with all stakeholders. The Company actively communicates with them through its website, media, meetings, reports, events and other channels and methods to understand and respond to their expectations and demands, and incorporates the issues of concern to stakeholders into the Company's operations and decision-making process, so as to enhance the Company's operation and management capabilities and sustainable development capabilities.

Types of Stakeholders	Representatives of Stakeholders	Main Concerns	Ways of Communication and Response
 Shareholders and Investors	Shareholders and potential investors	<ul style="list-style-type: none">Corporate GovernanceInternal Control and Risk ManagementAnti-Bribery and Anti-CorruptionR&D and Innovation	Shareholders' General Meeting, financial reporting, performance reporting, business ethics management, etc.
 Senior Management Employees	General manager, deputy general manager, department heads	<ul style="list-style-type: none">Corporate GovernanceR&D and InnovationQuality ManagementUser Service	Internal management meetings and reports, corporate governance-related training, internal information communication platform, etc.
 Other Employees	Representatives of labor union members and employees and representatives of other workers serving the Company	<ul style="list-style-type: none">Information Security and Privacy ProtectionEmployee Rights and BenefitsEmployee Development and PromotionOccupational Health and Safety	Internal information communication platform, employee activities, staff council activities, employee handbook, employee training, employee appraisal and promotion, etc.
 End Users	Consumers who buy and use kitchen appliances	<ul style="list-style-type: none">Corporate GovernanceAnti-Bribery and Anti-CorruptionInformation Security and Privacy ProtectionR&D and InnovationQuality ManagementUser Service	Scientific research and innovation, product exhibition, user research, user service hotline, user satisfaction survey, user privacy protection measures, etc.
 Channel Customers	Channel partners	<ul style="list-style-type: none">R&D and InnovationQuality ManagementUser Service	Distributor meetings, sales meetings, marketing activities, marketing training and technical support, channel customer satisfaction surveys, etc.
 Government and Regulatory Authorities	National/local government and regulatory authorities in the Company's operating regions, Shenzhen Stock Exchange, and China Securities Regulatory Commission Zhejiang Bureau	<ul style="list-style-type: none">Internal Control and Risk ManagementAnti-Bribery and Anti-CorruptionQuality ManagementClimate Change ResponseEnergy UseEmissions and Waste Management	Field visiting to the relevant institutions, communication via official documents, policy implementation, information disclosure etc.
 Suppliers	Final product assembly suppliers, component suppliers, and other raw material suppliers	<ul style="list-style-type: none">Anti-Bribery and Anti-CorruptionQuality ManagementSupply Chain SafetySupply Chain QualityResponsible Supply Chain	Supplier management systems, transparent and fair procurement, strategic cooperation, exchange visits, etc.
 Partners	National/local industry associations, standards working groups, and partner universities in the Company's operating regions	<ul style="list-style-type: none">R&D and InnovationQuality ManagementIndustry Development	Visits, industry-university-research cooperation programs, standards policy related associations and working groups meetings, etc.
 Communities and the Public	Non-governmental organizations, charities, social organizations, mainstream media	<ul style="list-style-type: none">Emissions and Waste ManagementEcosystem and Biodiversity ConservationPublic Welfare and Rural RevitalizationPromotion of Culinary Culture	Enhancement of environmental management, social welfare programs, community volunteer activities, etc.

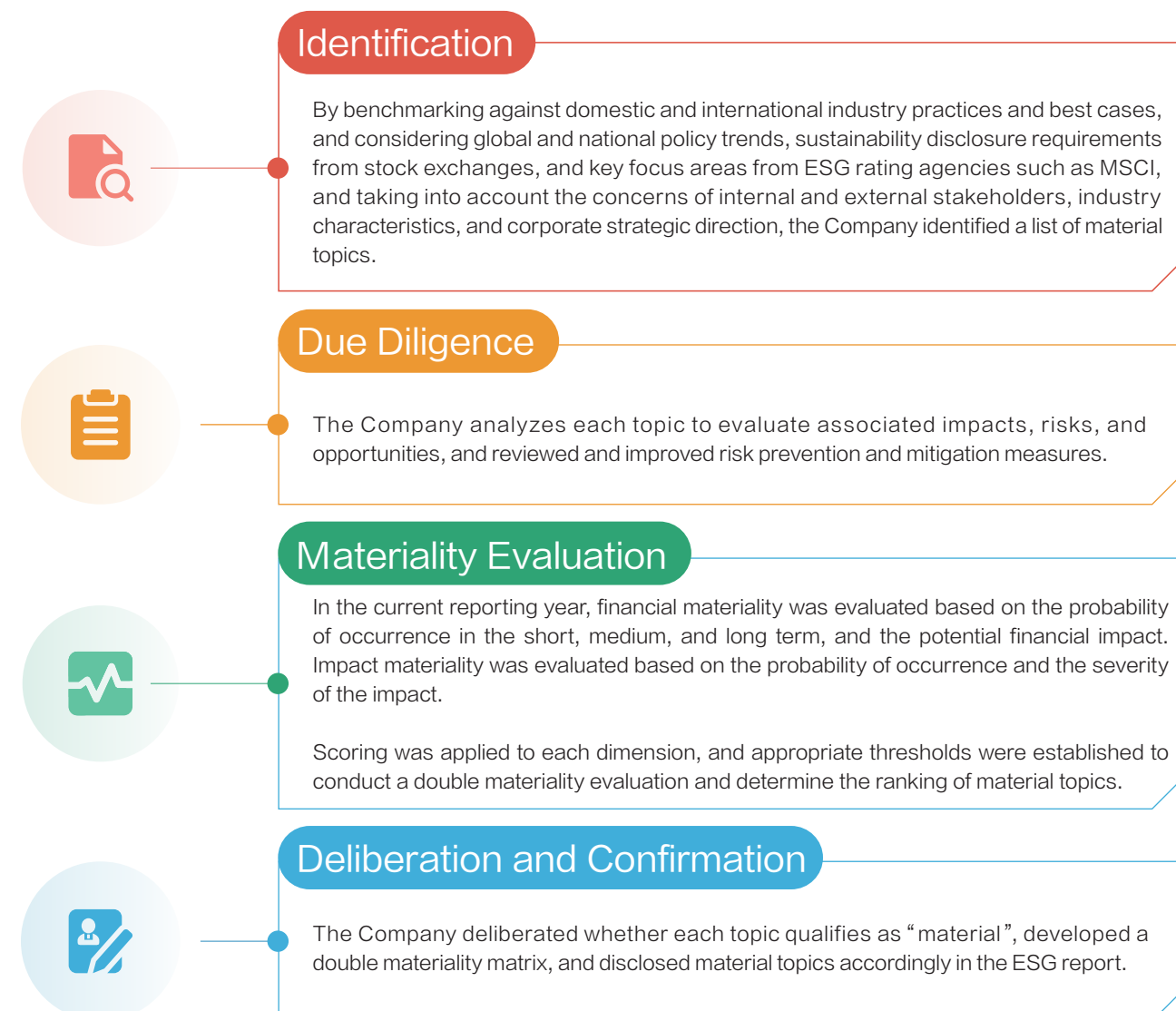


2.4 Management of Material Topics

Robam Appliances has conducted a double materiality analysis in accordance with the requirements outlined in *Shenzhen Stock Exchange Self-Regulatory Guidelines for Listed Companies No. 17—Sustainable Development Reports (Trial)* issued by the Shenzhen Stock Exchange regarding “topic materiality analysis”. This process was carried out by integrating the *Global Reporting Initiative (GRI) Standards* on material topic management and considering both financial materiality and impact materiality perspectives.

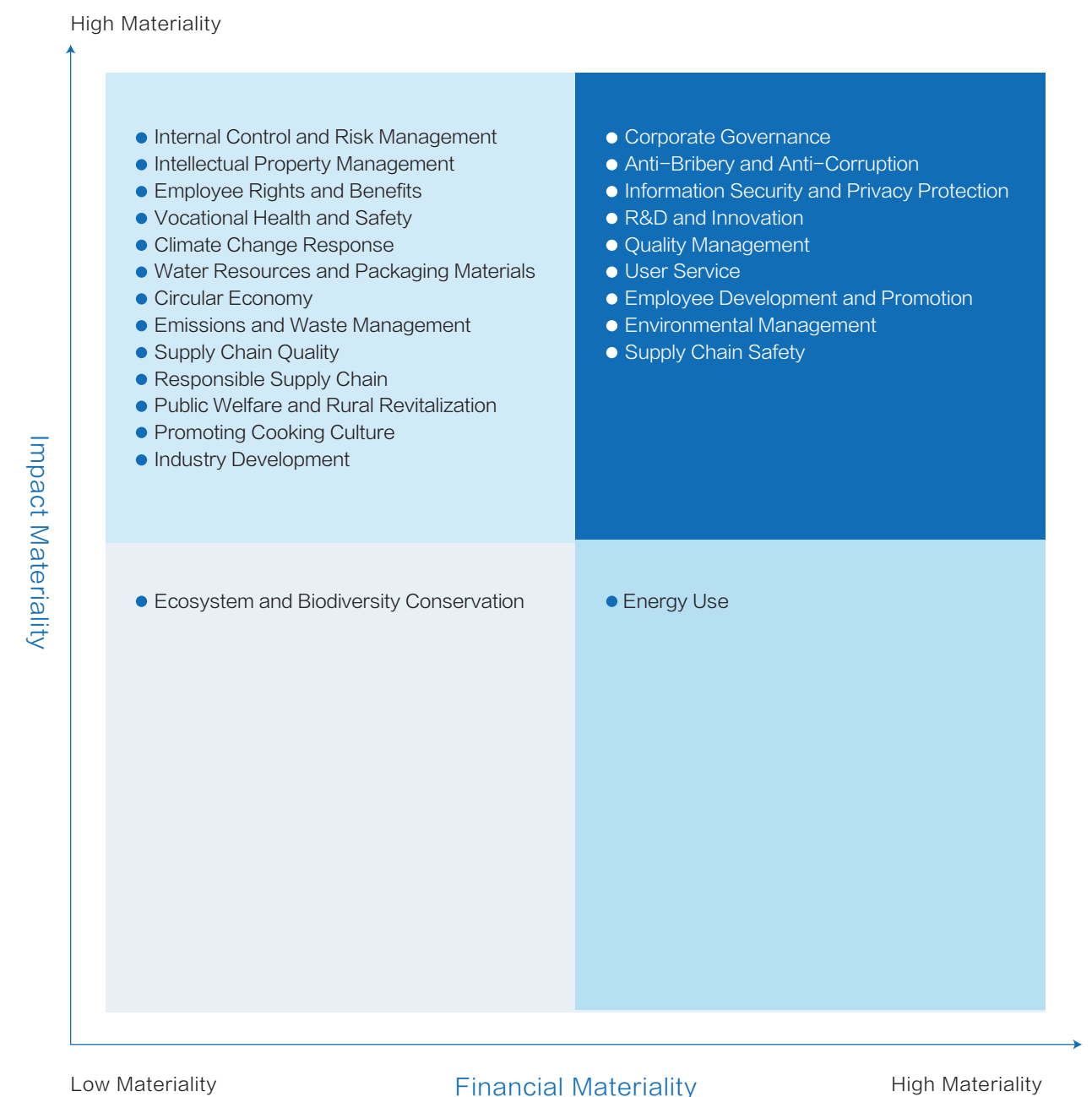
Following a process of identification, evaluation, and deliberation, the Company has identified ESG topics that have significant impact on the Company’s operations and stakeholders. This materiality analysis provides a scientific basis for formulating sustainable development strategies, optimizing resource allocation, and enhancing the quality of ESG disclosures.

Robam Appliances Analysis Process of Material Topics



During the reporting period, the Company identified and screened 24 ESG topics through standard benchmarking, policy analysis, and peer comparisons. After analysis, a total of 9 topics were found of double materiality, 1 topic was of financial materiality only, 13 topics were of impact materiality only, and 1 topic was of neither financial nor impact materiality. The specific distribution is shown in the matrix.

Robam Appliances Material Topic Matrix



Materiality Impact Analysis of Financial Materiality Topics

Materiality Topics	Impact Materiality Analysis		Financial Materiality Analysis		
	Scope of Impact	Affected Stakeholders	Risk Analysis	Opportunity Analysis	Impact Period
Corporate Governance	· Upstream · Own Operations · Downstream	· Shareholders and Investors · Employees · End Users · Channel Customers · Government and Regulatory Authorities · Suppliers · Partners · Communities and the Public	With the rapid expansion of the business scale, the Company's management needs to continuously improve its management capabilities, and the lack of fresh external perspectives may reduce the sensitivity to emerging technologies and changes in market demand, resulting in the Company missing opportunities for industry transformation.	A high dividend policy and stable return planning significantly boost the Company's attractiveness to long-term value-oriented capital and reduce financing costs. Combined with investor relations management, it creates a market trust premium.	· Short term · Mid term · Long term
Anti-Bribery and Anti-Corruption	· Upstream · Own Operations · Downstream	· Shareholders and Investors · Employees · End Users · Channel Customers · Government and Regulatory Authorities · Suppliers · Partners · Communities and the Public	The kitchen appliance industry is highly dependent on end-user trust, and in the event of supplier bribery, the public will readily associate "supply chain corruption" with "product quality black box", weakening the brand's high-end image.	The kitchen appliance industry is highly dependent on end-user trust, and in the event of supplier bribery, the public will readily associate "supply chain corruption" with "product quality black box", weakening the brand's high-end image.	· Short term · Mid term · Long term
Information Security and Privacy Protection	· Upstream · Own Operations · Downstream	· Shareholders and Investors · Employees · End Users · Channel Customers · Government and Regulatory Authorities · Suppliers · Partners	If there are loopholes in system rights management or data encryption, they may be exploited by internal or external parties, leading to leakage of sensitive data, unauthorized access, data tampering or other malicious acts.	Strict access control and data encryption measures are in line with international standards such as the EU's General Data Protection Regulation (GDPR), reducing the risk of compliance disputes in overseas market expansion and supporting the internationalization strategies.	· Short term · Mid term · Long term
R&D and Innovation	· Upstream · Own Operations · Downstream	· Shareholders and Investors · Employees · End Users · Channel Customers · Government and Regulatory Authorities · Suppliers · Partners · Communities and the Public	Cutting-edge technologies require significant investment. If the efficiency of technology conversion falls short of expectations or if market demand slows, short-term profit margins may be persistently squeezed.	Through digital R&D, the Company delivers a full-cycle cooking solution, creating technical barriers and boosting market share. The Culinary Master AI Mega Model serves as a differentiated product to attract high-end users and enhance brand premium.	· Short term · Mid term · Long term

Quality Management	· Upstream · Own Operations · Downstream	· Shareholders and Investors · Employees · End Users · Channel Customers · Government and Regulatory Authorities · Suppliers · Partners · Communities and the Public	If quality issues or product recalls occur, it would not only directly increase after-sales costs but could also damage the Company's reputation and lead to a loss of market share.	Through quality loss rate management and preventive improvements, the proportion of quality-related costs in revenue is reduced, releasing additional profit margin.	· Short term · Mid term · Long term
User Service	· Own Operations · Downstream	· Shareholders and Investors · Employees · End Users · Channel Customers · Government and Regulatory Authorities · Partners	Service remediation costs (e.g., rework, parts replacement) may reduce value-added service revenues.	Service remediation costs (e.g., rework, parts replacement) may reduce value-added service revenues.	· Short term · Mid term · Long term
Employee Development and Promotion	· Own Operations · Downstream	· Shareholders and Investors · Employees	If the development initiatives are misaligned with actual demand, it will lead to a mismatch of talents' ability, affecting product innovation or service quality and thus reducing market competitiveness.	The dual-channel promotion mechanism provides diverse growth pathways for employees. Internal mobility allows human resources to flexibly adapt to strategic changes, avoiding the lag of external recruitment.	· Short term · Mid term · Long term
Environmental Management	· Upstream · Own Operations · Downstream	· Shareholders and Investors · Employees · End Users · Government and Regulatory Authorities · Suppliers · Communities and the Public	If suppliers mishandle hazardous waste, the Company may face fines or production suspension as the responsible party.	Pollution control investments reduce the emergency cost of environmental incidents, while energy-saving technologies and green subsidies create a compounded effect that improves net profit ratio.	· Short term · Mid term · Long term
Supply Chain Safety	· Upstream · Own Operations · Downstream	· Shareholders and Investors · Employees · End Users · Channel Customers · Government and Regulatory Authorities · Suppliers	The smart kitchen appliance industry is fast-changing. If supply of core components is disrupted, the product launch cycle may be delayed, missing key market windows.	By sharing data with suppliers and deepening collaborative innovation, the Company builds a digitalized supply chain that enhances agility. Improved supply chain transparency further strengthens customer trust.	· Short term · Mid term · Long term
Energy Use	· Upstream · Own Operations · Downstream	· Shareholders and Investors · Employees · End Users · Government and Regulatory Authorities · Suppliers · Communities and the Public	If there is an interruption in energy supply or drastic price fluctuation, production lines may stall, or energy costs may soar.	The Company adopts rooftop photovoltaics, energy storage, digital energy monitoring platforms, and energy-saving retrofits to build a low-carbon production system with clean energy and smart controls, to drive down unit energy consumption and securing a competitive edge in green manufacturing.	· Short term · Mid term · Long term



03
Operation in Good Faith

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3.1 Corporate Governance

Robam Appliances has strictly complied with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Stock Listing Rules of the Shenzhen Stock Exchange* and other applicable laws, and established the Shareholders' General Meeting, the Board of Directors, the Board of Supervisors and the Management, building a modern corporate organization system and operating mechanism. Under the Board of Directors are an Audit Committee, a Strategy Committee, a Nomination Committee, and a Remuneration and Appraisal Committee, which perform their respective duties and functions, playing a part in ensuring the efficient, scientific and regulated operation of the Company.

Management Architecture of Robam Appliances



According to the *Articles of Association of Hangzhou Robam Appliances Co., Ltd.*, the nomination and dismissal of members of the Board of Directors and the Board of Supervisors are conducted as per regulations. Directors of the Company are elected or replaced by the shareholders' meeting for a term of three years, with the possibility of reelection at the end of their term. Before the end of their term, directors cannot be dismissed without cause by the shareholders' meeting. The Board of Directors meetings are convened according to the prescribed procedures, with a quorum requiring more than half of the directors in attendance.

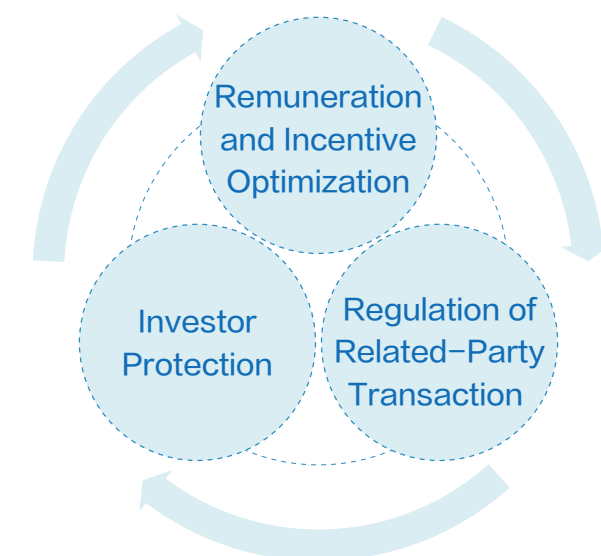
The Company ensures that the Board of Directors, the Board of Supervisors, and specialized committees of the Board of Directors play a full role in decision-making on operational matters and review significant company development issues. During 2024, the Company organized 2 Shareholders' General Meetings, 8 meetings of the Board of Directors, and 7 meetings of the Board of Supervisors.

The Company fully considers factors such as industry experience, educational background, and overall competence of members of the Board of Directors to ensure diversity and professionalism in the Board of Directors. Current members of the Board of Directors possess professional capabilities in various fields such as industry, finance, economics, and human resources management, along with extensive industry experience.



Building on a sound corporate governance structure, the Company strives to enhance overall governance performance through a multi-faceted approach. Key initiatives include remuneration and incentive optimization, regulation of related-party transaction, and investor protection. These efforts aim to ensure transparency and fairness, thereby creating greater value for shareholders.

Robam Appliances Corporate Governance Strategy



Remuneration and Incentive Optimization

Robam Appliances has defined the remuneration and evaluation criteria for directors and senior executives. The Remuneration and Appraisal Committee under the Board of Directors is responsible for formulating evaluation criteria and assessing directors and senior executives, as well as developing and reviewing remuneration policies and plans for them. Any remuneration plan proposed by this committee must first be approved by the Board of Directors and then submitted to the Shareholders' General Meeting for final approval before implementation. The committee consists of three members, including two independent directors. An independent director also serves as the chairperson, ensuring the independence and objectivity of remuneration decisions.

The Company's *Articles of Association* stipulate that directors, supervisors, and senior executives must declare to the Company their holdings and changes in shares of the Company. During their term, they may not transfer more than 25% of their total holdings annually. After resignation, no shares may be transferred within six months. Furthermore, if shareholders holding more than 5% of the Company's shares, as well as the aforementioned personnel, sell the Company's shares or equity-related securities within a six-month of purchasing them, or repurchase them within six months of a sale, the proceeds therefrom will accrue to the Company, and the Board of Directors is entitled to reclaim such proceeds on behalf of the Company.

To enhance long-term incentive mechanisms and attract and retain high-caliber talent, Robam launched a 2024 Stock Option Incentive Plan and the Phase II Career Partner Program, both based on the principle of aligning contributions with returns. By motivating the management team and core technical personnel and closely aligning the interests of shareholders, the Company, and individuals, these plans aim to foster a shared focus on the Company's long-term development. If the vesting conditions are met, the incentive recipients may exercise their stock options according to the specified proportion. Otherwise, if the performance targets are not achieved, the corresponding options will be cancelled. Full details have been disclosed on CNINFO (<http://www.cninfo.com.cn>) and other platforms for public access.

Regulation of Related-Party Transactions

Robam Appliances strictly complies with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Stock Listing Rules of the Shenzhen Stock Exchange*, the *Shenzhen Stock Exchange Self-Regulatory Guidelines for Listed Companies No. 7—for Transactions and Related-Party Transactions*, and other applicable laws, as well as relative regulations from the *Articles of Association of Hangzhou Robam Appliances Co., Ltd.* The Company has established management policies such as the *Regulations on Related-Party Transactions* to define the scope, decision-making procedures, and disclosure requirements for related-party transactions, ensuring that such activities do not compromise the legitimate rights and interests of the Company or its non-related shareholders.

Effective measures are in place to prevent related parties from intervening in the Company's operations through monopolization of procurement or sales channels. The pricing or fee principles for related-party transactions are required to align with market standards applicable to independent third parties, and the basis for such pricing is fully disclosed. The Company signs written contracts or agreements with related parties and implements effective measures to prevent shareholders and their related parties from misappropriating or transferring the Company's funds, assets, or other resources in any form.

The Company has established a comprehensive decision-making process for related-party transactions. For major related-party transactions between the Company and related entities that require approval by the Shareholders' General Meeting, qualified intermediaries licensed to conduct securities and futures-related business are engaged to evaluate or audit the transaction targets. The Board of Supervisors provides clear opinions on whether such transactions, which require approval by the Board of Directors or the Shareholders' General Meeting, are fair and reasonable, and whether they may harm the legitimate rights and interests of the Company or its non-related shareholders.

In April 2024, the Company issued a special audit report on related-party fund occupation to ensure the truthfulness, accuracy, and completeness of its information disclosure. During the reporting period, all related-party transactions were conducted based on the Company's normal operations and business development needs. The pricing followed the principles of fairness and reasonableness, and all transactions underwent the required decision-making procedures and information disclosure obligations.

Investor Protection

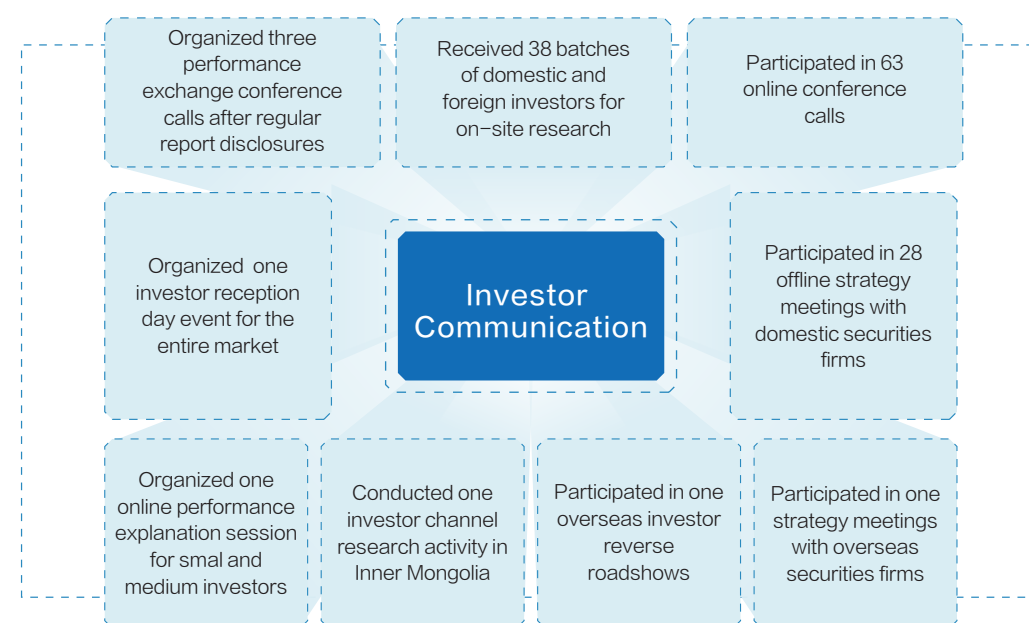
Robam Appliances has strictly complied with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, *Work Guidelines for the Investor Relations Management of Listed Companies*, the *Stock Listing Rules of the Shenzhen Stock Exchange* and other applicable laws, as well as relevant provisions in the *Articles of Association of Hangzhou Robam Appliances Co., Ltd.*, by formulating management measures such as *Investor Relations Management Measures* and *Information Disclosure Management Measures*, conducting investor relations management, and fully protecting investor rights.

The Company attaches great importance to information disclosure and communication with shareholders and creditors, ensuring that all investors promptly receive information on major developments affecting the Company's business status and obtain information about the Company. The Company discloses information to investors via meetings, publications, and online platforms, including the annual Shareholders' General Meeting, temporary Shareholders' General Meeting, and regular reports. The information of Robam is available on the *China Securities Journal*, *Securities Daily*, *Securities Times*, *Shanghai Securities News*, <https://www.cnstock.com/>, and other platforms.

The Company discloses regular reports and interim announcements in accordance with the requirements, and the content of the announcements are true, accurate and complete, with no false records, misleading statements or material omissions, and there is no violation of the relevant regulations or inconsistency with the relevant regulations in the actual operation of the Company. During 2024, the Company released 68 announcements, including 4 regular reports and 64 interim announcements.

The Board of Directors of the Company attaches great importance to the management and maintenance of investor relations, and has deepened the scope of investor relations management to include various types of investors such as institutional investors, strategic investors, and small and medium-sized investors. The Company maintains continuous communication with the capital market through various forms such as investor hotline, Easy IR platform of Shenzhen Stock Exchange, online performance briefings, investor reception day, domestic and international strategy meetings and reverse roadshow for domestic and foreign institutional investors, etc.

Robam Appliances Communication with Investors in 2024



Robam's Annual Investor Day

In May 2024, Robam held its Annual Investor Day as scheduled. The event was open to the entire market and attracted nearly a hundred small and medium-sized shareholders, analysts from domestic and international institutions, and industry researchers. Accompanied by the Company's senior management team throughout the day, investors toured the Robam Global Culinary Art Center. Through immersive demonstrations of intelligent cooking scenarios and on-site displays of the digitalized factory, participants gained a comprehensive understanding of the Company's "Product + Ecosystem" dual-engine strategy and its innovative practices and technology iteration in the field of Chinese cooking solutions.



At the same time, the Company focuses on investor returns. In April 2024, the Company released the *Shareholder Return Plan for the Next Three Years (2024-2026)*, which clearly states that there will be two cash dividends per year, one in the first half and one in the second half, with a cash dividend ratio of no less than 50%, and gradually increased based on business performance. In the future, the Company will continue to maintain stable profit distribution, enrich communication channels for investors to participate in dividend decisions, and adhere to a long-term and stable shareholder value return mechanism.

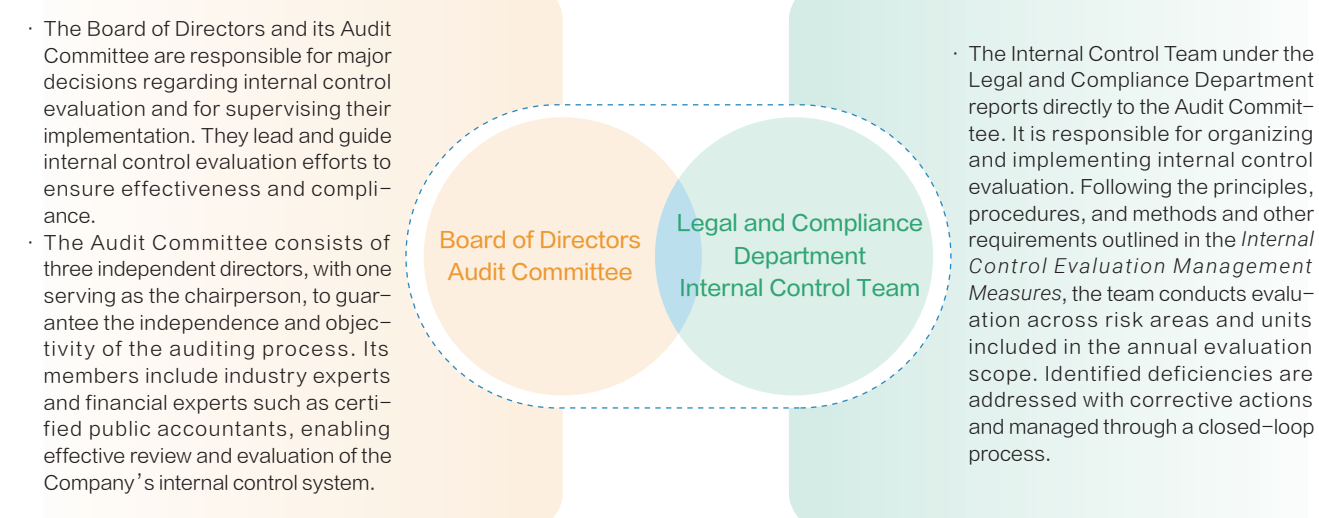
Index	Annual Target	Achievement Status
Cash Dividend Frequency	Twice	Achieved: Two rounds of cash dividends were distributed to all shareholders during the reporting period, totaling approximately RMB 944 million.

In 2024, Robam was rated Grade A (Excellent) in the Shenzhen Stock Exchange's 2023 Annual Information Disclosure Assessment, marking the 11th consecutive year of achieving this distinction. In the field of investor relations, Robam was honored with the 15th Tianma Award for Best Investor Relations of Chinese Listed Companies, and was named one of the Top 100 ESG Listed Companies in China at the 18th China Listed Company Value Selection.

3.2 Internal Control and Risk Management

Robam Appliances actively establishes and optimizes internal control mechanisms, and improves internal control systems serving the risk management needs and strategic development requirements of the Company according to industry changes and company transformation dynamics. In accordance with regulations and guidelines such as the *Basic Internal Control Norms for Enterprises*, the Company has formulated the *Internal Control Audit Management Measures* and other systems to standardize internal control audit activities, improve the Company's management level and risk prevention capabilities, and promote sustainable development.

Robam Appliances Internal Control Governance Structure

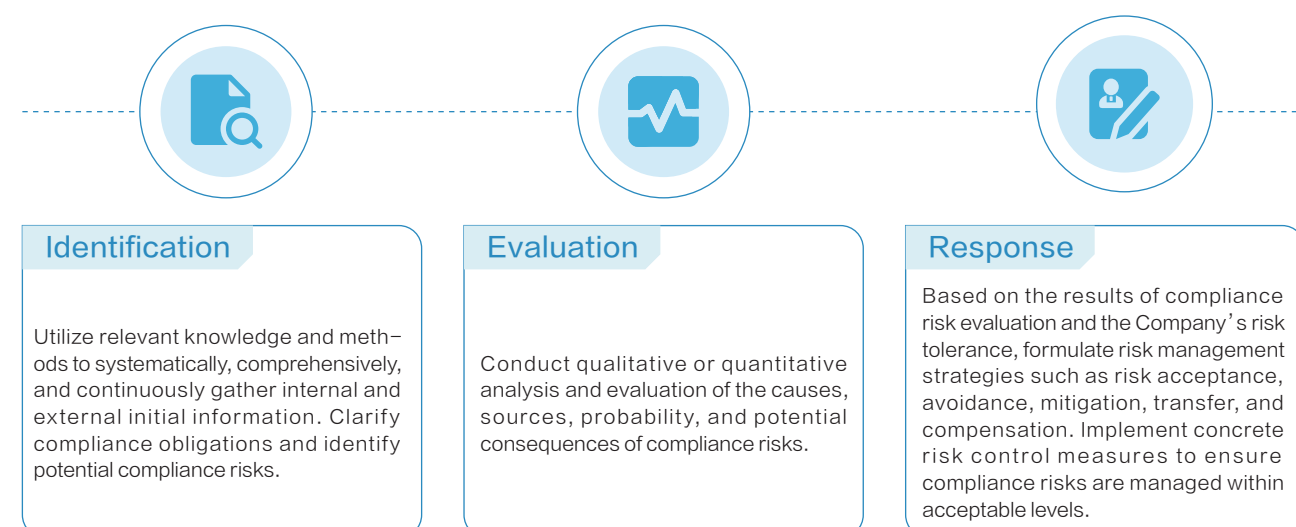


During the reporting period, the Internal Control Team of the Legal and Compliance Department conducted and completed a total of 14 internal control audit projects, including 12 internal audits and 2 external audits. These audits covered four major segments of functions, sales, production and technology. All identified internal control deficiencies have been rectified, and no material deficiencies in internal control were reported for the year.

At the same time, the Company has established a sound risk management mechanism, forming a risk management system: the Board of Directors is responsible for decision-making, the President provides direct leadership, while the business and functional departments, the Legal and Compliance Department, and the Audit Department respectively undertake the first, second, and third lines of risk management responsibilities.

Focusing on compliance risks with heavy attributes of “pure risks” (risks that typically result in losses and other negative effects once they occur), the Company prioritizes the identification and evaluation of compliance risks across departments, units, and businesses. Through this approach, the Company promotes a culture of compliance and risk control, emphasizing both “bottomline thinking” and “red-line thinking”. Special attention is given to managing and controlling significant risks that may impact the Company’s sustainable and healthy development, ensuring stable operations amid a complex external environment.

Robam Appliances Compliance Risk Management Process



In 2024, the Company’s risk management efforts focused on quality risk management, information security risk management, intellectual property management, environmental management, and occupational health and safety management. Relevant risk management processes and systems were further improved.

To enhance employees’ risk prevention capabilities, the Company continued to strengthen risk culture by providing training on various risk-related topics. Additionally, the Company promoted the use of risk management tools such as the “Compliance Risk Occurrence Probability Measurement Standard”, “Compliance Risk Consequence Measurement Standard”, “Compliance Risk Coordinate Chart”, “Compliance Risk Map”, and “Compliance Risk Summary Table” to help employees improve their risk management capabilities.

3.3 Anti-Bribery and Anti-Corruption

Robam Appliances places high importance on anti-bribery and anti-corruption efforts, establishing a dedicated anti-bribery and anti-corruption supervision mechanism to prevent and promptly detect potential violations and to uphold the Company’s reputation for integrity.

Robam Appliances Anti-Bribery and Anti-Corruption Governance Structure

Board Audit Committee	The Board Audit Committee is responsible for overseeing and evaluating the Company’s efforts in anti-bribery, anti-corruption, and other business ethics issues.
Audit Department	The Audit Department reports to the Audit Committee and conducts special and comprehensive audits, audit monitoring, resignation audits and other routine audit tasks and unannounced inspections. It also monitors the integrity and accountability of Party members and company management personnel.

The Company strictly complies with anti-bribery and anti-corruption laws and regulations in all regions of operation. Through institutional development, culture building, and supervision mechanisms, the Company has established a comprehensive anti-bribery and anti-corruption strategy, continuously enhancing its business ethics governance framework.

Robam Appliances' Anti-Bribery and Anti-Corruption Strategies

System Construction	<ul style="list-style-type: none"> The Company has formulated and strictly implements a <i>Standard for Development of a Clean and Honest Enterprise, Audit Standard, Norms for Procurement and Supplier Behaviors - Anti-Corruption Pledge, Employee Daily Behavior Code of Conduct</i>, etc. It requires employees working at important positions are required to sign the <i>Integrity and Self-discipline Commitment</i> and urges all employees to observe business ethics. In order to protect the fair and just environment for suppliers to carry out cooperation with enterprises, the Company has signed <i>Contract Anti-Corruption Clauses</i> and <i>Anti-Corruption Pledge</i> with its suppliers, and set up clear clauses on anti-bribery and anti-corruption policies in contracts with all suppliers. The Company has established a supplier admission screening mechanism to select suppliers that meet the Company's standards and requirements.
Cultural Development	<ul style="list-style-type: none"> Annually, the Company conducts business ethics training for the Board of Directors, Party members and officials, and all employees through regular summaries by the board, regular "warning and education meeting for Party members and officials" and case study presentations to enhance the business ethics awareness of all employees.
Supervision Mechanism	<ul style="list-style-type: none"> Through auditing, the Company ensures full coverage of "horizontal and vertical" supervision on issues such as malpractice, corruption and bribery, and conducts routine business ethics audits on suppliers every year, and conducts business ethics-related audits on all businesses at least once in every three years. Based on the audit results, the Company continuously improves and optimizes its policies, procedures and overall compliance management.

The Company encourages employees and related parties to report suspected irregularities by formulating the *Reward Systems for Reporting*, setting up a special auditing, supervision and reporting platform, and providing anonymous reporting channels such as WeChat official account, reporting QR code, reporting email and reporting hot line, etc., which are openly available in the internal office system and business system for the convenience of the employees and suppliers and other related parties to make reports.

Robam Appliances Reporting Channels	
Tel.	0571-86282818
WeChat ID	ROBAM-InternalAudit
Email	sjb@robam.com

With regard to the protection of whistleblowers and auditors, the Company implements strict confidentiality measures such as minimizing the number of informed individuals and appointing specific personnel to protect the identities of whistleblowers. The Company is responsible for the fairness and impartiality of the reporting process and results in accordance with the standardized procedures of auditing standards, and strictly protects the personal privacy of whistleblowers and audit supervisors. In case of retaliation against whistleblowers, the Company will deal with it strictly and transfer the case to judicial authorities if necessary.

Indicator	Annual Target	Achievement Status
Number of Anti-Corruption and Anti-Bribery Litigation Cases	0	Achieved: During the reporting period, the Company was not involved in any litigation related to bribery, corruption, fraud, extortion, or money laundering.

3.4 Intellectual Property Management

Robam Appliances strictly complies with the *Law of the People's Republic of China Against Unfair Competition*, and proactively prevents and eliminates acts of unfair competition such as infringement of trade secrets, intellectual property violations, counterfeiting, and misleading conduct. Upholding the intellectual property philosophy of "Respecting Knowledge, Advocating Innovation, and Building Credibility and Abiding by Law", the Company ensures fairness and transparency in market activities.

The Legal and Compliance Department and the Technical General Management Department are jointly responsible for the Company's intellectual property (IP) management. The Legal and Compliance Department is primarily responsible for legal affairs related to trademarks, copyrights, and other IP rights, including organizing IP protection training and handling trademark infringement cases and other legal rights protection work. The Technical General Management Department is mainly responsible for centralized management of patent-related matters, including patent application, maintenance, and support for the commercialization of technological achievements.

The Company has developed internal intellectual property system documents in accordance with GB/T 29490-2013 *Intellectual Property Management Specifications for Enterprises*, including the *Intellectual Property Management System, Patent Application System, Trademark Management System, Intellectual Property Maintenance Management Standards*, etc. Those documents have strengthened the planning and implementation of intellectual property, and obtained certification for the GB/T 29490-2013 Intellectual Property Management System.

The Company applies for patents for core technologies, improves patent application and review processes, ensuring timely and effective protection of company innovation achievements. By analyzing existing and industry patents, the Company identifies blind spots in protecting core technologies, guiding the Company's research and development and operational directions favorably. To encourage technical personnel to effectively protect intellectual property with quality and quantity, the Company rewards authors of authorized patents based on patent types. As of the end of the reporting period, there were 5,635 valid patents in total, including 478 invention patents. In 2024, the Company applied for 1,455 patents, including 321 invention patents.

In terms of trademark management, the Company officially launched its Trademark Management System in February 2024. The system enables automated and streamlined functions such as synchronized updates of trademark records, case summary, and internal request processing, ensuring clear and traceable operation logs as well as convenient retrieval and verification. To support the system's implementation, the Company conducted multi-level training sessions to equip employees with the skills to operate the system independently, significantly enhancing the efficiency of trademark management.

The Company actively promotes the declaration of key trademark directories at all levels, and achieved positive results. Simultaneously, the Company effectively combats trademark infringement through legal means such as administrative, civil, and criminal litigation. During this year, the Company initiated criminal proceedings against infringers for counterfeiting registered trademarks and pursued their criminal responsibilities, fully safeguarding the Company's legitimate rights and interests.

While rigorously protecting its own intellectual property rights, the Company also strictly manages itself to ensure that it does not infringe upon others' intellectual property rights. Before engaging in activities involving intellectual property such as technological innovation, new product promotion, and external exhibitions, relevant departments of the Company conduct searches to determine whether there will be intellectual property infringement. At various stages of developing new technologies, new processes, and new products, the Company conducts patent analysis and searches for technical solutions to avoid duplicate development or intellectual property disputes. No infringement of others' intellectual property rights or other unfair competitions occurred during the reporting period.

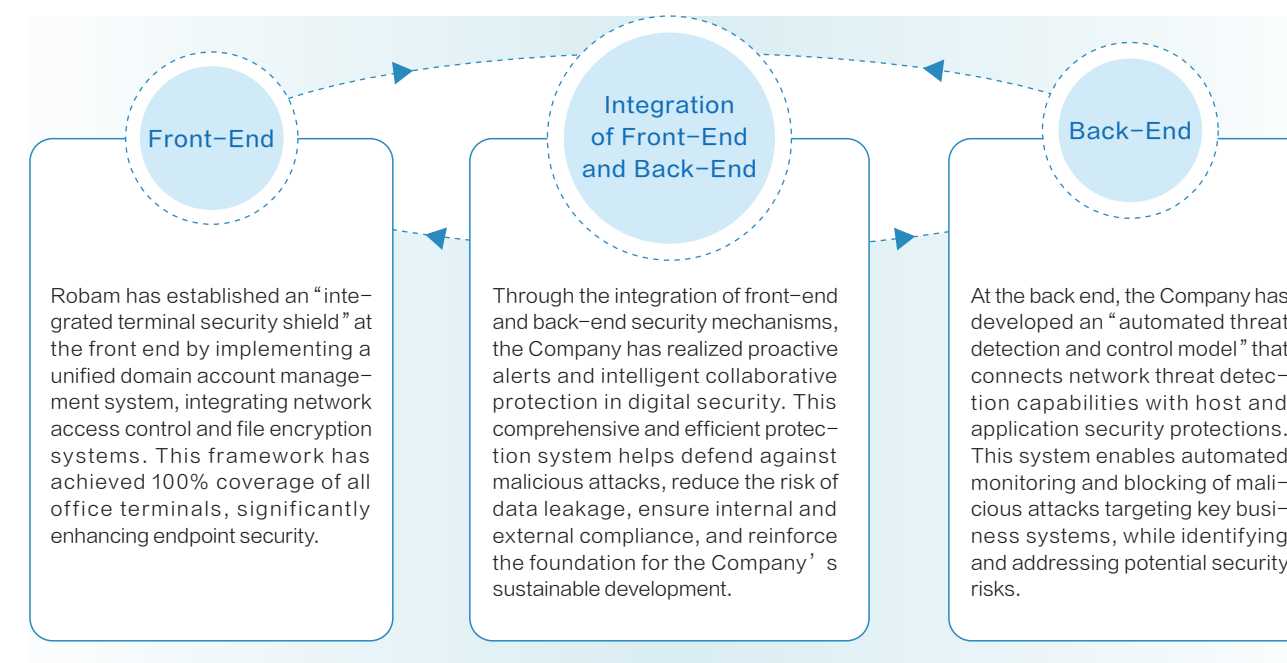
3.5 Information Security and Privacy Protection

Robam Appliances has established a comprehensive information security management system and formed a cross-departmental security team. The team regularly develops, implements, and evaluates information security controls, ensuring coordinated security management across departments. This approach allows for the timely identification of risks and hazards, and facilitates proactive planning for information security development. Additionally, the Company has designated information security officers in each department to oversee the implementation and feedback of security measures, continuously enhancing the Company's business security operations. and Information Security Work Operation Guide, to standardize information security management within the Company.

The Company strictly complies with laws and regulations such as the *Cybersecurity Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China*, the *Personal Information Protection Law of the People's Republic of China*, *Administrative Measures for Internet Information Services*, and *Administrative Measures for the Graded Protection of Information Security*. The Company has introduced management systems such as the *Confidentiality Management System*, *Trial Operation Management Measures for Desktop Cloud*, *Information Security Early Warning Plan*, and *Information Security Work Operation Guide*. In 2024, in line with the updated ISO 27001 requirements, the Company further enhanced and expanded a number of management systems, including *Information Security Risk Assessment Management System*, *Database Management System*, and the *System Access Rights Management System*, thereby further standardizing the information security management process.

Focusing on digital security, the Company has carried out comprehensive security enhancement efforts across four key layers—endpoints, applications, networks, and cloud platforms—to improve overall security, ensure the stable operation of core business systems, and safeguard sensitive information.

Robam Appliances Information Security and Privacy Protection Strategy



The Company has formulated security management standards for the whole life-cycle of information technology projects, established an emergency response mechanism for data leakage risks, and taken a series of action measures to safeguard information security to comprehensively control information security risks.

Robam Appliances Information Security Measures (Partial)

Measures	Content
Comprehensively promote the document decryption system	Reduce the risk of commercial secret data leakage such as design drawings, planning schemes, and various office documents.
Optimize cloud security protection strategies	Expand the scope of host security protection, enhance application security protection capabilities, and strengthen the ability to respond to cloud security threats.
Emergency drills	During the reporting period, the Company organized two cybersecurity attack-defense drills focused on the Industrial Internet. Security vendors were invited to form the attacking team, while the Company assembled its own defense team. Through simulated real-world scenarios, the drills comprehensively tested the Company's defensive capabilities and emergency response mechanisms. The exercises verified the effectiveness of Robam's cybersecurity protection measures and incident response systems, and helped identify and promptly fix vulnerabilities in application systems.
Internal and external audits	During the reporting period, the Company conducted one internal audit and one external audit. The audit results contained no disqualifying findings but included ten recommended corrective actions. In response, the Company implemented several rectification measures, including but not limited to: revising the <i>Interim Measures for Cybersecurity Management</i> ; optimizing employee internet access management strategies based on the "least privilege principle" according to the operational needs of each department; updating the risk assessment methodology in the <i>Information Security Risk Assessment Management System</i> ; and carrying out related training and awareness activities.

In accordance with the ISO 27001 standard, the Company evaluated the maturity level of its information security management across 15 dimensions. In 2024, as assessed by an external professional agency, the Company achieved significant improvements in several key areas, including information protection, security configuration, threat and vulnerability management, application security, and system and network security. Overall, the Company’s information security management maturity increased by 20% compared to 2023.

As of the end of the reporting period, the Company has obtained ISO 27001 Authentication of information security management system. The Company’s official online shopping mall “Robam Appliances Official Mall” has passed the Level 3 information security protection assessment.

In terms of privacy protection, the Company has established management systems such as the *Interim Measures for Personal Information Management*, which provide specific regulations and requirements for various business activities involving personal information processing throughout the information life cycle. This is aimed at standardizing the Company’s behavior in handling personal information data, reducing the risk of personal information leakage and related security risks. In 2024, the Company further supplemented the *Interim Measures for Personal Information Management* by introducing specific online procedures, requiring all business systems involving the collection or use of personal information to undergo filing. The filing includes details such as the types of personal information collected and used, and the publication status of privacy policies, laying a foundation for future personal information security impact assessments.

The Company emphasizes protecting the legitimate rights and interests of internal employees and external users, and follows the principles of lawfulness, legitimacy, and necessity when obtaining and processing personal information. It fully respects and protects each employee’s right to information, decision-making, and privacy regarding their personal information processing, ensuring transparency and compliance in privacy information collection management. Additionally, the Company reviews and publishes privacy policy terms for websites, apps, mini-programs, and other business systems that involve collecting personal information to ensure compliance with relevant legal requirements.

The Company actively promotes awareness of information security and privacy protection by publishing information security-related articles and tips bi-weekly on DingTalk and WeChat platforms, encouraging employees to participate in training courses such as *Employee Information Security Awareness* through the Company’s E-learning platform. At the same time, the Company regularly carries out targeted training covering all employees. In 2024, a total of three in-person information security training sessions were held to enhance their information security awareness.

During the reporting period, the Company was not penalized by the administrative department for violating the laws and regulations related to information security and privacy protection, and there were no other related lawsuits or controversial incidents.

Indicators	Annual Target	Achievement Status
Compliance Rate of Information Management Systems	100%	Achieved
Number of Information Leakage Incidents	0	Achieved





04

Quality Innovation

4.1 R&D and Innovation	P35
4.2 Quality Management	P44
4.3 User Service	P50

4.1 R&D and Innovation

Robam Appliances has always regarded R&D and innovation as the core of its strategic priorities. The Company has established a comprehensive governance framework for innovation, with the Business Management Committee providing overall coordination. Through close collaboration between the Research Institute and multiple departments, the Company advances the decision-making and execution of innovation projects across various dimensions, including fundamental research, new product categories, new product forms, application of new materials, and technological breakthroughs, thereby driving transformative innovation across the organization.

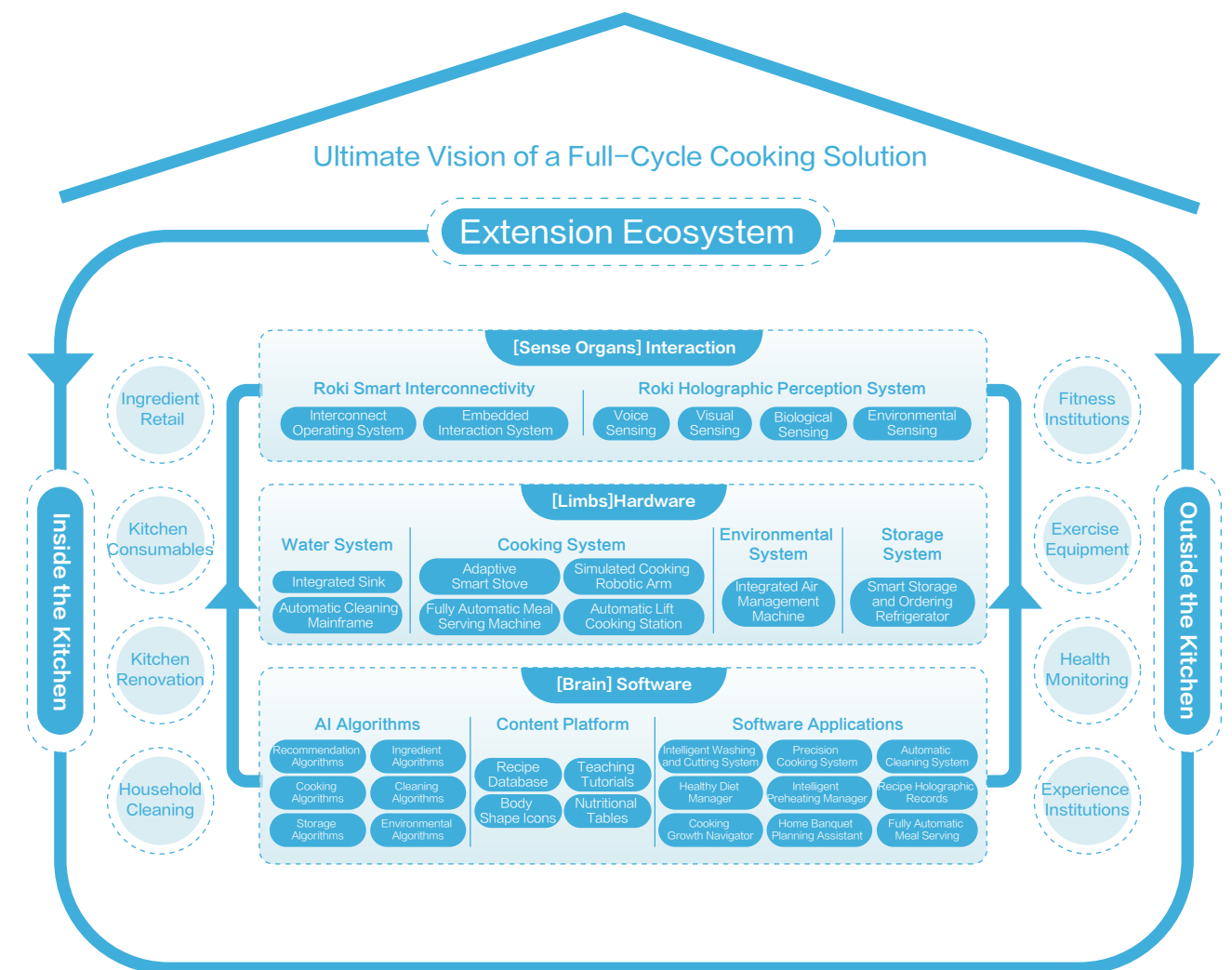
Robam Appliances R&D and Innovation Governance Structure



Establishment of Chengdu Robam Innovation Technology Co., Ltd.

The Company has long placed great emphasis on fundamental research and frontier exploration. In 2022, Robam officially established the Digital Kitchen Appliance Research Institute, focusing on emerging technologies such as artificial intelligence and digital cooking. In April 2024, the Company further advanced its innovation strategy by establishing Chengdu Robam Innovation Technology Co., Ltd., marking a new acceleration in the R&D and application of the Robam A1 Large Model and digital kitchen appliances. The Company continues to lead the industry in core foundational technologies such as culinary nutrition, fluid dynamics, vibration and noise control, combustion simulation, and purification, maintaining its edge in anticipating future industry trends.

Robam Appliances adheres to an integrated development path of “technology + humanity,” striving to become a comprehensive provider of end-to-end cooking solutions. With a refreshed brand image, fully digitalized operations, and industry-leading AI technological advantages, the Company is establishing itself as a benchmark for new-quality productive forces.



To serve different segmented groups, the Group gathered the full brand matrix of its 9 major brands, creating integrated solutions including hardware, software, content, and ecology.



Digitalized R&D

To actively embrace the digital economy and create a new model for kitchen appliance transformation, the Company has focused on digitalized R&D, establishing a demand-driven digital innovation framework. By incorporating multimodal large models and AI technologies—such as AI R&D assistants, AI customer service tools for e-commerce, and knowledge creation platforms—the Company has significantly enhanced its internal capabilities for research, development, and innovation.

Robam Appliances’ Digital Transformation

Large Model	<ul style="list-style-type: none"> Robam has developed “Shi Shen” (God of Cooking), the first large model dedicated to culinary applications. The model has passed national algorithm service and security registration and ranks among the top tier in certification exams for senior chefs and registered dietitians. “Shi Shen” has been deeply integrated into Robam’s smart kitchen hardware and software applications, offering intelligent operations and personalized healthy meal plans in the era of large models, serving over one million households daily.
Enterprise Applications	<ul style="list-style-type: none"> Robam has deployed large-model-powered applications such as AI R&D assistants and e-commerce customer service tools. These applications have achieved end-to-end accuracy rates exceeding 89%, significantly enhancing internal knowledge acquisition efficiency and external service quality.

Robam AI Cooking Large Model “Shi Shen”

In line with the Company’s “technology + humanity” strategy and centered on user scenarios and needs, Robam officially released the world’s first AI cooking large model, “Shi Shen,” in June 2024. Built upon 45 years of culinary research data, “Shi Shen” leverages generative AI to meet personalized cooking needs. Unlike traditional kitchen appliances defined by hardware utility, “Shi Shen” matches user-specific data with large model intelligence to deliver a fully customized, end-to-end cooking solution. It not only lowers the threshold for cooking but also enhances the joy of culinary creativity—marking the first AI cooking model to offer both functional assistance and emotional companionship.



In 2024, the Company obtained ISO 56005 Level 3 Certification—an international standard for intellectual property management—becoming the first in the kitchen appliance industry to receive such recognition. This milestone reflects Robam’s long-standing commitment to technological innovation and intellectual property protection. As of the end of the reporting period, the Company has been recognized as a National Enterprise Technology Center, a National Industrial Design Center, a National Intellectual Property Advantage Enterprise and Demonstration Enterprise, a National Accredited Laboratory, and has received multiple awards for scientific and technological innovation.

List of Robam Appliances’ 2024 R&D Innovation Recognitions and Honors (Partial)

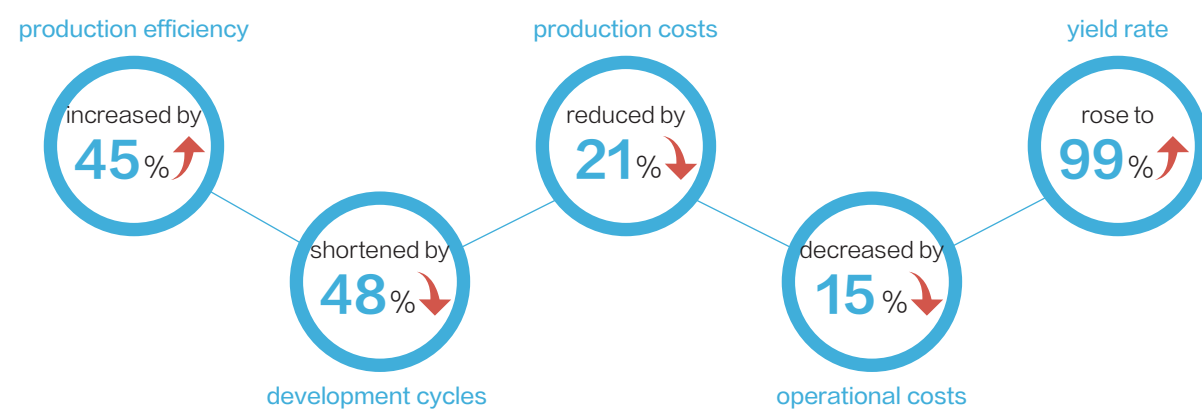


The Company has established strategic indicators and targets for R&D and innovation, with a focus on integrating global innovation resources, building diversified digital alliances, and maintaining a leading position in technological innovation outcomes. During the reporting period, all R&D and innovation targets were successfully achieved.

Intelligent Manufacturing

As one of the first kitchen appliance enterprises to embark on digital transformation, Robam Appliances established the industry's first intelligent manufacturing pilot demonstration base certified by the Ministry of Industry and Information Technology (MIIT) in 2016. The base adopts a "1 data center + N collaborative platforms" architecture and leverages "5G + Industrial Internet" technologies to enable fully unmanned factory operations. This model allows real-time responsiveness to customer demands and dynamic adjustments in design, procurement, production, and logistics.

Through visualized, transparent, and intelligent factory management, all equipment operates autonomously, significantly enhancing production efficiency and product quality: production efficiency increased by 45%, product development cycles shortened by 48%, production costs reduced by 21%, operational costs decreased by 15%, and the yield rate rose to 99%.



In 2020, due to its outstanding level of intelligent manufacturing, Robam's unmanned factory was selected as one of the first "Future Factories" in Zhejiang Province—the only enterprise in the kitchen appliance industry to receive this recognition. In 2024, the Company achieved further breakthroughs in intelligent manufacturing, receiving multiple top awards from the MIIT, setting a benchmark for the intelligent transformation and upgrading of China's high-end kitchen appliance sector.

List of Robam Appliances' 2024 Recognitions and Honors in Intelligent Manufacturing (Partial)


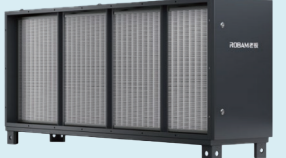

Honors	Awarded by
Ministry of Industry and Information Technology (MIIT) of the People's Republic of China	Excellence-Level Smart Factory
	Representative Case of AI-Enabled New-Type Industrialization
	2024 Representative Case of Deep Integration Between the Real Economy and the Digital Economy
	2024 Representative Case of IoT-Driven Industry Development

Green Product

In 2024, Robam Appliances introduced the new brand value proposition, "Enjoy the Creation." At the same time, the Company continues to follow a sustainable green development path, actively engages in energy conservation and emission reduction practices, and deeply participates in the transformation of the green industry. The Company is committed to further enhancing its own level of green development and embedding green concepts into its products for promotion among consumers. By injecting humanistic vitality into technology, Robam's brand image system has undergone a comprehensive renewal, complementing its new brand value proposition while building on its classic heritage.

The Company has established a resource and environmental impact database covering the entire life-cycle of its products. By using life-cycle assessment tools and methods, it proposes improvement plans for green product design and manufacturing. Through the Product Life-cycle Management (PLM) platform, the Company implements improved designs. Nearly 600 green products (reaching Level One energy efficiency) have been developed, with categories such as range hoods and microwave ovens achieving 100% Level 1 energy efficiency. Products including the CXW-200-8229S range hood and the PRU400-J306 dual outlet water purifier have been recognized by the Ministry of Industry and Information Technology as demonstration products for green design.

Robam Appliances' Design Perspectives of Green Products

Modular Design	<ul style="list-style-type: none"> The product is designed with modularity in mind to improve production efficiency, reduce material usage, and minimize resource waste. Additionally, it simplifies the replacement of parts during maintenance, enhances disassembly capability, improves product reparability, and reduces environmental pollution during disassembly and recycling processes.  <p>Modular assembly of electrostatic fume purifiers to accommodate various airflow requirements.</p>
Selection of Green Raw Materials	<ul style="list-style-type: none"> The Company implements green control over raw materials and strictly adheres to requirements for managing hazardous substances in electrical and electronic products. In addition to complying with domestic and international regulations regarding hazardous substances, the Company proactively limits other harmful substances. For example, it uses a new generation of environmentally friendly water-based degreaser synthesized from plant extracts as a phosphorus-free degreaser, and selects national first-class energy-efficient motors for use.
Recyclable Design	<ul style="list-style-type: none"> The product is designed with full consideration of recyclability and disassembly. Components such as steel plates, hardware, plastic parts, motors, and wires used in the product are all environmentally friendly and recyclable. After use, users can send the product to a disassembly plant for unified disassembly, and then reuse each component to achieve the purpose of reusability and remanufacturing.  <p>Catalytic purifiers use high-quality coconut shell activated carbon, which has high mechanical strength, easy regeneration, durability, and other excellent features.</p>
Energy-saving Design	<ul style="list-style-type: none"> The Company fully optimizes production lines based on maximizing production efficiency and optimizing internal logistics layouts. It monitors material and energy inputs at key production control points to achieve goals such as minimal material input, low energy consumption, and high production efficiency. By incorporating ecological design concepts, the Company focuses on developing environmentally friendly ecological design products to improve product efficiency and reduce emissions.  <p>The gas stove has a thermal efficiency of up to 76%.</p>

The Company is committed to creating a green kitchen ecological cycle system and providing a green intelligent overall solution. It has developed a variety of environmentally friendly products around product lines such as range hoods, stoves, dishwashers, and water purifiers, leading the trend of healthy and green living.

Range Hood Product Line: Ultra-Slim Flush-Mount K Series

To break through the limitations of smoke extraction performance and ensure cleaner air, the Ultra-Slim Flush-Mount K Series range hoods feature Robam's innovative Kunpeng Air Duct Technology. This cutting-edge design delivers industry-leading performance in air pressure, airflow, and noise control, with a maximum airflow of up to 31 m³/min—keeping the kitchen air fresh and clean at all times.



Stove Product Line: Purple Flame High Firepower Series

The Purple Flame high firepower gas stove, with its spiral jet burner, dual internal flames, and dual-layer lock-temperature flame concentrating plate "triple combustion technology", releases highly efficient firepower with a thermal efficiency of up to 76% (the national standard for first-level energy efficiency is 63%), achieving 10-second cooking technology. In addition, the K Series also incorporates an intelligent timing feature, making the cooking process more convenient and reliable.



Dishwasher Product Line: Guangyan S2 Series

Robam dishwashers use an intelligent water division valve system and a unique triple spray arm to powerfully clean dishes with less water and timed and layered washing. The Guangyan S2 series dishwasher disinfectant pioneers dual-engine sterilization technology on the basis of high water-efficiency, achieving medical-grade, zero-bacterial cleanliness. Under the independent drying mode, the drying index reaches 1.33, far exceeding the national highest standard of 1.08, avoiding the secondary pollution of manual dish drying. The cleaning index reaches 1.30, surpassing the national first-level standard of 1.12.



Water Purifier Product Line: "U" Series

Robam water purifiers use innovative integrated water circuit boards, water and gas mixed flushing membrane filters, and optimized concentrated water recovery systems. Coupled with an intelligent wastewater circuit adjustment system, it fully recycles the wastewater that needs to be discharged, reducing the amount of wastewater used for membrane filter flushing to ensure minimal discharge of wastewater when the membrane filter is in normal use. The triple outlets "U" series water purifiers exceed the national first-level water efficiency standard in water production rate. They also enhance active ultra-microbubble technology on the basis of efficient water saving, efficiently removing pesticide residues and ensuring clear and safe ingredient washing.



Robam "Salt Series" G1 Kitchen Suite

Robam "Salt Series" G1 Kitchen Suite features OPTOOL fluoropolymer nano anti-fouling material, offering outstanding cleanliness performance. This advanced coating causes oil and water stains to bead up and resist adhesion. Even after 11,000 wipes, the surface still meets easy-clean standards. Based on a usage scenario of three wipes per day, the coating maintains its easy-clean performance for approximately 10 years and has received an authoritative 10-year easy-clean certification.



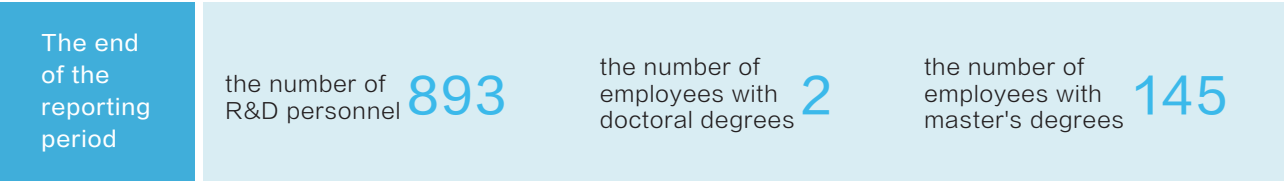
In addition, the Company responds to the Ministry of Industry and Information Technology's green manufacturing system construction initiative. According to the requirements for creating green factories, it has established a green factory management mechanism, carried out clean production audits, and has been awarded the title of the fifth batch of green factories by the Ministry of Industry and Information Technology.

R&D Team Construction

In terms of talent team construction, the Company is committed to cultivating internal talent and actively attracting high-end talent in the industry to create a vibrant R&D team, ensuring the continuous evolution of the organizational structure.

The Company provides specialized training for R&D personnel, establishes a Technology Innovation Academy, and conducts a total of 26 training sessions throughout the year. Additionally, R&D personnel share classic cases and solutions encountered during work processes through internal sharing sessions, knowledge base sharing, and other methods, further enhancing the team’s professional capabilities and cohesion.


As of the end of the reporting period, the Company has 893 R&D personnel, including 2 employees with doctoral degrees and 145 with master’s degrees, positioning the overall R&D team’s size and strength at the forefront of the industry.



To attract and retain innovative R&D personnel and effectively stimulate their potential, the Company has established a comprehensive innovation incentive system. Employees who achieve outstanding results in R&D and Innovation receive material and spiritual incentives, along with ample promotion opportunities and broad career development space, to inspire their innovative enthusiasm.


Robam Appliances R&D Personnel Innovation Incentive System

Material incentives



The Company provides equity incentives to senior R&D talents and offers accommodation or housing subsidies as benefits. Moreover, the Company has established five major categories of awards including patents, appearance design, product development, technical research, and patent application, providing corresponding material rewards to personnel involved in project research and development.

Spiritual incentives



The Company emphasizes spiritual incentives for R&D personnel, setting up annual technology festival awards, scientific spirit awards, innovation spirit awards, and break-through spirit awards, enhancing R&D personnel’s sense of belonging and accomplishment.

4.2 Quality Management

Robam Appliances has established a comprehensive quality management system, coordinated by the Business Management Committee, and has built a cross-departmental quality management framework. This framework integrates resources and processes across R&D, production, and other stages, and continuously enhances its quality management efficiency through comprehensive collaboration.

Robam Appliances – Division of Responsibilities in Quality Management

Laboratory	Integrated Technology Management Department	Quality Control Department & User Quality Management Department	Operations Management Department
Design verification, Product certification	Design quality management	Supplier Quality, Process Quality, Market Quality	System and process management

The Company has developed a quality management strategy focused on user experience, implementing a comprehensive upgrade of quality management practices. This strategy aims to create a new model for end-to-end quality management, further enhancing the Company’s overall competitiveness.

Robam Appliances Quality Management Strategy

Strategy

- Focus on user experience to create a new model for end-to-end quality management.

Content

- Implement a user experience-oriented quality management upgrade, improve market quality indices, and drive the Company’s Net Promoter Score (NPS) enhancement;
- Advance the development of digital quality management, focusing on performance indicators such as quality loss rates. Drive the transformation and optimization of new product, supplier, manufacturing process, and market quality management models, establishing end-to-end quality cost management.

End-to-End Product Quality Management

Robam Appliances has established a full-process quality management closed loop by integrating both internal and external chains—spanning design, production, supply chain management, and extending through to customer purchase, installation, usage, and after-sales service.

To address key factors affecting product quality, the Company has formulated a series of management documents, including the *Testing Management System*, *Non-Conforming Product Management Standards*, *Customer Complaint Information Management System*, and *Market Quality Early Warning and Graded Response Operating Procedures*. These quality control measures at each stage ensure the effective implementation of comprehensive quality management.

End-to-End Product Quality Management

New Product Quality

- Lean Process Design for New Products: Establish a new product process design matrix management model to design optimal cost and precision process plans, enhancing the overall competitiveness of product processes.
- Digital Design and Testing: Leverage digital tools and technologies for product design and testing, improving efficiency and accuracy.

Supplier Quality¹

- Supplier Quality Capability Enhancement: Through cooperative sharing and lean management, guide supplier transformation using lean maturity evaluations, continuously strengthening suppliers' core competitiveness.
- Supplier Quality Audits: Implement process audits, spot checks, and monthly quality performance evaluations to ensure incoming material quality meets high standard requirements.

Manufacturing Process Quality

- Quality Control Point Monitoring Mechanism: Conduct foolproof monitoring at key quality control points to continuously improve process capabilities and preventive management, avoiding low-level anomalies.
- Anomaly Handling Mechanism: Develop the *Process Exception Handling Methods*, deepen the 2S anomaly response and blind spot database construction, and optimize management mechanisms for the collection, improvement, and closure of process anomalies, enhancing anomaly handling efficiency.
- Quality Awareness and Capability Building: Develop the *Ten Quality Prohibitions*, enforce management responsibilities, deepen zero-defect quality culture, and conduct pre-job education, quality control point examinations, case education, root cause analysis, and other quality activities.

Finished Product Management

- Non-Conforming Product Management: All products must pass the inspection before flowing into the next process or leaving the factory. Any unqualified products are marked, recorded, evaluated, isolated and complying with processing requirements. All types of non-conforming products must undergo re-inspection and be deemed qualified before proceeding to the next process after rework or repair.
- Product Quality Traceability System: For all quality problems, the Company has Robam Appliances Product Quality Management Measures detailed data records, and product data and data of key components of some products are traceable.
- Market Quality Early Warning and Graded Response Operating Procedures: Develop market quality early warning and graded response procedures, specifying the disposal timelines and principles, ensuring the recall process is standardized, and protecting user safety and rights.

Service and Installation Quality

- Standardized Installation Operation Specifications: Establish standardized installation operation specifications, monitor the execution of these standards, and regularly conduct training on standardized operations to ensure relevant employees are familiar with and adhere to the latest installation standards.
- Installation Quality Inspection System: Implement a multi-level installation quality inspection system, including online inspections, offline audits, self-checks, and special inspections.

Market and User Quality

- User Experience Information Transformation: Build a Customer Experience Management (CEM) system to collect and analyze user feedback and experience information, converting it into specific product improvement measures and driving end-to-end quality management upgrades focused on user experience.
- Quality Assurance Plan Development: Develop the *Comprehensive Quality Assurance Commitment Plan* centered around the user to enhance overall user experience and satisfaction.
- Quality Cost Management: Implement quality cost management across the entire process, categorizing issues into quality and non-quality categories, and conducting targeted improvements at key loss points.

¹ More details on "Supplier Quality" can be found in Chapter 7.

Regarding the effectiveness of quality management, in 2024, the Company concluded a total of **110** Six Sigma² and Quality Control Circle (QCC) projects, with actual economic benefits from Six Sigma projects and QCC reaching **RMB 1,230 million**. As of the end of the reporting period, the Company had a total of **354** in-house Six Sigma quality talents, including **81** Black Belts, **119** Green Belts and **154** Yellow Belts.



Key Achievements in Quality Field for Robam Appliances in 2024

Type	Awarded by	Award
QC Team	Hangzhou Association for Quality	First Prize
	Zhejiang Association for Quality	Third Prize
	China Association for Quality	Excellence Award
Six Sigma	Asian Quality Function Deployment and Innovation Committee	Second Prize
	National Technical Committee on Statistical Methods Application Standardization	One Excellent Project and One Breakthrough Project



² Six Sigma is a technology aimed at improving enterprise quality process management. Six Sigma Black Belts are the backbone of implementing Six Sigma comprehensively within the Company. They are responsible for executing and promoting Six Sigma initiatives and also bear the task of training Green Belts. Six Sigma Green Belts are directly involved in frontline production and management. A high-quality team of Green Belts plays a crucial role in the top-down implementation and continuous advancement of Six Sigma principles.

The Company has established a comprehensive Quality Index composed of key indicators such as market quality and new product quality. It tracks the performance of each indicator and continuously optimizes outcomes through ongoing evaluation. As of the end of the reporting period, the Company has obtained ISO 9001 Quality Management System Certification and the “Zhejiang Made” Certification (covering both product testing and management systems).

In terms of annual target setting, the Company focuses on market quality, new product quality, supplier quality, manufacturing process quality, and service and installation quality. It also places strong emphasis on quality improvement and talent development. All indicators are required to show improvement over the previous year, and all targets for the current reporting year were successfully met.

Laboratory Testing Quality Management

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

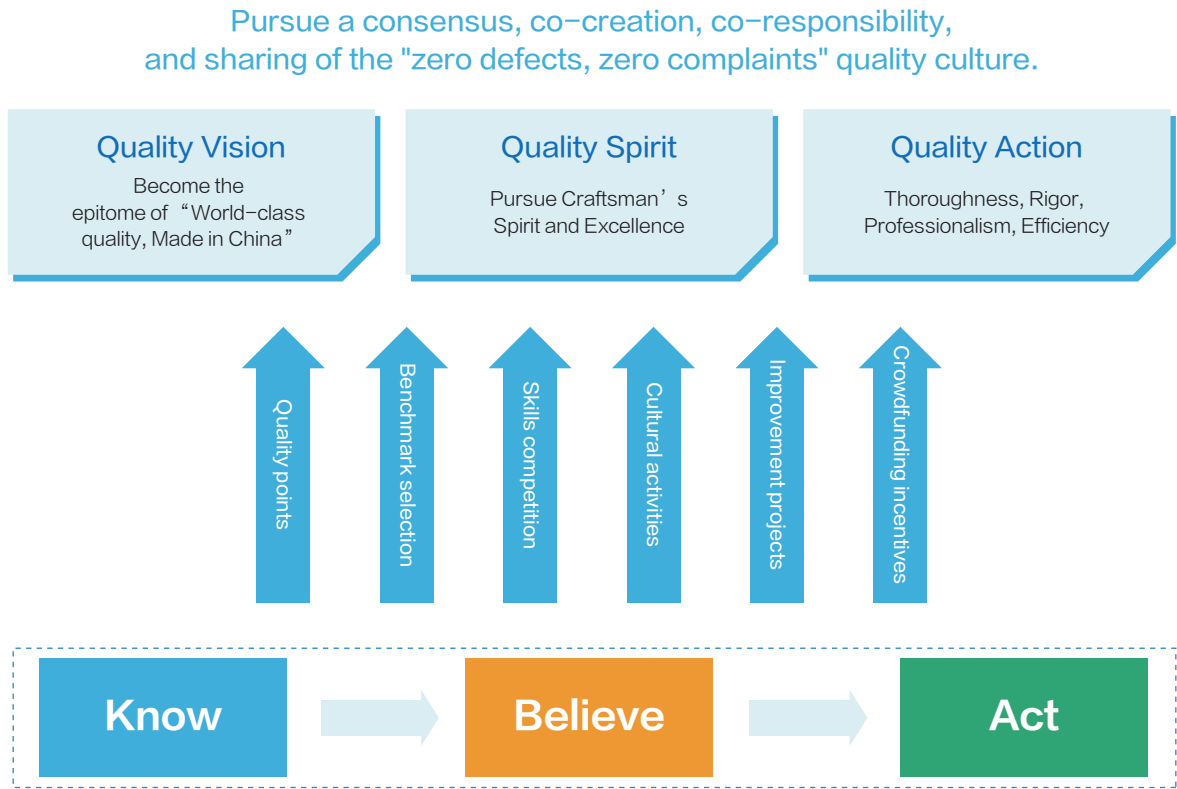
During the reporting period, the Company continuously enhanced its overall research capabilities by establishing a comprehensive research project management system and developing a personnel capability training plan. By promoting the development of “structured thinking” and “logical thinking” skills, the Company improved the professional skills of research personnel and the application of tools and methodologies.

Additionally, to further support research activities, the Company expanded its laboratory testing facilities by 2,000 square meters, enhancing the lifespan testing and performance testing capabilities for products such as range hoods and gas water heaters. This expansion improves testing capabilities for air performance, operating noise, and semi-anechoic chamber noise levels in range hood products, ensuring that products meet industry-leading standards in key performance indicators.

As of the end of the reporting period, the Company’s laboratory has been assessed as a national CNAS accredited laboratory, a laboratory registered with the China Energy Efficiency Labeling Management Center, and a leading laboratory in the electronic and electrical industry recognized by the China Inspection and Testing Society. It became the first “Seven-Star” leading laboratory in the field of range hood to receive recognition and was appointed as a physical standard collaboration laboratory by the China Inspection and Testing Society.

Quality Culture

Robam vigorously promotes the development of a quality culture, establishing a Quality Culture Promotion Committee and creating the Company’s characteristic “243 Quality Culture System” based on our spirit of entrepreneurship: Double “zero” pursuit: zero defects, zero complaints; Four “common” means: consensus, co-creation, co-responsibility, and sharing; Three-step implementation: know, believe, act.



In accordance with the requirements of the national standard GB/T 32230-2015 *Guidelines for Enterprise Quality Culture Construction*, the Company has deployed quality culture advocacy work and established a trilogy of quality culture dissemination: “know, believe, act”.



At the same time, the Company has compiled the *Robam Appliances Quality Culture Manual* and carried out full learning and practicing. By carrying out rich quality activities, the Company has formed a good quality atmosphere, created value for the related parties, and improved the economic and social benefits of the enterprise.

The Implementation of Quality Activities of Robam Appliances in 2024 (Partial)

Quality Innovation and Improvement Activities

- Built a “user-centered” quality innovation system, conducted IE proposals, QCC and Six Sigma projects to improve the ability of whole-process quality prevention and control.
- Relying on the education platform of the Quality Academy, promoted the maturity of quality tools application in each department of the Company, cultivated quality professionals, and built an industry-leading and influential quality management team.

Six Sigma Activities

- Initiated, implemented, closed and reviewed Six Sigma Black and Green Belt projects, released results via OA and crowdfunding rewards for these projects.
- In 2024, the Company launched the eighth batch of Six Sigma Black Belt and Green Belt classes, cultivating and outputting 11 Black Belt talents, 20 Green Belt talents, and 45 Yellow Belt talents.

“Zero Defect” Quarterly Activities

- “Zero Defect” activities included “315” quality culture activities, “September Quality Month” cultural activities, and “full staff participation” quality awareness activities, which were promoted through posters, displays, and quality culture platforms.
- In 2024, departments organized a series of “315” quality culture-themed activities, while suppliers synchronized activities to enhance overall staff quality awareness and capabilities. These activities had a total participation of 4,238 people.

Quality Academy Training

- A total of 24 courses were offered throughout the year, with the development and optimization of 6 courses. Course categories included quality management systems and standardization, application of quality tools, product quality knowledge, thinking and innovation, and supplier quality improvement.
- A total of 502 people received education from the Quality Academy throughout the year, accumulating a total of 213.5 hours of quality education.

Selection Activities

- Throughout the year, the Company collected 38 cases of quality culture best practices from various departments. Five employees were selected as “Quality Culture Role Models” each quarter, resulting in a total of 20 annual awardees.

In 2024, the Company conducted an evaluation based on the maturity model of Robam Appliances’ quality culture development. The overall maturity of quality culture construction reached 74.55 points for the year, an increase of 1 point from 2023, demonstrating the Company’s efforts in improving the management system of quality culture development, the firm determination and significant achievements in the practice of quality culture.



4.3 User Service

Robam Appliances adheres to the service concept of “delivering instant, warm, professional, meticulous and transparent services”, and is committed to building a comprehensive user service management system. This system is centrally managed by the Service Division, which oversees all user service-related matters. The division is further subdivided into the Service Experience Department and the Service Value-Added Department, each responsible for optimizing user service experiences and enhancing value-added services, respectively.

Robam Appliances User Service Division of Responsibilities

Service Experience Department

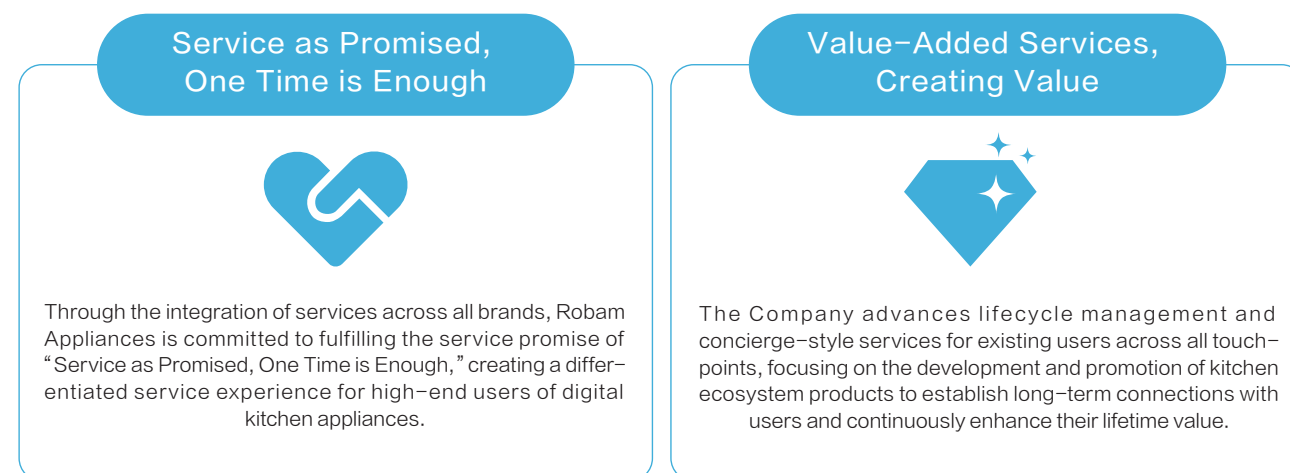
- Responsible for setting and optimizing user service experience-related goals, policies, and standards. By building the “User Service Experience Triangle” (including service delivery, service loop, and experience improvement), the department aims to enhance the Net Promoter Score (NPS) for service experiences.

Service Value-Added Department

- Focused on increasing the lifetime value of users, the department strengthens user engagement through various communication channels. It implements in-depth membership operations, sets and achieves annual operational goals and brand promotion plans for kitchen ecosystem products, and provides exceptional services to earn positive word-of-mouth.

The Company implements the user service strategy of “Service as Promised, One Time is Enough” and “Value-Added Services, Creating Value.” Through precise and efficient services, the Company aims to enhance NPS (Net Promoter Score) and ensure that each service experience meets user expectations.

Robam Appliances User Service Strategy



During the reporting period, the Company focused on its user service strategy, striving to enhance service quality and user experience, and achieved a series of significant results.

Robam Appliances User Service Measures

Service as Promised, One Time is Enough

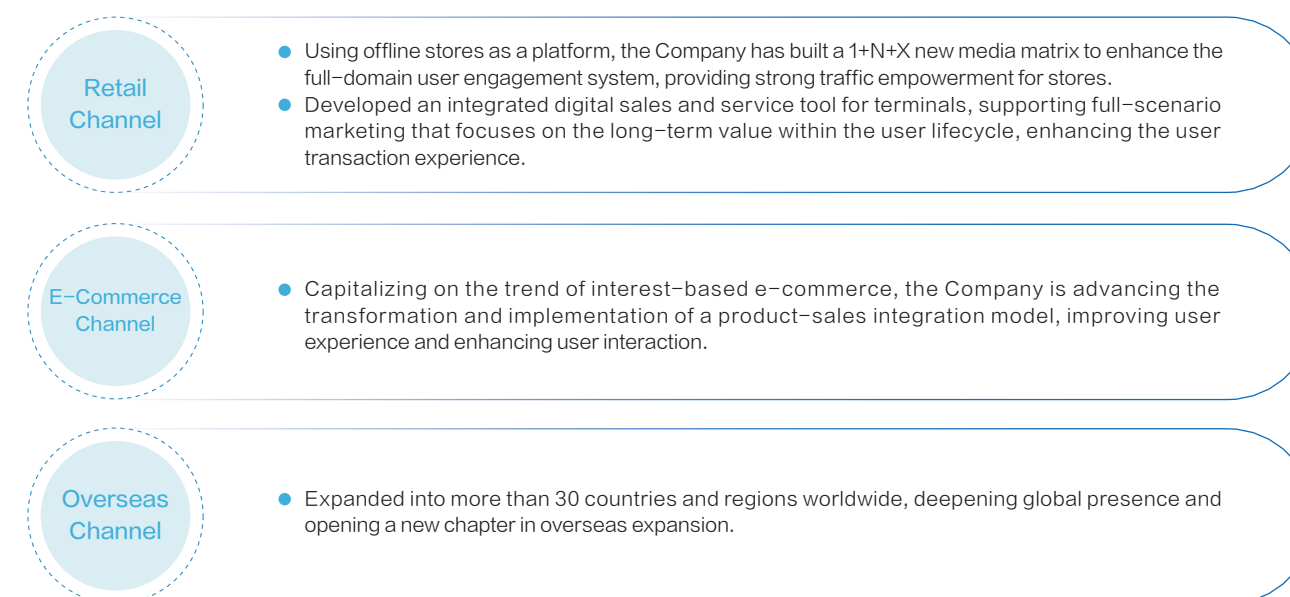
- Expansion of Service Points: Implemented a “One Service Point per County” strategy, adding 266 new service points nationwide, increasing the coverage rate to 75.7%, a 13% improvement compared to 2023.
- Enhanced Efficiency: Established a 48-hour quick service system to ensure timely service delivery.
- Improved Experience: Achieved 0 complaints and 0 negative reviews in the marketing center’s main service region, far below the national average.
- Strengthened Skills: Developed a digital kitchen appliance simulator and established a new training model, covering 1,918 individuals and reducing regional empowerment costs.

Value-Added Services, Creating Value

- Engagement with Existing Users: Proactively reached out to 2 million existing users, with a 67% year-on-year increase in safety inspection orders, and 100% coverage of service technicians and kitchen consultants.
- Reputation Management: The “Robam Appliances User Care” topic on Douyin was shared over 900,000 times, achieving 168 public domain user reviews on Douyin. The number of users on the enterprise WeChat platform doubled, with response rates increasing from 55% to 77%, enabling more refined user operations.
- Finished Product Conversion: The old-for-new and defective-for-new programs generated over 100 million RMB in finished product conversion.

Multi-Channel Customer Engagement

The Company engages users through retail, e-commerce, and overseas channels to provide comprehensive coverage and service for user groups in different regions, enhancing market competitiveness and meeting diverse needs. Additionally, the Company has developed an All-In-One mini-program, integrating multiple service functions to offer a one-stop solution for everything from product browsing and purchasing to after-sales service.



Omni-Channel Marketing Digital Platform: Refining Operations by Focusing on Users

The Company has developed an omni-channel marketing digital platform, successfully achieving full-link visualization of key stages such as user acquisition, interest activation, conversion, and retention, significantly improving market response speed and efficiency. The Customer Data Platform (CDP), which integrates consumer asset data and consumer operations data, has completed the setup and data validation of hundreds of preset tags, allowing the Company to provide more precise solutions tailored to user needs.

Providing Comprehensive and Professional Services

The Company provides comprehensive technical services³ before, during and after sales, achieving positive interaction with users and creating differentiated user experiences.



³ For more details on user services, please visit the Company’s official website: www.robam.com.

The Company centers its operations around its headquarters and establishes a hierarchical management user service model extending to agent outlets and service points. It assigns dedicated technical support engineers based on product categories and appoints technical supervisors at national agent outlets to provide comprehensive technical services at all stages of national after-sales. Through the establishment of a nationwide support system, it empowers service technicians nationwide, enhancing their service technical capabilities.

In 2024, the Company further enhanced service professionalism by implementing measures such as providing installation efficiency tools, quantifying accessory data, managing safety stock, and optimizing the accessory system, thereby improving work efficiency and standardization.

In addition, the Company has improved the agent management system with detailed regulations on agent introduction, operation management, training, assessment, and withdrawal to meet user needs in a standardized way, enhance user service experience and improve the user reputation of Robam Appliances. The Company also conducts training for relevant employees on a regular basis to continuously improve their professional and service capabilities.

Robam Appliances Gold Medal Kitchen Renovation Training Program

In 2024, the Company conducted 16 advanced certification training sessions for the Gold Medal Kitchen Renovation program, introducing multiple new kitchen renovation skills. These included techniques such as ultra-thin seamless modifications for all scenarios, single/double-layer glass vent hole drilling, countertop repair and extension, ceiling inspection openings, and wall drilling.

As of the end of the reporting period, the total number of kitchen renovation elites reached 2,108, with 347 new kitchen renovation elites, 258 new Gold Medal Kitchen Renovation Engineers, and 20 new Kitchen Renovation Artisan Engineers added during the reporting period. These efforts not only enhanced the professional skills of technicians but also laid the foundation for providing higher-quality service experiences to customers.

Responsible Marketing

Robam adheres to responsible marketing by providing accurate and comprehensive information to users through product labels, product manuals, the Company's official website, offline marketing networks, and service outlets. This ensures that users can make informed decisions about relevant products and services.



The Company strictly complies with national laws and regulations such as the Advertising Law of the People's Republic of China, the Cybersecurity Law of the People's Republic of China, the Trademark Law of the People's Republic of China, and relevant industry regulations. It has established a Guidelines for External Publicity to conduct compliance reviews of all new product detail pages and advertisements for new product launches. The review involves departments such as the submission department, patent-related technical support department, product line department, laboratory, legal department, and other relevant departments to ensure no infringement or violation of advertising law requirements in the content or description.

Meanwhile, the Company actively carries out training activities for users, and conveys relevant information, including product performance, usage efficiency, potential risks, instructions for safe use, operation and maintenance methods, etc., to users in a true and effective manner with regard to different product characteristics.

During the reporting period, the Company was not penalized by the administrative department for violating the laws and regulations related to product and service market promotion, information disclosure, and labeling requirements.

Customer Complaint Management

In terms of user complaint management, the Company has established systems such as the Robam Appliances Agent Complaint Handling Standards and Complaint and Public Opinion Management, to standardize the service complaint and crisis management processes. To further enhance the user service experience and fully implement the "Service as Promised, One Time is Enough" service concept, the Company has comprehensively upgraded its complaint handling processes. The original three-level complaint classification (general complaints, serious complaints, and service crises) has been expanded to five levels (general complaints, medium complaints, major complaints, severe complaints, and crisis complaints), with corresponding improvements in handling processes and mechanisms. A "4x30-minute" response system has been established to provide policy guidance and support for the five levels of complaints, along with six specific policies. Additionally, a 72-hour document follow-up and closure mechanism has been implemented at the headquarters to ensure timely handling of each complaint.

The Company places great importance on user feedback, conducting 100% follow-up on all service orders, and researching four key indicators: whether the service was performed on time, whether the issue was resolved on the first visit, the service charge, and the overall service evaluation. By optimizing survey dimensions and refining evaluation metrics, the Company ensures that user feedback reflects their true intentions. In 2024, the Company's service satisfaction rate reached 97.8%. At the same time, the Company established user service management indicators and targets, such as service completion rate, and successfully met all targets during the reporting period.





05

Harmonious Development

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5.1 Employee Rights and Benefits

Employee Rights Protection

Robam strictly abides by the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China* and other laws and regulations, formulates the *Human Resource Management Guideline*, the *Employee Attendance Management Standards*, the *Management Standards for Labor Protection of Female Employees and Minors* and other policies to ensure the basic rights of employees and guarantee compliant employment practices.

The Company adheres to the principle of equal employment and opposes all forms of discrimination based on gender, age, region, education level, religious beliefs, nationality, race, sexual orientation, disability, etc. It strives to create a diverse and inclusive work environment. Meanwhile, the Company has established a fair, impartial, and transparent recruitment and employment mechanism and strictly prohibits child labor, forced labor, overtime work beyond regulations, harassment, and abuse. The Company emphasizes safeguarding the rights and interests of female and disabled employees, effectively protecting the legitimate rights and interests of all employees.

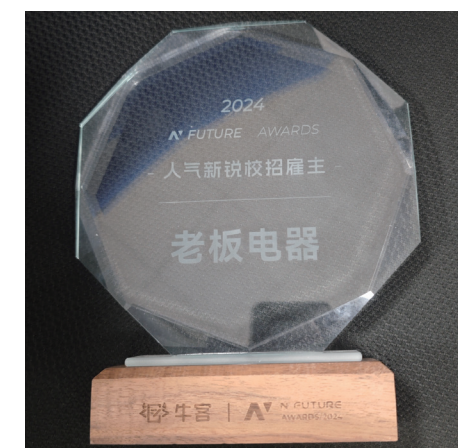
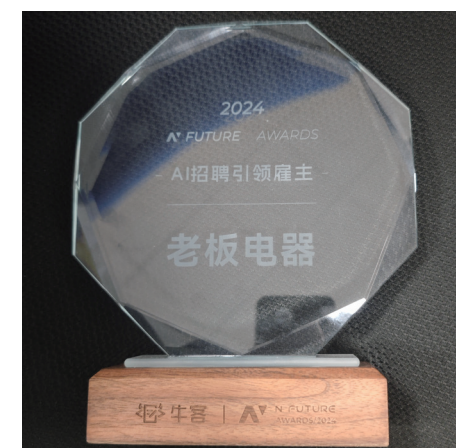
During the reporting period, the Company has not experienced any labor disputes or incidents of discrimination, harassment, child labor, or forced labor. Throughout the entire recruitment and employment practices, strict compliance with regulatory requirements has been maintained, and no administrative penalties related to labor practices were incurred.

Overview of Employee Rights Protection at Robam Appliances

Type	Policies on Rights
Recruitment and Elimination	<p> Recruitment: We recruit employees according to our <i>Recruitment Management Standards</i> and the applicable laws and regulations, and following the fairness, impartiality and no discrimination principles.</p> <p> Elimination: We abide by our <i>Elimination Management Standards</i> in eliminating employees, to protect their legal rights and interests.</p>
Remuneration and Incentives	<p> Remuneration: We adjust remuneration twice a year and make remuneration raising plans for employees according to our <i>Remuneration Management Standards</i>.</p> <p> Incentives: We give physical and spiritual incentives to employees delivering extra performance, contribution or value according to our <i>Incentives Management Standards</i>.</p>
Work Hours and Leave	<p> Work hours: Employees take mixed weekends (meaning one day off for a week and two days off for another). Employees are required to work 8 hours a day/shift.</p> <p> Leave: Employees are entitled to statutory leave and personal leave, sick leave, work-related injury leave, annual leave, marriage leave, prenatal check-up leave, maternity leave, paternity leave, breastfeeding leave, bereavement leave and other paid leaves.</p>

Honors and Awards

During the reporting period, the Company received several prestigious accolades, including “Nowcoder 2024 AI Recruitment Leading Employer,” “Nowcoder Popular Emerging Campus Recruitment Employer,” and “Haitou.com 2024 Most Influential Employer.”



Employee Benefits and Care

The Company insists on the working concept of “happy work, healthy life”, and aims to “improve the happiness index of employees, accumulate happy energy, and improve the quality of life and work”. It has prepared documents such as the *Employee Welfare Manual* and *Welfare Management System* to cover all employees and enhance their sense of belonging and happiness.



To enrich employees’ leisure activities, the Company regularly organizes various holiday events and entertainment activities, provides rich bonuses and prizes, and enhances employee happiness. Additionally, the Company has established eight major employee clubs, regularly holds themed club activities and recruitment events. Employees can join clubs based on personal preferences and enjoy various training and activities provided by the clubs.

Robam Appliances Employee Activities and Club Activities Classification



Robam Cooking Festival Series Events

The Robam Cooking Festival is a unique cultural event of Robam Appliances. In 2024, the Company centered its activities around the theme “Enjoy Creating” and the slogan “Cooking is Fun.” Using simple language and approachable methods, it redefined the Robam Cooking Festival series. The event featured three key segments: the 15th Culinary Competition, Intermediate Cooking Certification, and the Cooking Carnival. These initiatives aimed to create a vibrant picture of nationwide enthusiasm for cooking, showcasing the Robam team’s passion for linking all the beautiful aspects of kitchen life through cooking.

As an integral part of the Cooking Festival, the 15th Culinary Competition included five categories: Chinese Pastry, Cold Cooking, Pan-Frying, Baking, and Steaming/Simmering. A total of 90 teams participated, presenting 180 exquisite dishes. The 16 category champions competed in the grand finale, where they showcased a category dish and a creative challenge dish to vie for titles such as Culinary King of the Year, Charming Culinary King, Master Craftsman Culinary King, and Creative Culinary King. The Culinary King IP was not only featured at the Carnival but also extended throughout the year’s cooking-themed events, such as business visits, company anniversaries, and opening day celebrations, making it a symbol of cooking enthusiasm among Robam employees and positioning them as Key Opinion Consumers (KOCs) in the culinary world.

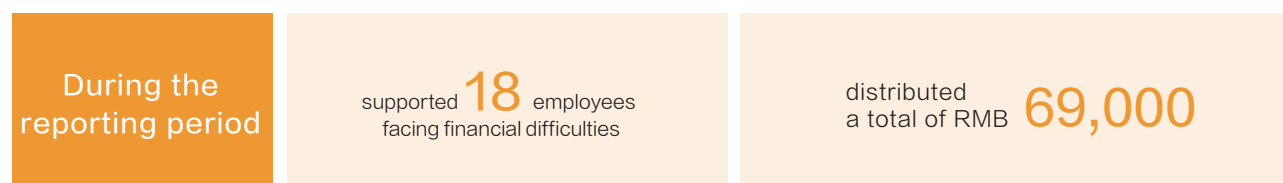


“Robam Circle” Community Activities

In 2024, Robam Appliances launched the “Robam Circle” initiative, restructuring traditional employee club models to create a more engaging hobby platform. With the theme “Because of You, We Create the Future,” the program encourages employees to establish diverse circles covering areas such as running, cooking, football, beauty, and more. Through a “self-driven circles with tiered management” system, employees can form a circle with just 10 members and receive resource support based on the number of activities and their level of engagement. By 2024, 25 unique circles have been established, hosting thousands of events, all aimed at enhancing employee happiness and fostering organizational cohesion.



Regarding the assistance for employees facing difficulties, the Company formulated the Robam Group Love and Assistance Fund Implementation Regulations. This policy aims to provide assistance to employees or their immediate family members who face severe living difficulties due to sudden incidents, accidents, major illnesses, or other special reasons, and whose basic livelihood cannot be covered temporarily by social assistance systems or even after receiving assistance, they still face severe difficulties. Assistance is provided following the relevant procedures. During the reporting period, the Company organized support for 18 employees facing financial difficulties, distributing a total of RMB 69,000 in assistance. This initiative effectively addressed employees’ living challenges and demonstrated the Company’s care and warmth.



Employee Communication Mechanism

The Company is committed to creating an openwork environment, establishing a labor union, an enterprise labor dispute mediation committee, and regularly convening workers’ congresses. During the reporting period, the labor union organized quarterly employee representative meetings and production sector employee discussions to gain in-depth insights into the coordination issues employees encountered during business operations, collected employee feedback, and created a better development environment to enhance employee recognition and a sense of belonging.

The Company established grid-based union teams by department, with each team led by a key staff member from the department, ensuring full coverage of the union organization and enhancing the effectiveness of union work. Additionally, for matters impacting employee safety and the Company’s development, an online reporting system was implemented, allowing issues to be submitted to the union within 5 minutes, ensuring timely identification and resolution of problems. During the reporting period, the union collected 209 suggestions through visits, quarterly reports on DingTalk from party members, and employee representative meetings, resolving 199 of them and addressing more than 10 complex issues. The union also assisted 44 employees in resolving issues related to their children’s education.

Representatives from employees and the enterprise negotiated collective agreements on issues such as employee wages, signing the *Job Level Wages Special Collective Contract*. In addition, according to the *Regulations of Zhejiang Province on Collective Contracts, Special Provisions on Labor Protection for Female Employees* and other relevant regulations, the representatives of the Company and the representatives of the employees signed the *Special Collective Contract on Labor Safety and Health*, the *Special Collective Contract on Protection of Rights and Interests of Female Employees* and the *Special Collective Contract on Company Caring about Employees and Employees Loving Company* on the basis of equality and voluntariness.

The Company has established diversified employee communication channels, through the regular vise conferences, the establishment of the post-90s cultural think tank and other forms, to build a perfect employee communication platform, listen to the voices of employees, and establish a comfortable and positive employee relations.

Robam Appliances Employee Communication Channels

Vise Conference

The Vise Conference is a platform that connects employees and senior management, providing employees with the opportunity to engage directly with top executives. Led by the CEO, the executive team communicates key organizational strategies, decisions, and their underlying significance through synchronized dialogues. This open communication format allows employees not only to better understand the Company’s direction but also to share their insights and suggestions, fostering resonance and consensus. This collaborative exchange helps drive both personal and organizational growth.

The Post-90s Cultural Think Tank

The Post-90s Cultural Think Tank better utilizes the potential of outstanding young people. Through symposiums and other forms, the Company listens to the voices of young people, carries out collective brainstorming in a relaxing and pleasant atmosphere, and collides with different ideological sparks, as well as provides diversified and youthful creativity for the development of cultural activities.

In 2024, the Company conducted its annual employee dedication and satisfaction survey, receiving a total of 4,796 questionnaire responses and 6,678 valid feedback comments. The dedication survey covered dimensions such as retention, effort, challenge, and willingness to recommend, while the satisfaction survey included aspects such as time, intensity, management, environment, processes, systems, policies, compensation benefits, and culture. The survey results indicated an employee satisfaction rate of 88.56% and a dedication rate of 87.52%, both showing improvements compared to 2023. Based on employee feedback, the Company conducted analyses from organizational and talent development perspectives, planning improvements to continuously create a satisfactory work environment for employees.



5.2 Employee Development and Promotion

Robam has established a comprehensive talent development organizational structure which is directly led by the President. The Human Resources Headquarters is set up under it to coordinate the overall human resources strategy and execution. The Organization and Talent Development Department under the Human Resources Headquarters is responsible for talent echelon construction, promotion mechanism design, and performance evaluation system optimization. At the same time, Robam University is established to build a learning-oriented organization and ensure the healthy and continuous growth of the internal talent echelon with the improvement of organizational capabilities.

Talent is the source of vitality for the development of the enterprise, the Company focuses on the personal development of the staff to help employees grow. The Company fully implements an endogenous talent development strategy, while seeking industry experts externally to lead teams in rapid development. At the same time, it recruits a large number of high-potential fresh graduates to increase talent reserves, comprehensively building a strong force for the Company's talent development.

Robam Endogenous Talent Development Strategy

Attracting talents with inclusiveness	Insisting on investment in both school and social recruitment, recruiting talented people and accurately recognizing them when they are selected, and being open and tolerant after they are introduced
Nurturing talent with care	Focusing on precipitation and replication of key competencies, and moving from free-range training to precise training
Use of talents with a pragmatic mind	Creating a high-energy organization with high goals, high pressure and high incentives
Retaining talents with heartfelt love	Promoting goodwill with goodwill, raising the temperature of the organization, and stimulating the vitality of the organization
Managing talent with cultural approach	Strengthening cultural leadership, creating cultural atmosphere, adhering to cultural practice, and building cultural confidence

Employees Training and Development

The Company has established and implemented management systems such as the *Training Management Guidelines*, creating a specialized training model including the Technology Innovation Academy, Quality Academy, Marketing Elite Academy and others. Additionally, the Company has launched the E-learning platform and established a corporate library with over 20,000 volumes of books, promoting continuous learning and growth among employees and striving to create a learning-oriented organization.

Robam Professional Development Programs

Technology Innovation Academy	The Technology Innovation Academy focuses on strengthening core competencies of technical teams to drive innovation and breakthroughs. Training programs cover advanced topics such as Design of Experiments (DOE), AI capability evolution for professionals, and TRIZ principles and tools, aiming to enhance employees' skills in experimental design, comprehension and application of AI large models, and systematic analysis and innovation in technical systems. During the reporting period, the Academy hosted 26 specialized training sessions with 823 participants in total.
Quality Academy	The Quality Academy cultivates top-tier quality management talent by building a professional quality assurance system. Training modules include six sigma methodologies, quality control (QC) tool applications, and lean production practices, designed to strengthen employees' expertise in quality management, problem-solving, and continuous improvement and innovation capacity. During the reporting period, the Academy conducted 49 thematic training sessions with 1,566 participants in total.
Marketing Elite Academy	The Marketing Elite Academy is dedicated to building a high-performing marketing team through systematic training to enhance market competitiveness. Core training themes include systematic thinking, product manager strategic mapping, and foundational frameworks for brand marketing strategies, focusing on improving employees' strategic planning, product management, and execution capabilities in brand marketing. During the reporting period, the Academy delivered 19 thematic training sessions with 779 participants (person-time).

E-learning

E-learning is a free, company-wide online learning platform accessible to all Robam employees. Serving as the central hub for employee development, it houses a vast repository of case studies and knowledge resources to facilitate knowledge discovery, acquisition, and retention. As of the end of the reporting period, it featured a total of 12,773 courseware and courses and saw the activation of 4,447 users at its headquarters, with 4,230 active users, achieving an impressive engagement rate of 95.12%. It also launched 274 projects that reached 14,993 participants and administered 273 examinations involving 25,618 participants. Cumulatively, the total learning duration on the platform amounted to 122,567 hours, averaging 27.56 hours of learning per user.

The end of the reporting period	courseware and courses	users at its headquarters	active users	engagement rate
	12,773	4,447	4,230	95.12 %
	It also launched 274 projects that reached 14,993 participants administered 273 examinations involving 25,618 participants		total learning time	learning time per capita
			122,567 hours	27.56 hours

The Company has established a comprehensive employee training system, implementing specialized training plans every year. Based on competency models, it sets targeted training themes and modes for different training targets, including but not limited to programs like the “Blue Whale Plan”, “Lemon Plan”, “Sunflower Plan”, “Ivy Plan”, and “Rainbow Plan”. Eligible employees can enjoy free learning and training courses under these specialized training plans. Additionally, the Company encourages and supports employees to obtain certification of academic qualifications. Depending on job positions and training needs, the Company provides paid external training opportunities to help employees make continuous progress in their careers.

Robam Appliances Talent Development Plan

Training Plan	Training Target	Introduction
Blue Whale Plan	New recruits from social channels	Help new employees quickly understand the Company system common processes, and corporate culture.
Lemon Plan	New recruits from school channels	Select and cultivate outstanding talents from fresh graduates who are professionally oriented and entrepreneurial, helping them grow into key employees who will develop alongside the Company.
Sunflower Plan	Employees with 2-3 years of tenure	Guide employees to develop along professional channels, cultivate departmental business backbones, and young expert talents with high professional qualities, rapidly enhancing employees’ professional abilities.
Ivy Plan	Middle Management	Combine management skills with coaching techniques, with team activities centered around competition and cooperation. This allows middle managers to gain inspiration and understand the art of management through team activities.
Rainbow Plan	Senior Management Introduction	Combine leadership with business acumen, tailored to the development of future leaders with personalized training programs. Programs include Rainbow Forums, Vise Lectures, as well as coaching techniques, project experience, and study tours.

Lemon Plan

Nurturing fresh graduates constitutes a pivotal cornerstone upon which the Company’s future development and prosperity are built. As a cornerstone of future talent development, Robam launched the “Create the Future Because of You” Lemon Training Program in 2024 (The term “Lemon” symbolizes the fresh, energetic potential of new graduates, embodying their role as future pillars of innovation and growth within the organization). The Initiative aims to accelerate the transition of new graduates into professional roles by blending theoretical learning and practical experience, ensuring they quickly integrate into the workplace. Theoretical training includes corporate culture & professional mindset and practical experience includes hands-on, immersive activities designed by external professionals and unique cooking experience and exchange aligned with Robam’s kitchen appliance expertise. More than 120 graduates from top universities nationwide participated in the 2024 cohort. Those trainees were strategically deployed across four core business divisions and regional sales centers as corporate contributors.



Ivy Plan

The Ivy Plan is a specialized initiative targeting department-level and headquarters-level executives. In 2024, the Ivy Class introduced a novel organizational operation model as its core initiative, designed to fortify the foundation for Robam restructuring and evolution while enhancing overall organizational capabilities. All-year activities revolved around four pivotal themes: “New Organizational Operation Model,” “The Philosophy of Cooking,” “User Engagement Systems,” and “Digital Kitchen Appliances.” Through an operational framework of “Understanding-Consensus-Action-Feedback,” the Class conducted 93 group discussions and presentations, yielding 365 comprehensive research projects, notably bolstering the Company’s execution capabilities and strategic alignment.



Super Open Lecture Training Program

In 2024, Robam launched the “Super Open Lecture” training program to cultivate high-potential employees, core backbone staff, and external experts through systematic knowledge sharing and case study development. The Program focused on frontier topics such as: AI Large Model Applications, User Experience Innovation, Strategic Tool Implementation, Project Management Upgrades, Product Iteration & Development, Content Marketing Strategies and IoT Technology Integration. In 2024, the Program hosted 12 thematic training sessions, with 800 participants (person-time).



the Program hosted
12 thematic training sessions

800 person-time



The Company is dedicated to establishing a professional internal trainer team to cultivate a robust internal training capability. Through systematic internal trainer development programs and course certification mechanisms, the Company elevates course quality, refines its training systems, and provides superior learning resources for employees, thereby driving knowledge transfer and talent cultivation within the Company. As of the end of the reporting period, the internal trainer pool had expanded to 382 certified professionals. In 2024, the Company organized three rounds of trainer certification, receiving 115 course submissions. Of these, 69 courses were approved, achieving a 60% certification pass rate.

The end
of the
reporting
period

the internal trainer
pool had expanded to
382 professionals

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course
submissions
115

approved
courses
69

certification
pass rate
60%

Employee Promotion and Incentives

The Company is committed to talent pipeline construction, establishing management systems such as the *Talent Development Management Standard*, *Incentive Management Standard*, and *Vise Model Employee Incentive Program*. It has set up a complete employee promotion channel and implemented diverse incentive measures to help employees achieve development goals, promote talent retention, and talent pipeline construction.

The Company, guided by employee capabilities and value creation, designs a dual-track career promotion channel for management (management track) and professional (professional track) development, forming six position categories: management, product development, supply chain, marketing, professional service, and technical operations. Employees whose management or professional abilities match can grow across sequences, encouraging employees to transition into compound skilled talents.

Robam Appliances Employee Dual-Track Promotion Channel



To implement an internal talent development strategy and sustain the growth momentum of the “Lemon” group, the Company launched the “Accelerating Lemon Growth Initiative”. This Initiative offers two annual promotion opportunities to Lemon employees from the past three cohorts, encouraging continuous professional breakthroughs and rapid development to infuse sustained vitality into the Company.

Additionally, to optimize talent allocation and boost organizational vitality, Robam fully implemented the “Flow Program” in 2024. This Program establishes an internal talent mobility mechanism, enabling employees with one year of tenure in their current role to actively apply for competitive promotions or transfers. During the reporting period, 37 internal transfers were completed. Transferred employees demonstrated significantly improved job fit and performance metrics, highlighting the Program’s success in fostering rational talent mobility and enhancing organizational efficiency.

The Company formalized the *Position Performance Management System* to standardize the methods, criteria, and procedures involving in employee performance evaluations. Tailored to employee roles and responsibilities, performance evaluations are conducted on a monthly, quarterly, and annual basis, turning into a well-rounded assessment of employees' work capabilities.

And the Company implemented a closed-loop feedback mechanism to ensure transparency and continuous enhancement of the promotion process, which is achieved through feedback on promotion outcomes and retrospective reviews. Promotion results are officially communicated to employees, and the Organization and Talent Development Department distributes survey questionnaires via DingTalk to collect feedback on the promotion process from employees.

Quarterly and Annual Outstanding Employees and Teams Recognition Program

The Company organizes quarterly and annual award ceremonies to honor outstanding employees and teams, celebrating their achievements and spreading the "tiger pliers" spirit of determination and craftsmanship to inspire fellow colleagues on a similar journey.



Quarterly Recognition

The quarterly recognition features two key awards aligned with the spirits of hard work, that is "Responsibility, Innovation, and Pragmatism", to encourage employees to inherit and uphold the "tiger pliers" entrepreneurial spirit, deepen their connection to the Company's cultural identity and shape their behavioral direction. In 2024, **40 Tiger Pliers Benchmark Award recipients and over 400 Cultural Three-Star Employees** were selected. These awards strengthened team cohesion, execution capabilities, and a culture of positive competition, fostering a motivating work environment.

Annual Recognition

The annual recognition features five key awards: Spirit of Tiger Pliers Award, Innovation Award, Golden Ox Award for Outstanding Employees, Star Performer Award and Outstanding Team Award. Those selection criteria include basic qualifications and cultural alignment. The former concerns the tenure within the Company and the latter concerns code of conduct on core values of Responsibility, Innovation, and Pragmatism. In 2024, **1 Spirit of Tiger Pliers Award, 4 Innovation Awards, 68 Golden Ox Awards, 114 Star Performer Awards, and 8 Outstanding Team Awards** were granted. These selections established clear cultural benchmarks for all employees.

To ensure the effective implementation of the Company's talent strategy and continuous enhancement of organizational capabilities, we established specific metrics such as the voluntary turnover rate of core talent and the Lemon talent development rate within 3 years to measure and drive the development and optimization of the talent pipeline. During the reporting period, the Company exceeded its annual targets, demonstrating the successful execution and significant achievements of its talent development strategy.

5.3 Occupational Health and Safety

Work Safety

Robam takes the responsibility of production safety as the core and risk evaluation and control as the means to vigorously build the safety production culture. The Company complies with laws and regulations such as the *Work Safety Law of the People's Republic of China* and the *Regulation on Emergency Responses to Work Safety Accidents*, and formulates management systems such as the *Safety Management Responsibilities of Various Levels of Organizations and Personnel*, *Criteria for Judging Major Hidden Safety Hazards*, *Safety Management Standards for Hazardous Operations*, *Safety Management Standards for Gas Cylinder Operations*, *On-site Emergency Drug Management Standards*, *Electrical Safety Management Standards*, and *Gas Distribution Room Safety Management Standards*. It has established an Emergency Management Committee and emergency management working groups to comprehensively implement the system of production safety responsibility, thereby reducing the occurrence of safety accidents and ensuring the safety of the Company and its employees' lives and property.

Upon identification, the risks related to production safety that the Company faces include safety risks during project testing, workplace safety risks during production and operation phases, and risks associated with chemical management. The Company implements various measures such as continuous and thorough safety inspections and hazard rectifications, emergency management, safety training, among others, to effectively reduce production safety risks. This helps enhance safety awareness among all employees and comprehensively builds a safety defense line.

Robam Appliances Production Safety Management Measures and Performance in 2024

Safety Inspection and Hazard Rectification

- Conduct EHS special inspections every Thursday and provide QR codes in production sites for employees to report potential safety hazards. In this way, all possible safety risks can be comprehensively collected and monitored.
- During the reporting period, the Company identified **3,739** potential hazards and promptly rectified them, with a rectification rate of **99.9%**.

Emergency Management

- Formulate management systems such as the *Emergency Management Assessment and Management Standards* and *Work Safety Accident Emergency Plan*. During the reporting period, the Company updated the content of the
- Emergency Management Assessment and Management Standards*, focusing on revising the categories of potential hazards to further enhance the scientificity and operability of the safety management system. Carry out emergency drill activities, including a total of 27 special drills such as personnel evacuation in case of sudden accidents, comprehensive fire rescue, confined space, special equipment, hazardous operations, gas leakage, and environmental protection disposal.
- Actively carry out activities such as the Work Safety Month, Traffic Safety Month, Fire Safety Month, and Employee Emergency Management Skills Competition. Continuously improve the emergency plan by simulating accident scenes.

Safety Training

- Organize daily pre-job training and regularly conduct monthly special safety training covering all operating departments, laboratories, and administrative departments. The training topics include pre-holiday safety training, safety training for resuming work, environmental protection special training, fire safety special training, electrical safety special training, dust explosion-proof safety special training, and chemical safety special training.
- Carry out three-level safety education and training for new employees, with a training coverage rate of **100%**.
- Organize safety certification training for special operation personnel and safety management personnel, and conduct real-time monitoring to ensure that all employees in special positions hold relevant certificates.
- During the reporting period, the Company completed a total of **133** training sessions, with **21,000** employees participating in safety education-related training.

In terms of chemical management, the Company strictly abides by regulations such as the *Regulations on the Safety Management of Hazardous Chemicals*, the *Provisions on the Safe Use of Chemicals in the Workplace*, and the *Catalog of Hazardous Chemicals*, and formulates management systems such as the *Chemical Management System* to improve the management regulations for chemicals in supply, handling, procurement, use, storage, and waste disposal, preventing unexpected purchases, acquisitions, and uses, and reducing the risks in the Company's chemical usage processes.

Robam's Work Safety Goals



In 2024, to further enhance the level of work safety management, the Company established a centralized chemical warehouse in the Maoshan Intelligent Manufacturing Zone B and rented specialized chemical transport vehicles to deliver chemicals to each factory area on a daily basis. Through centralized management, the storage and transportation processes of chemicals were optimized, significantly reducing the safety risks associated with decentralized management and ensuring the efficient fulfillment of work safety requirements in each factory area.

During the reporting period, the Company did not experience any safety accidents such as fires, explosions, or chemical poisonings, and the number of deaths due to work-related injuries was zero. The Company achieved a 100% completion rate of its work safety objectives.



Occupational Health

The Company strictly complies with laws and regulations such as the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases* and the *Provisions on the Supervision and Administration of Occupational Health at Work Sites*. It has formulated systems including the *Occupational Disease Management Standards*, *Occupational Hazard Monitoring and Evaluation Management System*, *Occupational Hazard Warning and Notification System*, *Occupational Hazard Emergency Plan*, *Occupational Hazard Project Declaration Standards*, *Occupational Health and Safety Testing Standards*, and *Occupational Hazard Protection Equipment and Facility Management System*, and has obtained ISO 45001 Occupational Health and Safety Management System certification.

Upon identification, the types of occupational disease hazards in the Company mainly include physical factors, dusts, and chemical substances. Among them, physical factors include noise, electric welding arc light (ultraviolet radiation), and other radiation; dusts involve glass wool dust, grinding wheel dust, electric welding fume, and other dusts; chemical substances cover fluorides, potassium hydroxide, sodium carbonate, solvent gasoline, n-hexane, manganese and its inorganic compounds, zirconium and its compounds, benzene series, esters, ketones, alcohols, acrylic acid, etc. The Company entrusts a qualified third-party institution to conduct occupational hazard factor monitoring every year, reports the monitoring results to the Linping District Work Safety Bureau, and then files them in the occupational health management ledger. At the same time, the Administrative Department of the Company feeds back the monitoring results to the production department, and the production department notifies the employees of each position in the workshop of the occupational disease hazard factors and their concentration values at their positions by posting notices or circulating them, and also informs the employees of the protective measures.

The Company conducts daily equipment monitoring in response to the monitoring results, regularly organizes special safety training for the prevention and control of occupational diseases, and also conducts a special physical examination for employees on occupational diseases once a year. During the reporting period, the Company focused on improving noise hazards by updating the equipment of old machines and providing employees with 3M noise-protection earplugs and other protective gear.

In addition, the Company pays close attention to the mental health of employees, sets up employee relations positions, expands employee communication channels and platforms, and timely understands the mental state of employees. It also offers employee mental health courses, and through course lectures, stimulates the enthusiasm of students for discussion and interaction, and promotes the orderly development of employee mental health work.

Robam's Occupational Health Goals



During the reporting period, the Company was not punished for violating laws and regulations related to occupational health and safety, and the completion rate of the Company's occupational health goals reached 100%.



06

Environment Protection

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6.1 Environmental Management

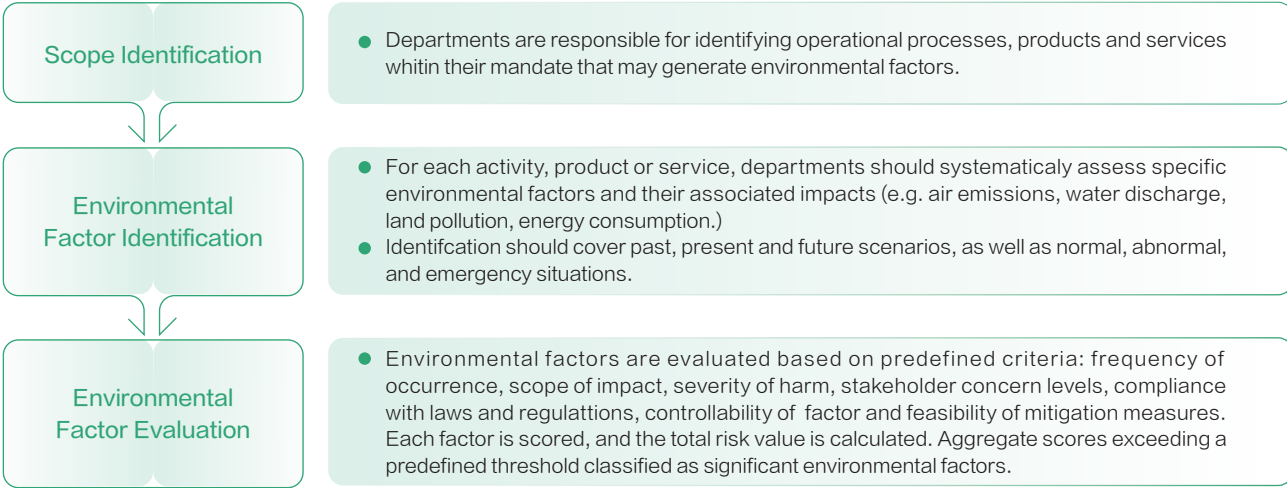
To comprehensively strengthen environmental management, Robam has established an Emergency Management Committee as the highest governing body for environmental management. This Committee is responsible for guiding, supervising, and coordinating environmental protection initiatives across the Company. Administration Department serves as the executive body for environmental management, tasked with implementing Committee decisions, enforcing environmental policies, and coordinating environmental affairs. Within the Administration Department, the Emergency Response Team is in charge of conducting systematic identification and assessment of environmental factors, implementing environmental emergency preparedness and response measures and organizing regular environmental safety training to enhance employees’ environmental awareness and emergency response capabilities.

The Company strictly adheres to national laws and regulations, including the *Environmental Protection Law of the People’s Republic of China*, *Water Law of the People’s Republic of China*, *Water Pollution Prevention and Control Law of the People’s Republic of China*, *Air Pollution Prevention and Control Law of the People’s Republic of China*, and *Law of the People’s Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes*, as well as local regulations. Internal policies such as the *Environmental Management System*, *Environmental Factor Identification and Evaluation Management System*, and *Environmental and Occupational Health & Safety Performance Monitoring Standards* ensure the effective operation and continuous improvement of the environmental management system. During the reporting period, the *Environmental Management System* was revised to re-evaluated the pollutants generated at each stage, and further clarified the control requirements and treatment processes for each pollutant, enhancing the standardization and effectiveness of environmental management.

Guided by the environmental protection principle of “giving priority to protection, focusing on prevention, conducting comprehensive treatment, engaging the entire Company, and enforcing accountability for damage”, the Company implements the systematic environmental risk identification process, comprehensive environmental management measures, ongoing environmental investments and ISO 14001 Environmental Management System certification. This approach ensures efficient resource utilization and effective control of pollutant emissions.

The Company has established a systematic environmental risk identification process to comprehensively identify and evaluate potential environmental impacts arising from its operations, products, and services.

Identification Process of Environmental Factors



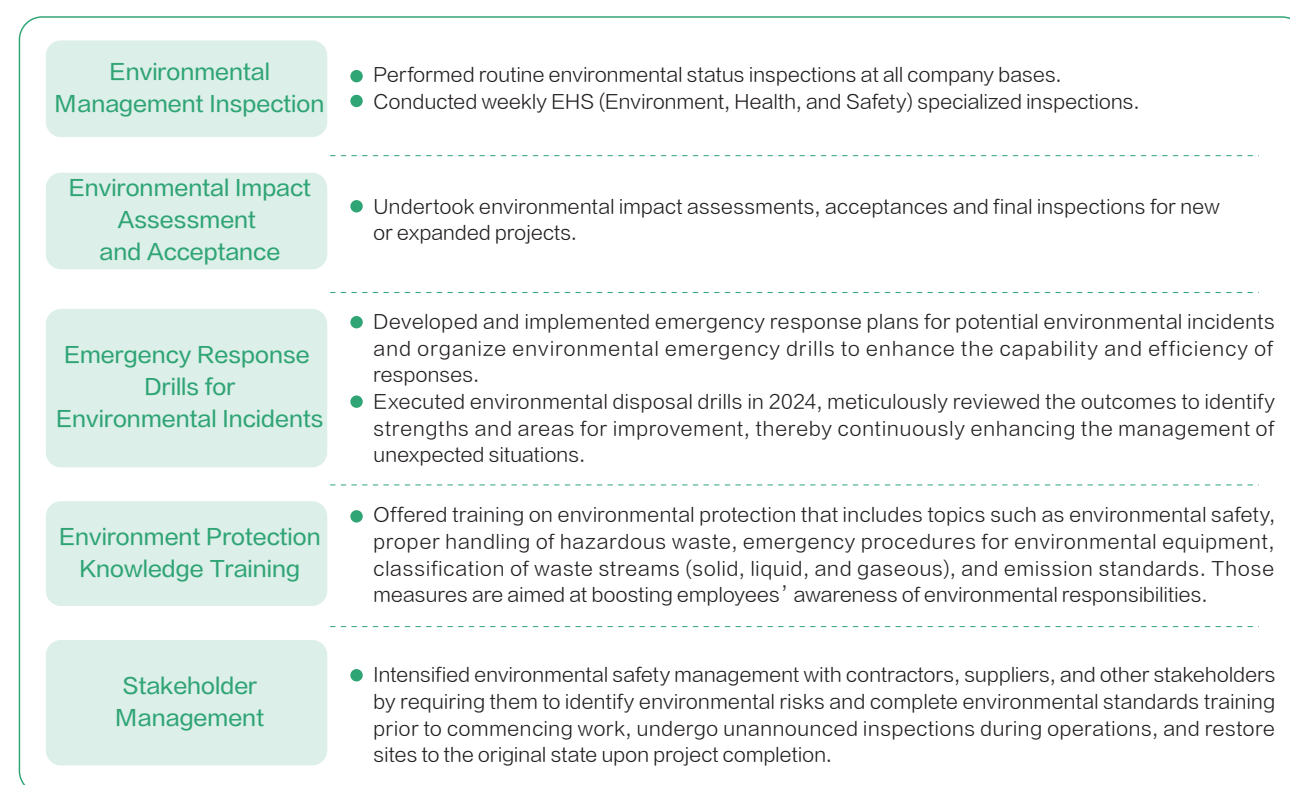
Through systematic environmental factor identification, the Company has determined the following critical environmental factors: water pollution, air pollution, pollution caused by solid wastes, noise pollution and fire hazards. To effectively address those factors, the Company has implemented targeted measures to control and minimize environmental impacts. These efforts also ensure that the Company’s operations adhere to all applicable laws, regulations, and environmental standards.

Significant Environmental Factors and Mitigation Measures

Significant Environmental Factors	Mitigation Measures
Water Pollution	Wastewater is treated through sewage equipment. And regular water quality testing is conducted to verify adherence to discharge standards.
Air Pollution	Exhaust gases are purified using activated carbon adsorption and filter media dust removal technologies. And emission equipment is routinely cleaned and inspected.
Pollution Caused by Solid Wastes	Hazardous waste is centrally collected and entrusted to qualified entities. And the waste management standard is established.
Noise Pollution	Noise levels are minimized through equipment maintenance, lubrication, and windows/doors closure. And noise level is regularly monitored.
Fire Hazards	Fire extinguishers and suppression systems are installed across facilities. Regular safety inspections are conducted to identify and address potential hazards and the emergency response plan is developed.

To effectively manage and mitigate the environmental impact of corporate operations, the Company employs a comprehensive approach that includes regular environmental inspection, environmental impact assessments, emergency response drills for environmental incidents, environment protection knowledge training, and stakeholder management. These initiatives are designed to minimize the Company's ecological footprint while also fostering a heightened sense of environmental responsibility among employees.

2024 Robam Environmental Management Measures

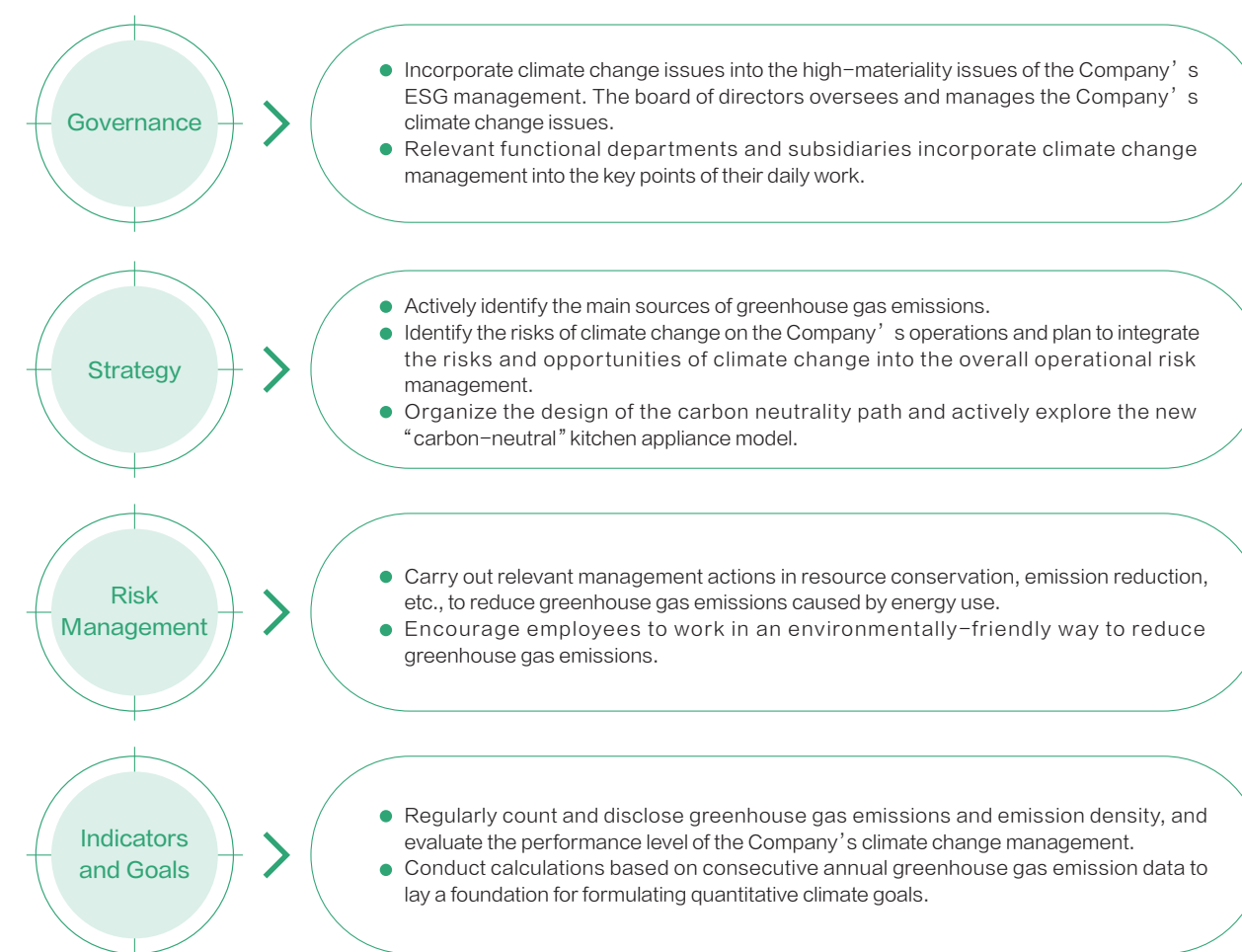


The Company adheres to the management principle of "Zero Environmental Pollution Incidents". During the reporting period, the Company achieved this goal through rigorous implementation of environmental management measures. In 2024, we invested RMB 8.3 million in environmental protection initiatives, resulting in effective control of key environmental impacts, including: water quality management, air emissions reduction, solid waste management, and noise pollution mitigation. No environmental pollution incidents occurred during this period. Moreover, we have further strengthened our environmental governance through ISO 14001 Environmental Management System Certification and continuous improvement of the environmental management system.

6.2 Climate Change Response

Addressing climate change is a common challenge for countries and enterprises. The Company actively responds to China's goal of peaking carbon emissions by 2030 and achieving carbon neutrality by 2060. Referring to the recommendations of the *International Financial Reporting Standard Sustainability Disclosure Standard 2: Climate-Related Disclosures (IFRS S2)* issued by the International Sustainability Standards Board (ISSB), the Company reviews its climate change management system from four aspects: governance, strategy, risk management, indicators, and goals, identifies climate change-related risks and opportunities, and integrates climate change mitigation and adaptation into daily management.

Robam's Climate Change Management System



To address the challenges and opportunities posed by climate change, the Company has established a systematic mechanism of identification and assessment. This Mechanism evaluates climate-related risks and opportunities across short-term, medium-term, and long-term horizons via policy trend analysis, industry bench-marking and expert consultations. The evaluation comprehensively covers Company's operations, upstream and downstream activities of value chains and potential financial implications. Based on these outcomes, we formulate and implement targeted strategies to mitigate climate change, supporting the sustainable development goals.

Climate-related Risks and Opportunities and Mitigation Strategies

Type	Description	Sphere of Influence	Potential Financial Implications	Mitigation Strategies
Risks				
Acute Physical risks	Extreme weather events (such as floods, typhoons, and droughts) can cause direct damage to production facilities, supply chains, and logistics networks, potentially leading to production interruptions, equipment damage, and delays in raw material supply.	Short-term	Increase in operating costs Decrease in revenue	<ul style="list-style-type: none">Reinforce production facilities to enhance disaster resilience, establish emergency response plans, and conduct regular disaster drills.Implement a diversified supply chain system to avoid over-reliance on a single supplier and ensure uninterrupted raw material supply during unexpected disruptions.Introduce intelligent logistics management system to monitor transportation status in real time, dynamically adjust routes to avoid areas impacted by extreme weather, and ensure operational continuity under adverse conditions.
Market	Growing consumer awareness of environmental protection and sustainability has shifted market preferences toward low-carbon and energy-efficient products. This trend may lead to a decline in demand for traditional high-energy-consuming products, potentially resulting in market share erosion.	Medium-term Long-term	Increase in operating costs Decrease in revenue	<ul style="list-style-type: none">Regularly monitor shifts in consumer preferences and analyze market trends to ensure timely adjustments to its product strategies.Gradually phase out high-energy-consuming products and reduce reliance on traditional products to mitigate the market risk.
Policy and Regulation	Globally, climate-related regulations are becoming increasingly stringent, with rising requirements for carbon emission caps and energy efficiency standards. These shifts may result in elevated compliance costs and exposure to penalties.	Short-term Medium-term Long-term	Increase in operating costs	<ul style="list-style-type: none">Closely monitor changes in domestic and international environmental regulations to ensure its operations remain compliant with the latest policy requirements.Implement proactive strategies to advance low-carbon transitions, thereby mitigating compliance risks.
Reputation	Stakeholders, including governments, customers, and investors, are increasingly scrutinizing companies' climate strategies and management measures. Failure to take proactive actions could lead to reputation damage, undermine brand value, and erode market trust.	Medium-term Long-term	Decrease in revenue	<ul style="list-style-type: none">Regularly disclose progress on climate change initiatives through ESG reports and other channels to enhance transparency.Integrate climate change issues into the Company's management strategy and prioritize it as a key focus area for relevant business departments.

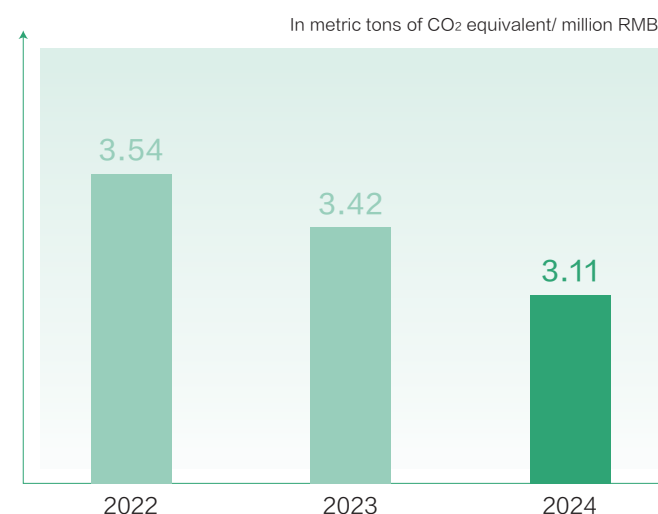
Type	Description	Sphere of Influence	Potential Financial Implications	Mitigation Strategies
Opportunities				
Resource efficiency	Driven by the "dual carbon" goals and green manufacturing policies, the Company promotes efficient resource utilization through technological innovation and process optimization to reduce costs, seize opportunities in the green market, and build an eco-friendly brand image.	Medium-term Long-term	Decrease in operating costs	<ul style="list-style-type: none">Enhance resource efficiency in production processes through technological innovation and operational optimization, reducing consumption of raw materials, energy, and water while lowering production costs and strengthening market competitiveness.
Products and services	Driven by policy and market demand, home appliance product innovation is transitioning toward high efficiency, low-carbon environmental protection, and smart technology integration. By developing green products and value-added services, the Company can enhance competitiveness and achieve business growth.	Short-term Medium-term Long-term	Increase in revenue Decrease in operating costs	<ul style="list-style-type: none">Launch energy-efficient home appliances compliant with international energy efficiency standards to minimize energy consumption and carbon emissions during product use.Develop smart home appliances integrated with IoT technology to enable real-time energy usage monitoring and optimizing.Implement "trade-in" programs and recycling services for end-of-life appliances to promote resource circularity.
Energy sources	Policy support and technological advancements reduce renewable energy costs. The Company utilizes clean energy to lower energy consumption costs while enhancing corporate image and brand reputation.	Short-term Medium-term Long-term	Decrease in operating costs	<ul style="list-style-type: none">Transition to renewable energy sources (e.g., solar, wind) to replace traditional fossil fuels, reducing energy costs, cutting carbon emissions, and enhancing the Company's sustainability profile.

In 2024, the Company completed the 2023 full-factory carbon inventory and preliminary greenhouse gas (GHG) emissions assessment for the 2023 fiscal year. This process identified the primary energy consumption patterns in production and office operations, mapped energy efficiency ratings of highly energy-consuming equipment, and provided robust data support and clear improvement directions for the Company's carbon reduction initiatives.

Data Performance

- GHG emission intensity:
In 2024, the GHG emissions per million RMB of revenue were 3.11 metric tons of carbon dioxide equivalent, representing a YOY decrease of 9.06%.

GHG emissions per million RMB of revenue



Additionally, to strengthen expertise in carbon management, the Company actively organized training and certification programs. During the reporting period, three employees participated in relevant training. Of them, two employees completed the Product Carbon Foot-print Label and Carbon Neutrality Certification Program and one finished the Carbon Management System and Carbon Management Officer Training Program.

6.3 Energy Use

The Company has consistently prioritized energy management as a key focus area, establishing a scientific and systematic energy management organizational structure. An Energy Management Steering Group has been set up, with the primary responsible person of each unit serving as the energy management leader for their respective units. This formed a comprehensive energy management network across the entire company, ensuring the smooth advancement of energy management initiatives.

The Company strictly adheres to national regulations such as *Energy Conservation Law of the People's Republic of China* and *Renewable Energy Law of the People's Republic of China*, and follows the requirements of GB/T 23331 (*Energy Management System Standards*) to formulate internal regulations including the *Energy Management System* and *Production Energy Conservation Management System*. In 2024, the Company updated 43 energy management system documents, including the *Energy Management System*, *Energy Infrastructure Management System*, and *Production Energy Conservation Management System*, to further advance its energy management system construction.

The Company's primary energy consumption includes electricity, natural gas, and steam, which are the main sources of greenhouse gas emissions. To ensure effective operation of the energy management system, the Company has established an energy-related risks and opportunities identification process. This process comprehensively evaluates the impact of internal and external environmental factors on energy management, identifies potential risks and opportunities, and implements corresponding measures for response and improvement.

Identification Process of Energy Risks and Opportunities



The Company identifies potential risks such as outdated equipment, supply interruptions, and high carbon emission intensity, as well as opportunities like achieving energy-saving targets, developing cutting-edge technological development, and establishing green factories through its energy-related risks and opportunities identification process. In response to these risks and opportunities, the Company adheres to the principle of energy conservation and emission reduction and implements measures such as energy-saving technological upgrades. Those efforts continuously improve energy utilization efficiency and achieve dual improvements in environmental protection and economic benefits.

Energy Conservation and Carbon Reduction Initiatives at Robam in 2024

Upgrade in Energy-Saving Technology

- Implement localized energy-saving improvements for high-energy-consuming equipment in production workshops, such as energy-efficient upgrades to spray-blowing devices and stamping line compressed air systems.
- Leverage industry-leading energy-saving technologies, such as energy-saving optimization of compressed air systems, lighting systems, power distribution systems and intelligent control technologies, etc. A total of 54 energy-saving improvement projects were completed, achieving energy savings and cost reductions of RMB 3.257 million, with 3,026.73 tons of CO₂ equivalent emissions reduced.

Digital Energy Management and Energy Consumption Analysis

- Develop a single-unit energy consumption calculation model for high-energy-consuming equipment across mixed production lines at each facility, enhancing the original single-unit computing model. This enables the differentiation of energy consumption data for products from mixed-line production, offering robust data support for energy consumption analysis and providing the foundational data framework to facilitate the digital transformation of energy management.
- Deploy IoT-enabled energy monitoring gateways and the energy consumption analytic platform, optimizing digital dashboards and data models to achieve visualization of energy flow.
- Conduct daily, weekly, monthly, and annual energy consumption data collection and analysis.
- Perform in-depth analysis of excessive energy consumption zones and budget vs. actual savings discrepancies, followed by monthly meetings to review energy consumption across departments and provide recommendations.

Renewable Energy Utilization

- Utilize factory rooftops to install solar photovoltaic systems, generating 6.989 million kWh of clean electricity annually, directly powering production processes.

Energy Conservation Education

- Regularly organize energy-saving training programs to enhance employees' awareness and practical skills in energy management and emissions reduction.

To enhance energy efficiency and advance efforts in energy conservation and reduction, the Company has established precise energy-saving objectives, targeting a 1% annual decrease in energy consumption per unit. During the reporting period, the Company implemented an array of initiatives. These included streamlining production processes, deploying high-efficiency equipment, and conducting training programs to raise employee awareness on energy conservation. As a result, the Company exceeded its targets by significantly reducing energy consumption per unit of revenue by 7.51%.

6.4 Water Resources and Packaging Materials

Water Resource Utilization

The Company's main source of water is externally purchased municipal water. The Company has improved its water management system by establishing a comprehensive inspection system for water supply networks and equipment across the production process. Any water leakage is repaired in a timely manner to eliminate water waste. At the same time, the Company reduces water consumption and continuously explores water-saving opportunities through measures such as regular inspections, energy-saving technological improvements, and water-saving education.

The Implementation of Water-Saving Measures of Robam Appliances in 2024

Regular Inspections

- Strengthen water management in office buildings and restrooms by regularly inspecting water fixtures for prolonged water flow and leaks.

Energy-saving Technology Upgrades

- Modify the cooling tower from the original open type to a closed type to reduce water vapor volatilization.
- When the cooling tower is replenished with water, there is a risk of damage to the float ball. When the float ball malfunctions, it will cause water overflow. So the overflow port has been modified to recycle the overflow water when there is an overflow phenomenon, eliminating water waste.
- Technologically transform the spray system of the embedded ultrasonic cleaning line. By optimizing the pipeline structure, reduce the formation of scale and pipeline congestion, thereby improving the cleaning efficiency and reducing maintenance costs.
- Conduct energy-saving renovations on the pump house. By introducing an intelligent control platform and variable-frequency control technology, achieve demand-based supply and intelligent anti-error management to reduce energy consumption.

Water-Saving Education

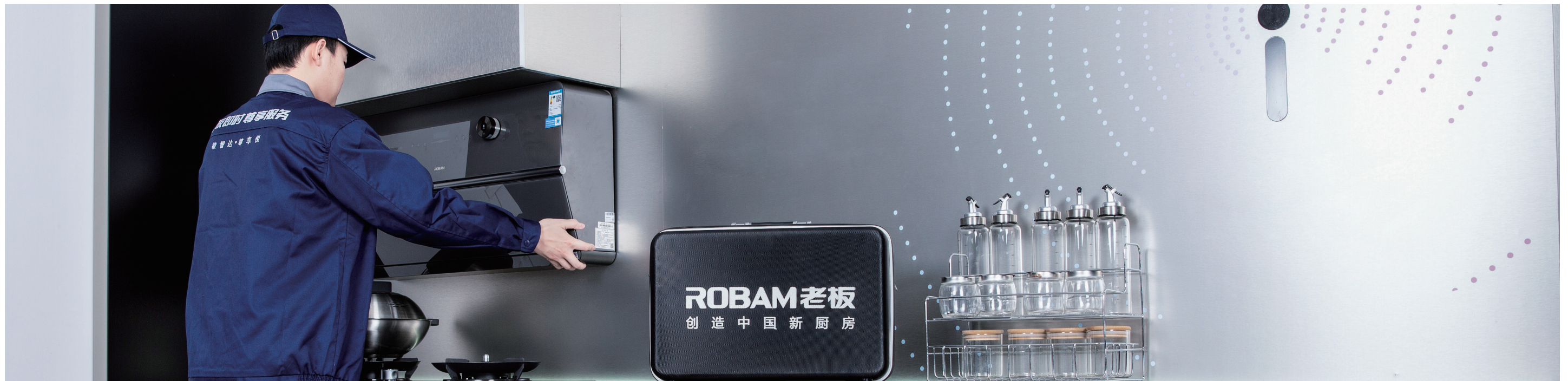
- Strengthen water-saving publicity and education by posting water-saving promotional stickers at major water-using points to enhance employees' awareness of water conservation.

Raw Materials and Packaging Materials

The Company's production materials mainly include raw materials such as cold-rolled plates, galvanized plates, and stainless-steel plates, as well as packaging materials such as cartons and foam. The Company explores the potential for material conservation in production, packaging, office, and other processes, and continuously improves material utilization rates through digital management, process improvements, and other means to achieve efficient production.

Robam Appliances' Management Measures for Raw Materials and Packaging Materials in 2024

Digital Management	Change in Production Auxiliary Materials	Process Improvement
Digitize daily workflow processes and material usage to achieve paperless operations.	Change the material base support from plastic or wooden materials to iron materials to improve the reuse rate of production auxiliary materials.	The single-component silicone sealant packaging improvement project has reduced the packaging weight.



6.5 Circular Economy

The Company is dedicated to advancing the circular economy, with particular emphasis on resource recovery within production processes and the management of electronic waste recycling. We have established an integrated system for whole-process resource recycling that enhances our resource utilization efficiency continuously. Furthermore, we rigorously comply with international conventions and have developed a comprehensive mechanism for the collection and processing of electronic waste. This ensures that all our products maintain environmental friendliness throughout their entire life-cycles.

Resource Recovery in Production Processes

The Company steadfastly embraces the principles of green development, actively engaging in the circular economy. Through initiatives including recycled packaging, water reuse, and energy management, we strive to elevate our resource utilization efficiency.

Robam Appliances' Management Measures for Circular Economy in 2024

Recycled Packaging

- The Company has initiated the circular pickup and delivery approach, employing reusable containers and collapsible boxes to enhance material utilization efficiency during transport operations.

Water Reuse

- Cooling water in production process has been continuously recycled through cooling towers.
- Production sewage has been treated through wastewater treatment facilities, with a portion being reclaimed and reused in production processes.
- Wastewater generated during the coating process has been filtered using RO reverse osmosis membrane technology, producing purified water reused in the coating operations.

Energy Management

- Cleaned and reused defogger filter nets to extend their service life, thereby reducing energy consumption and resource waste.

E-waste Recycling Management

In adherence to the *Basel Convention*, the Company strictly prohibits the export of electronic waste to developing countries and regions, while enhancing its management of electronic waste.

Annual procurement contracts with suppliers' mandate that returned electronic components be sent back from the market to relevant suppliers for disposal. Suppliers are required to provide documentation of their agreements with qualified third-party e-waste disposal entities, along with proof of their credentials, guaranteeing the responsible treatment of electronic waste.

For collected whole-unit products, the Company disassembles them and reuse recyclable components, focusing specifically on recycling the recoverable parts. Additionally, a "Trade-In for New" program has been initiated across all product categories within mainland China. This program operates on a "dismantling + installation + subsidy" model, providing dismantling and installation services to users seeking upgrades. Local agents have initiated recycling services, with regional maintenance staff visiting customers' homes to dismantle and collect used appliances, or arranging for consumers to mail them in. Upon completion of the recycling process and receipt of the new product, customers receive trade-in subsidies. It ensures both excellent customer service and proper disposal of end-of-life products.

In 2024, in response to the State Council's *Action Plan for Promoting Large-Scale Equipment Renewal and Consumer Goods Trade-Ins* and the latest guidelines from the Ministry of Commerce and other three departments regarding appliance trade-ins, the Company leveraged its industry leadership by introducing consumer-friendly trade-in policies. Our pilot programs at selected provincial and municipal marketing centers focused on providing recycling and replacement services for kitchen appliances such as range hoods, gas stoves, and dishwashers. We adhered to national subsidy standards, providing 15% subsidies for Level 2 energy-efficient products and 20% subsidies for Level 1 energy-efficient products. By combining government subsidies with corporate resources, we supported consumers in upgrading their kitchen appliances, promoting green consumption.

6.6 Emission and Waste Management

Wastewater Discharge Management

The Company has developed the *Sewage Treatment Management System* and a series of practical documents, such as the *Spraying Sewage Treatment Operation Instruction* and the *PM Daily Maintenance Operation Instruction for the Third-Line Sewage Treatment Equipment*, to standardize and refine the operation behavior and management process of the entire wastewater discharge process.

The Company handles sewage discharge permits in accordance with the requirements of the state and local governments, strictly implements pollutant discharge declarations and registrations, and has established a sewage treatment system to detect indicators such as chemical oxygen demand (COD) and ammonia nitrogen (NH₃-N) in the wastewater generated during production and operation. The wastewater is discharged up to standard through the discharge outlet.

Robam Wastewater Discharge Standards and Detection Indicators

Implemented Discharge Standard	Detection Indicator	Detection Measure
Grade 3 Standard of the <i>Integrated Wastewater Discharge Standard</i> (GB8978-1996)	COD	Regularly entrust a third-party for detection
<i>Indirect Discharge Limits of Ammonia and Phosphorus Pollutants in Industrial Enterprise Wastewater</i> (DB33/887-2013)	NH ₃ -N	Regularly entrust a third-party for detection

To proactively address environmental protection requirements, the Company has installed online monitoring equipment at the effluent outlets of its wastewater treatment facilities. This ensures real-time monitoring of wastewater emissions and continuous enhancement of environmental management effectiveness.

Exhaust Gas Emission Management

The main air pollutants generated during the Company’s production and operation include gas flue gas, canteen cooking fumes, powder spraying dust, etc. The Company has developed practical documents such as the *Spraying Exhaust Gas Treatment Equipment Operation Instruction*, the *Safety Operation and Maintenance Instruction for the Spraying Line Exhaust Gas Treatment Equipment*, and the *Safety Operation and Maintenance Instruction for the Powder Spraying Curing Furnace Exhaust Gas Treatment Equipment* to refine the exhaust gas emission management work.

The Company effectively monitors exhaust gas emissions and ensures that all emission indicators meet local and industry standards through strict treatment and detection measures.

Robam Exhaust Gas Emission Categories and Emission Standards

Category	Implemented Emission Standard	Detection Measure
Natural Gas Combustion Exhaust Gas	<i>Implementation Plan for the Comprehensive Treatment of Air Pollution from Industrial Furnaces in Zhejiang Province</i> (Zhejiang Environmental Protection Letter [2019] No. 315)	Regularly entrust a third-party for detection
Canteen Cooking Fumes	<i>Emission Standard for Cooking Fumes in the Catering Industry</i> (GB 18483-2001)	Regularly entrust a third-party for detection
Spraying Organic Exhaust Gas	<i>Emission Standard for Air Pollutants from Industrial Coating Processes</i> (DB33 2146-2018)	Regularly entrust a third-party for detection

Furthermore, the Company actively takes measures to reduce exhaust gas emissions. In 2024, by updating and optimizing the electrocoat paint color paste, the Company successfully lowered the volatile organic compounds (VOC) content in the materials, effectively reducing the emission of pollutants during the electrocoat curing process.

Waste Management

The Company strictly adheres to the *Law of the People’s Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes*, *Measures for the Administration of Permit for Operation of Dangerous Wastes*, and other relevant laws and regulations. We have established a *Waste Management System* and *Waste Management Standards* to ensure proper waste classification, standardized disposal practices, pollution prevention, and minimization of environmental impacts from waste generation. During the reporting period, the Company revised its *Waste Management System* in accordance with updated legal requirements and its actual production environment, refining waste classification to enhance management standardization.

For waste generated in production process, the Company first sorts metallic waste: recyclable metals are sold to downstream manufacturers as raw materials, while non-recyclable metallic waste is transferred to recycling facilities for reprocessing. Additionally, recyclable materials (plastics, paper, foam, etc.) are sorted and recovered, while non-recyclable waste is disposed of through commissioned third-party services. In 2024, the Company optimized its emulsion usage process by extending fluid lifespan, significantly reducing emulsion waste generation. Compared with 2023, the amount of waste emulsion decreased by more than 13 tons, representing a reduction of 30%.

Robam Waste Categories and Treatment Measures



Hazardous Waste

Description	Treatment Measure
Sludge from water treatment, paint residue, spent activated carbon, waste oil, waste oil drums, empty Witton bottles, silicone sealant packaging, alcohol bottles (or containers), oil-soaked rags and gloves, laboratory waste liquids, waste emulsion, grinding sludge, etc.	Entrusted to qualified entities for proper and standardized disposal



General Waste

	Description	Treatment Measure
Industrial Waste	Sheet metal scraps, waste cardboard boxes, waste foam, waste wood, waste plastic, etc.	Regularly tendered for sale or entrusted to qualified entities for comprehensive utilization
Municipal Solid Waste	Beverage bottles, food packaging, napkins, restroom waste, etc.	Entrusted to the sanitation department for disposal
Construction Waste	Waste generated during construction processes	Entrusted to qualified entities for disposal
Waste Grease	Waste grease produced from normal canteen operations	Entrusted to qualified entities for on-site retrieval and cleaning

Robam Waste Management Process

Collection	● Classified collection by relevant departments.
Removal & Storage	● Waste is removed and stored by cleaning staff in accordance with regulations and is entrusted to qualified entities for on-site removal and disposal.
Proposal	● Waste is disposed of by qualified entities or through periodic bidding processes for resale.
Prevention	● During new, expansion, or renovation projects, responsible departments conduct prior environmental impact assessments and prioritize equipment/facilities with low-waste emissions or filtration systems.
Inspection	● The administrative department organizes regular inspection of daily waste management practices across functional units.

The Company established three key performance indicators for waste management: sorted waste storage rate, waste collection and disposal rate, and hazardous waste non-harmful treatment rate. Through rigorous implementation of measures such as sorted waste storage, systematic collection/disposal practices, and non-harmful hazardous waste treatment, all three indicators achieved 100% compliance as of the end of the reporting period, fully realizing the anticipated objectives of its waste management framework.

Indicator	Annual Target	Achievement Status
Waste Classification Storage Rate	100%	Achieved
Waste Collection and Disposal Rate		
Hazardous Waste Non-harmful Treatment Rate		

6.7 Ecosystem and Biodiversity Conservation

The Company strictly adheres to relevant laws, regulations, and policies, including the *Law of the People's Republic of China on Environmental Impact Assessment*, *Wild Animal Conservation Law of the People's Republic of China*, *Regulations of the People's Republic of China on Wild Plants Protection*, and the State Council General Office's *Opinion on Further Strengthening Biodiversity Conservation*. We integrate ecological conservation principles throughout the entire life-cycle of engineering projects.

During the reporting period, the Company did not establish R&D facilities, production bases, or operational sites within nature reserves, their surrounding buffer zones, or biodiversity-rich areas. All production activities, products, and services were confirmed to have caused no significant adverse impacts on biodiversity.

2024 Robam Conservation Measures for Ecosystem and Biodiversity

Site Selection Stage	<ul style="list-style-type: none">● Strictly adhere to territorial spatial planning and ecological conservation red-line requirements, prioritizing pre-designated industrial land for site selection.● Conduct baseline ecological surveys on proposed sites to avoid nature reserves, key wetlands, and other ecologically sensitive areas.● Compile an environmental impact assessment report analyzing potential effects of the project on surrounding ecosystems.
Project Design Stage	<ul style="list-style-type: none">● Incorporate environmental protection facilities into overall design plans as required by EIA approvals, ensuring they are simultaneously designed, constructed, and commissioned with the main project.● Optimize site layout, allocate green spaces scientifically, and strategically minimize the impact of project construction on the surrounding ecological environment through scientific planning, while utilizing greening measures to improve the regional ecological environment.
Construction Stage	<ul style="list-style-type: none">● Develop and implement environmental protection plans during construction, enforcing strict ecological safeguards, limiting work zones, and mitigating harm to vegetation and wildlife habitats.● Enforce dust and noise pollution controls, dispose of construction waste compliantly, and prevent secondary damage on ecosystem and biodiversity.
Project Completion Stage	<ul style="list-style-type: none">● Conduct thorough completion and acceptance inspections of environmental protection facilities to ensure that all environmental protection standards are met.● Implement ecological restoration of the site, promptly restore vegetation in areas temporarily occupied during construction, and reduce the long-term construction impact on ecosystems and biodiversity.● Compile and legally publish a completion environmental protection acceptance report, while maintaining a comprehensive environmental protection archive that includes all necessary certification and verification materials.
Project Operation Stage	<ul style="list-style-type: none">● Adhere strictly to wastewater, exhaust gas, and solid waste treatment standards, conduct routine environmental monitoring, identify environmental hazards promptly, and ensure pollutant discharge compliance.● Implement regular inspections of environmental protection facilities to ensure their optimal operation, and publicly disclose environmental information as required to accept societal oversight.



07

Supply Chain Optimization

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7.1 Supply Chain Security

Robam Appliances places great importance on supply chain management, ensuring the efficiency and sustainability of the supply chain through collaborative efforts across multiple departments.

Robam Division of Responsibilities of Supply Chain Management

Purchasing Department	Oversee comprehensive management of supplier social responsibility, including onboarding, evaluation, contract monitoring, and exit mechanisms for non-compliant suppliers; concurrently enhance overall supplier capability.
Logistics Management Department	Plan, implement, and optimize the Company's logistics activities (transportation, warehousing, distribution) to ensure supply chain efficiency and fulfill customer demand.
Quality Control Department	Focus on quality control of suppliers, including restricted material management and supervision, and annual supplier audits (including review of social responsibility).
Operations Management Department	Assist in supplier audits, providing guidance and oversight with a focus on social responsibility.

To ensure supply chain security and stability, the Company implements a multi-layered integrated strategy to build agile and adaptable supply chain capabilities. This enables rapid adaptation and responsiveness to evolving market demands, technological advancements, and external environmental changes, thereby efficiently mitigating uncertainties and sustaining competitive advantages.

Building Supply Chain Resilience

The Company is committed to “industrial synergy” and aims to have more than 50% of its suppliers within the province as part of its local supply chain strategy.

Robam Management of the Supply Chain Resilience

Deepening Partner Collaboration

- Establish long-term stable partnerships with suppliers, sharing market insights and fostering collaborative innovation.
- Implement a dual-track supply resource system of “brand positioning” and “cost positioning,” deepening collaboration to ensure supply chain stability.

Diversified Supply Network

- Continuously expand supplier categories, reserve backup suppliers, and construct diversified supply network to enhance supply chain adaptability.
- Timely introduce suppliers with unique advantages to meet demands for new products and technologies during brand/channel development.
- Adopt differentiated procurement strategies and implement flexible and diverse procurement solutions, tailored to product line characteristics, market trends, and brand positioning.

Localized Supply Network

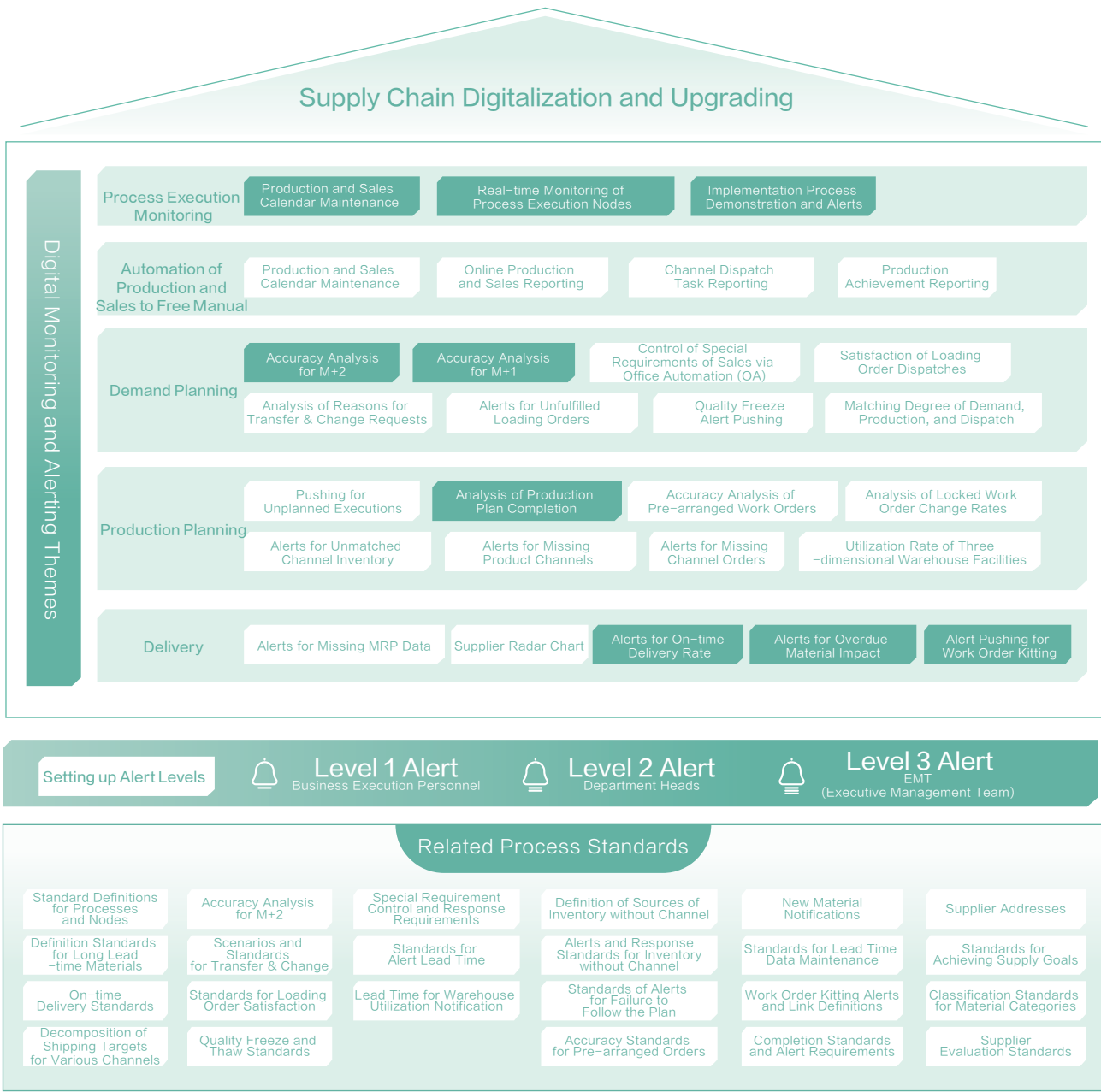
- Localize supply chains networks to reduce transportation cycles, shorten supply times, and improve operational efficiency.
- Introduce short-cycle suppliers to accelerate response speeds and supply flexibility, ensuring rapid adaptation to market changes.

Risk Mitigation Mechanisms

- Establish supplier quality risk prevention systems for extreme weather events (e.g., typhoons, extreme heat) to safeguard business continuity and sustainability.

Supply Chain Digital Management

In response to evolving customer demands and internal operational optimization challenges, the Company has elevated supply chain digitalization as a critical strategic initiative to enhance overall operational efficiency, accelerate responsiveness, and reduce risks and costs. Through real-time data monitoring and analysis, the Company gains comprehensive insights into supply chain operations while promptly identifying and alerting potential issues. A tiered early-warning mechanism ensures timely intervention by relevant personnel, safeguarding effectiveness and agility of operational processes.



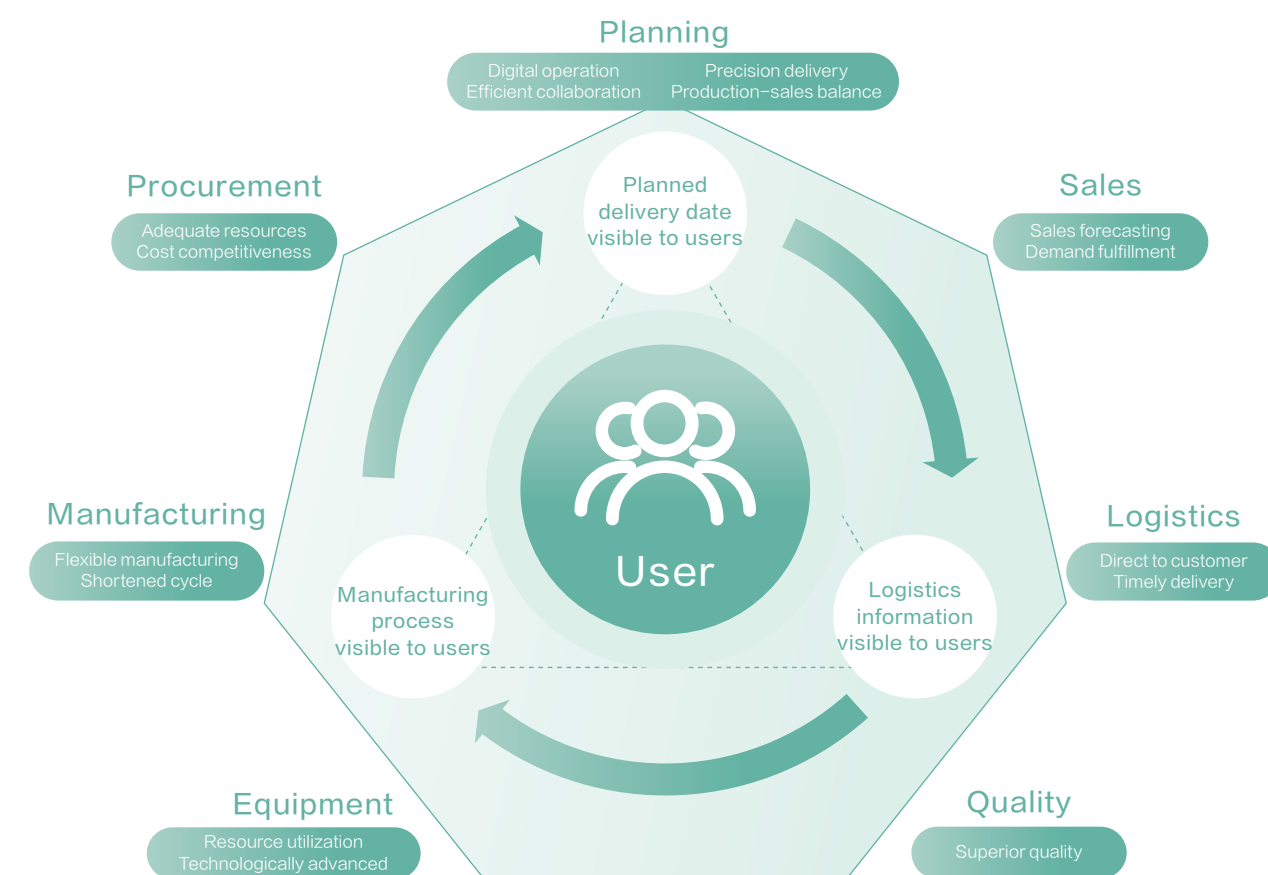
Meanwhile, the Company has developed a “Direct-to-User Digital Integrated Supply Chain” system centered around the user, aiming to deepen the transformation of supply chain management comprehensively. This initiative establishes an integrated procurement, production, inventory, and sales delivery system that directly connects with users. The characteristics of this system are as follows:

Front-end Supply Chain	<ul style="list-style-type: none"> Directly engage end-users through direct delivery reforms, enabling unified inventory management and distribution.
Mid-end Supply Chain	<ul style="list-style-type: none"> Driven by demand, integrate intelligent forecasting and replenishment systems with agile manufacturing and precision supply chain practices to ensure rapid order delivery.
Back-end Supply Chain	<ul style="list-style-type: none"> Collaborate deeply with suppliers using Vendor Managed Inventory (VMI) and Just-In-Time (JIT) logistics models. This ensures on-time delivery, maintains product quality, enhances cost competitiveness, and fosters mutual benefits across the supply chain ecosystem.

The system leverages integrated technologies such as Material Requirement Planning (MRP), Supplier Relationship Management (SRM), Manufacturing Execution Systems (MES), and Warehouse Management Systems (WMS). It establishes an intelligent, integrated procurement-production-inventory-sales framework, visualizing and controlling the entire process—from user demand forecasting to production planning, material scheduling, manufacturing execution, and final delivery—via a supply chain digital map.

Through digital integrated supply chain management, the Company maintains stable and controllable production plan achievement rates, while improving manufacturing productivity by 6%. Delivery efficiency has also improved from 93% to 95%, continuously elevating customer satisfaction.

Direct-to-User Digital Integrated Supply Chain System



7.2 Supply Chain Quality

Supply Chain Quality Management

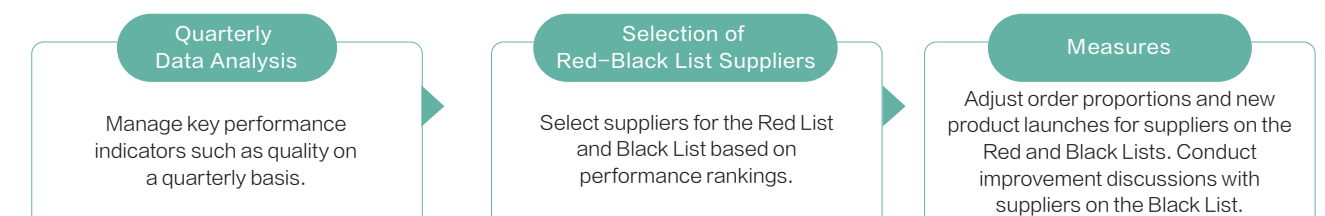
Robam Appliances adopts a comprehensive approach to building a sustainable supply chain throughout the product life-cycle. It has established supplier management documents such as the *Management Measures for Productive Materials Suppliers*, *Management Measures for Unreliable Suppliers*, and *Business Conduct Norms for Procurement Operations and Supplier Relations*.

The Company's suppliers include production material suppliers and non-production material suppliers, among which production material suppliers cover three categories of suppliers: raw materials, general parts and outsourced parts. The Company classifies its suppliers into four categories: strategic, bottleneck, general and leveraged, based on procurement amount and supply risk.

The Company conducts admission audits and routine performance evaluations for suppliers as part of its quality management efforts. Clear quality requirements are outlined for suppliers, focusing on incoming material quality, process quality, customer complaint quality, quality improvement, quality cooperation, and quality system capabilities. In routine performance evaluations, the weight assigned to quality dimension is set at 30-35%, depending on the category of the supplier.

The Company implements monthly, quarterly, and annual performance assessment mechanisms for suppliers. Quarterly evaluations emphasize short-term incentives, using a “Red-Black List” rule for adjusting supplier order proportions and new product launches. Blacklisted suppliers undergo improvement discussions. Annual evaluations emphasize cooperative relationship positioning. Suppliers are categorized into five-star levels based on overall evaluations of their daily performance and sustainable development capabilities. Unqualified suppliers undergo elimination assessments.

Quarterly "Red-Black List" Assessment Process for Robam Appliances Suppliers



Annual "Five-Star" Assessment Process for Robam Appliances Suppliers

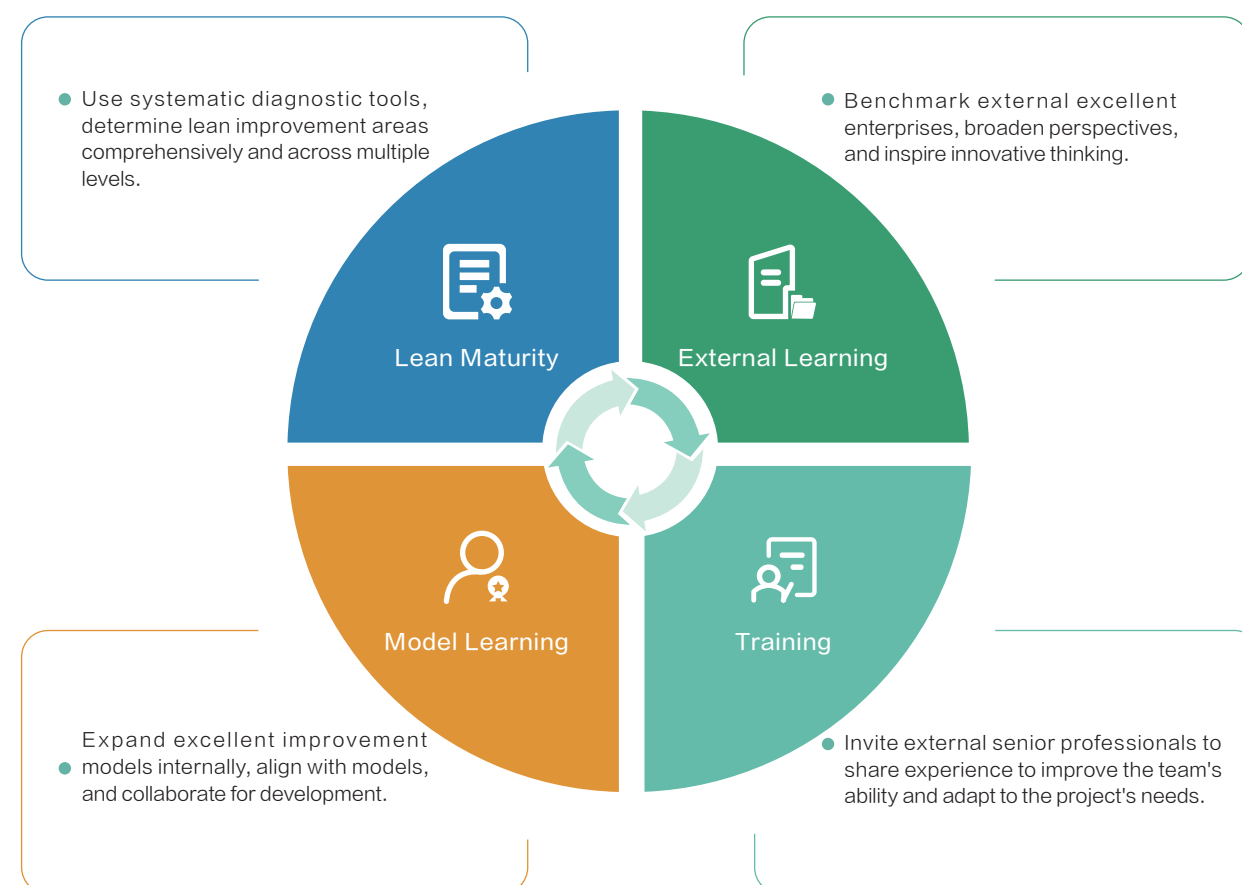


In 2024, the Company launched the Annual Supplier Star Rating Improvement Program, jointly implemented by the Procurement Department along with the Process and Quality teams to drive targeted enhancements. Compared to 2023, suppliers of Robam Appliances achieved a total increase of 30 star-ratings in 2024, with eight new suppliers reaching four-star level or above.

Enhancing Supply Chain Capability

The Company has built a supplier empowerment system around “Lean Maturity”, “External Learning”, “Training”, and “Model Learning”, aiming to help suppliers improve product quality while building brand value and industry competitiveness.

Robam Appliances Supplier Empowerment System



The Implementation of Supplier Empowerment Project of Robam Appliances in 2024 (Partial)

Lean Maturity	<ul style="list-style-type: none"> Guided by lean maturity principles, the Company's Supplier Empowerment Project integrates modules such as lean production, intelligent manufacturing and digitalization, and factory cost management into its training curriculum. Project outcomes are evaluated using a lean maturity rating system. In 2024, the Company launched the Supplier QCC + Lean Empowerment Program, initiating 24 projects in total. The program engaged 23 suppliers in efforts to enhance efficiency and optimize processes, generating a total annual benefit of RMB 2.3353 million.
External Learning	<ul style="list-style-type: none"> Throughout 2024, the Company organized quarterly benchmarking and exchange visits for supplier partners to leading enterprises, primarily in the automotive and electronics sectors. Over 40 suppliers participated. These immersive site visits enabled suppliers to gain hands-on insights into advanced manufacturing practices and lean tools, supporting the development of their own transformation roadmaps.
Training	<ul style="list-style-type: none"> In 2024, the Company successfully hosted multiple supplier training sessions, including two large-scale events focused on lean management and corporate social responsibility, with participation from over 200 suppliers. Additionally, nine specialized quality training sessions were held, covering topics such as PPAP, 8D, and RoHS fundamentals, reaching more than 150 suppliers in total.
Model Learning	<ul style="list-style-type: none"> In 2024, the Company organized 4 internal model visits for suppliers, and commended outstanding suppliers at the end of the year at the summary meeting of the supplier empowerment project, to motivate all suppliers to improve together and further promote supply chain synergy and optimization.

7.3 Responsible Supply Chain

Supplier Sustainability Management

The Company requires 100% of selected suppliers to sign the *Supplier CSR Guidelines* and the *Environment, Occupational Health and Safety Commitment*. These documents outline clear management requirements regarding labor rights, anti-discrimination, forced labor prevention, child labor management, working hours, overtime pay, minimum wage, freedom of association, and health and safety. Violations may lead to immediate termination of procurement contracts, and legal actions will be pursued against non-compliant suppliers.

Robam Appliances Supplier Social Responsibility Guidelines (Partial)

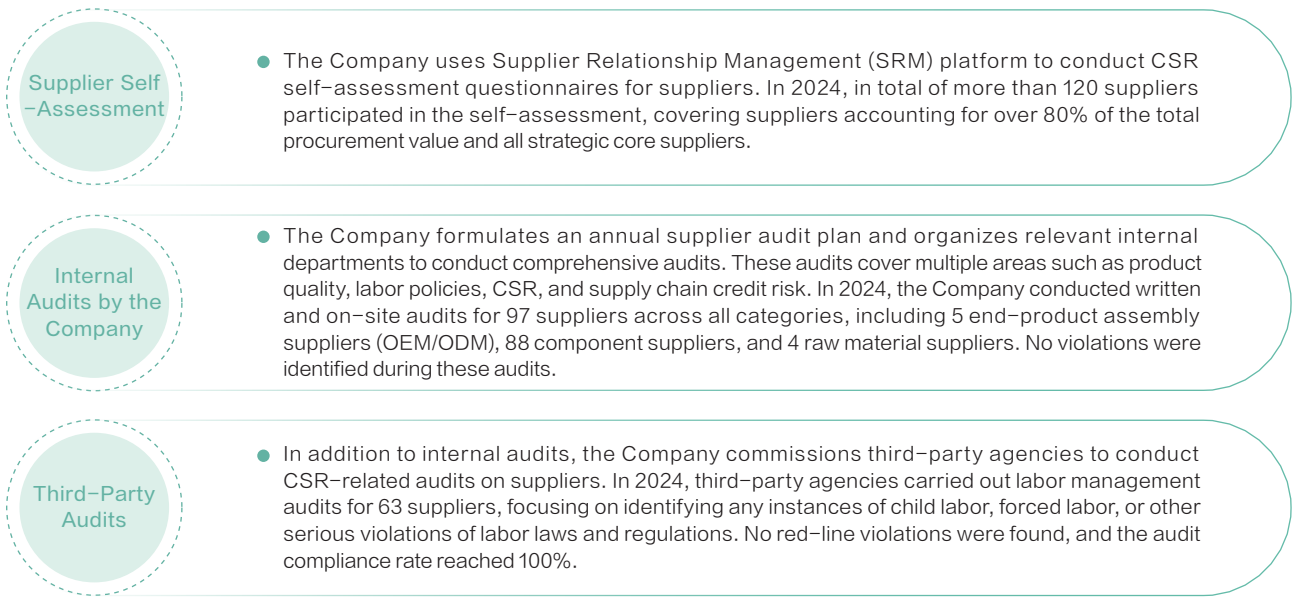
Labor and Human Rights	● Suppliers must uphold employees’ human rights in a manner recognized internationally to ensure dignity and respect.
Anti-discrimination	● Suppliers must not discriminate against employees based on race, color, age, gender, sexual orientation, ethnicity, disability, religious beliefs, political affiliation, union membership, nationality, or marital status during recruitment, promotion, rewards, training opportunities, work arrangements, wages, benefits, penalties, or termination.
Prevention of Involuntary Labor	● Suppliers are prohibited from using any form of forced labor.
Prevention of Child Labor	● Hiring child labor or supporting such practices is strictly prohibited.
Working Hours	● Suppliers must comply with all applicable laws and regulations regarding working hours and overtime.
Wages and Benefits	● Suppliers should pay their employees at least the minimum wage required by local laws and regulations, as well as provide statutory benefits. In addition to compensation for normal working hours, suppliers should also compensate employees for overtime in the proportion required by relevant laws and regulations.
Freedom of Association	● Suppliers must respect employees’ rights to freedom of association, to form and join employee organizations, to seek representation, and to bargain collectively, as permitted by local laws and regulations.
Health and Safety	● Suppliers must strive to create safe working conditions and a healthy work environment for all their employees.

The Company includes suppliers’ performance in corporate social responsibility (CSR) as one of the criteria in its supplier selection process. In routine performance evaluations, CSR accounts for 10% of the overall score, with assessment areas covering labor policies, occupational health and safety, fire safety, and environmental management. Suppliers with outstanding overall evaluations receive corresponding incentives, with details of the performance evaluation mechanism outlined in the “Supply Chain Quality Management” section.

Additionally, the Company continues to empower suppliers to enhance their labor management capabilities by organizing external visits for supplier partners. They learn about employee management methods from visited companies, fostering in-depth discussions among suppliers on issues related to employee incentives, employee responsibility, and other labor-related matters.

In terms of supplier risk prevention and control, the Company realized interconnection with information from government credit systems during supplier introduction to monitor compliance risks of new suppliers. Additionally, the Company conducts an annual comprehensive supplier risk review, which includes monitoring of financial risks, operational risks, and any violations of laws or regulations. A robust supplier audit system is in place to effectively prevent non-compliant behavior among suppliers.

The Supplier Audit System of Robam Appliances



Regarding the construction of green supply chain, the Company requires suppliers to clearly define their environmental responsibilities and outline environmental impacts as well as measures to reduce adverse environmental effects in procurement procedures and contracts. The Company has formulated the *Strategic Supplier Selection Evaluation and Downgrading Criteria*, with environmental management as a veto criterion, clearly defining restrictions on the selection and downgrading of strategic suppliers. The Company adheres to the concept of green procurement and strives to minimize the impact of products on the environment by incorporating environmental factors into the management of design, quality, packaging and logistics, and by establishing a supplier incentive mechanism.

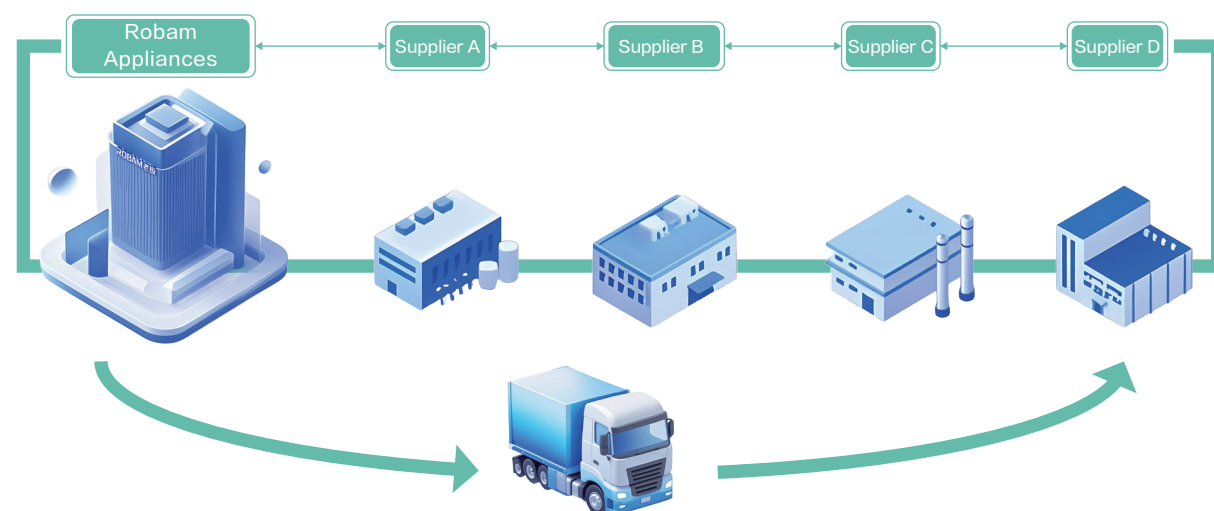
Robam Appliances Green Procurement Management

Green Quality Management	● Select high-quality suppliers through comprehensive assessments, and integrate green products into strategic indicators. ● All equipment purchased by the Company must comply with national energy and energy-saving regulations, with priority given to high energy-efficiency rated equipment.
Green Design Management	● Collaborate with suppliers using suitable raw materials and adhering to green design product and environmental guidelines.
Green Packaging Management	● Establish a packaging standards project team, adopting standardized containers or designing specialized tools.
Green Logistics Management	● Evaluate suppliers’ transportation vehicles and logistics methods, adding new circular pickup modes, planning reasonable routes and order quantities, and improving logistics efficiency, thereby reducing greenhouse gas emissions during transportation. ● Collaborate with logistics partners that adopt emission-reduction measures such as new energy vehicles and rail transportation to jointly build a green supply chain.

Circular Pickup Modes of Robam Appliances

To enhance supply chain efficiency, the Company has reformed its traditional material transportation modes, shifting from a decentralized, multi-trip approach to a circular pickup mode. Under this mode, one or more transport vehicles follow predetermined routes and schedules to collect materials from multiple suppliers and deliver them collectively to the production base. This approach reduces transportation frequency and empty load rates, effectively lowering transportation costs.

At the same time, the circular pickup modes play a significant role in environmental protection. By reducing the number of transport vehicles and the travel distance, it significantly decreases energy consumption and carbon emissions, achieving both economic benefits and ecological sustainability.



The Company conducts annual audits on whether suppliers follow the Supplier CSR Guidelines formulated by the Company and other supplier codes of conduct.

Since 2020, the Company has recorded only one incident of supplier non-compliance. In 2021, a supplier was found to have serious labor risks during the annual CSR audit. The Company immediately classified the supplier as unreliable and eliminated it in 2022. Following this incident, the Company further strengthened its labor audits for suppliers, conducting supplier CSR evaluations annually. These evaluations cover not only direct suppliers, but also examine their relationships with tier-two suppliers to prevent severe violations such as child labor or forced labor. Any supplier found to be in breach of the standards is immediately added to the unreliable supplier list and subject to elimination assessment.

During the reporting period, no incidents of suppliers violating the relevant code of conduct were found, and the approval rate of CSR audit reached 100%.

The Company's supply chain management strategic indicators include contract compliance rate, RoHS compliance rate, and procurement compliance rate—all of which achieved 100% during the reporting period. As of the end of the reporting period, a total of 126 suppliers obtained occupational health and safety management system certification, and 195 suppliers obtained environmental management system certification. The Company will continue to promote social responsibility-related certifications for suppliers and implement sustainable development management, working hand in hand with suppliers to build a responsible supply chain.

Indicator	Annual Target	Achievement Status
Contract Compliance Rate	100%	Achieved
RoHS Compliance Rate		
Procurement Compliance rate		

Responsible Mineral Management in the Supply Chain

The Company's product manufacturing process involves the use of Aurum (Au) and Stannum (Sn), which are conflict minerals. The Company adheres to the Responsible Business Alliance (RBA) and Global Enabling Sustainability Initiative (GeSI) principles, following the OECD guidelines for responsible mineral management to manage and reduce risks in its supply chain. The Company pledges not to purchase or support conflict minerals from illegal mining activities or profits used to fund armed conflicts, explicitly prohibiting the purchase of raw materials from regions that do not respect human rights, engage in illegal trade, or fund violence.

The Company signs *Conflict Mineral Declarations* with all suppliers, requiring them to declare and ensure that their products do not use conflict minerals from Congo and its neighboring countries. They must trace the sources of all products containing Aurum (Au), Tantalum (Ta), Stannum (Sn), Tungsten (W), Cobalt (Co), and colored gemstones, refrain from participating in or supporting conflict mineral mining, and ensure that upstream suppliers pass on conflict mineral management requirements.

The Company conducts risk identification and management for mineral resource procurement, by integrating a Supplier Conflict Minerals Survey into its Supplier Relationship Management (SRM) system. Suppliers are required to provide Conflict Minerals Reporting Templates (CMRT), while primary smelters at the supply chain's origin must undergo third-party Responsible Minerals Assurance Process (RMAP) audits, ensuring 100% compliance of all smelters used. In 2024, the conflict minerals survey covered all 18 electrical control suppliers involving conflict minerals, as well as Tier-2 suppliers of 16 OEM manufacturers, achieving a 100% compliance rate.

The Company has set 100% traceability of raw material origins as a key management objective. By implementing a rigorous quality management system and a digital Supplier Relationship Management (SRM) platform, it has successfully achieved end-to-end traceability for all product materials, further ensuring product quality and compliance.

Moving forward, the Company will continue to uphold its Conflict-Free Minerals Commitment, conduct ongoing supplier conflict minerals surveys, and advance responsible mineral sourcing practices to further enhance supply chain transparency and sustainability.



08

Shared Responsibility

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8.3 Promoting Cooking Culture	P111

8.1 Promoting Industry Development

The Company upholds an open and collaborative approach to innovation, driving continuous improvements in independent R&D capabilities and fostering high-quality industry development through deep industry-academia-research integration, ecosystem collaboration, and standardization efforts.

The Company has established in-depth partnerships with leading universities such as Wuhan University and China Jiliang University, forming dedicated joint R&D teams to focus on breakthrough technologies like intelligent fume recognition. By combining academic research strengths with industrial engineering expertise, the Company has successfully commercialized multiple technological achievements, providing sustained momentum for product innovation.

Actively participating in key forums such as the National Light Industry Quality Management Innovation Conference and the Asian Quality Function Deployment & Innovation Symposium, the Company engages with industry experts to explore the latest trends in quality management and technological innovation. Additionally, it regularly hosts technical workshops, inviting supply chain partners to discuss cutting-edge applications in smart kitchen appliances, facilitating cross-industry collaboration and innovation.

Committed to advancing industry progress, the Company plays an active role in drafting national, industry, and association standards, either as a key contributor or lead developer, to help shape the future of the sector.

The Implementation of Industry Development Promotion of Robam Appliances in 2024

Category	Performance
Industry-academia-research cooperation	<ul style="list-style-type: none">● The Company, in collaboration with Wuhan University, has developed intelligent cooking fume recognition technology based on machine vision. By leveraging advanced algorithms, the system enables precise detection of fume concentration. This technology has been successfully integrated into smart range hoods, allowing for automatic adjustment of suction power based on real-time fume levels, significantly enhancing user experience and energy efficiency.● The Company partnered with China Jiliang University to tackle core technologies of central purification systems, focusing on the development of the “R” index evaluation system. By establishing multi-parameter mathematical models for pollutant emissions and equipment conditions, the research provides a scientific foundation for product performance evaluation and has already been practically applied to product optimization and upgrades.
Industry exchanges	<ul style="list-style-type: none">● The Company participated in the 2024 National Light Industry Quality Management Innovation and Improvement Achievements Exchange Conference.● The Company attended the 9th Asia Symposium on Quality Function Deployment and Innovation & Quality Improvement and Innovation Case Competition.● The Company participated in the 4th meeting of the Working Group on Lean Six Sigma Methods and Applications.● The Company participated in the “QC Group Results Presentation and Exchange” conference held by the Association for Quality of Zhejiang Province.● The Company participated in the “QC Group Results Presentation and Exchange” conference held by the Association for Quality of Hangzhou City.
Participation in standard setting	<ul style="list-style-type: none">● In June 2024, the international IEC standard for range hoods, led by the Company, was officially released and implemented, marking a milestone where international standards for range hoods are now led by a Chinese brand.● The Company also led the development of two AI-related standards: <i>Healthy Home General Requirements for Digital Cooking</i> and <i>Technical Specification for Evaluation of Intelligent Level of Household Microwave Ovens, Ovens, Steam Ovens and Combined Appliances</i>. Both represent the first AI-related standards issued in their respective fields within the industry.● During the reporting period, the Company led the development of 10 standards, including 1 international proposals, 3 national standards, and 6 group standards. The Company participated in the formulation of 16 standards, including 10 national standards, 3 industry standards, and 3 group standards.

AWE2024: Robam Appliance Promotes Industry Exchange and Showcases Full-Cycle Cooking Solution

In March 2024, Robam Appliances appeared at AWE2024 with a new positioning as a “Full-Cycle Cooking Solution Provider”, unveiling its largest exhibition booth to date—a 1,600 m² space—designed to showcase integrated solutions that cover the entire cooking process: before, during, and after cooking.



Hardware Exhibition

- Robam’s full brand portfolio, including ROBAM, MQ, DACHOO, De Dietrich, and Culinary Origin, was exhibited.
- New double ultra-slim products were launched, setting a new benchmark in ultra-slim close-range suction technology. The booth design integrated real-life cooking scenes to deliver an immersive experience.

Software Ecosystem

- The ROKI Smart Cooking System was a highlight of the exhibition. Using AI technology, it offers users customized cooking solutions and enhances the human-machine interaction experience.
- Interactive zones featuring intelligent products such as automated stir-frying pans allowed visitors to experience the convenience of smart cooking firsthand.

This exhibition not only marked the Company’s strategic transformation from a traditional kitchen appliance manufacturer to a comprehensive service provider of “hardware + software + content + ecosystem”, but also set a new industry benchmark for full-cycle cooking services through the deep integration of technology and human experience. As the initiator of the “China Kitchen Ecology Alliance”, Robam is actively promoting industry collaboration, exploring product interconnection and smart scene applications. Through a more open ecosystem, the Company is driving the upgrade of the kitchen industry and delivering a more convenient and efficient cooking experience for users.

8.2 Enthusiastic about Social Welfare

Public Charity

The Company actively fulfills its social responsibility by establishing the Hangzhou Linping District Robam Appliance Public Welfare Charity Foundation (“the Foundation” for short). The Foundation has formulated regulations such as the *Hangzhou Linping District Robam Appliance Public Welfare Charity Foundation Charter* and the *Hangzhou Linping District Robam Appliance Public Welfare Charity Foundation Charity Project Management System* to systematically manage the Company’s charitable and public welfare projects. During the reporting period, based on the original foundation charter and donation management system, the Company further developed the *Robam Appliance Public Welfare Charity Foundation Donation Management System*, a normative document to ensure the standardized and transparent operation of charitable and public welfare projects, and continuously enhance the impact and credibility of the Foundation.

The Foundation is guided by the principles of “aiding the vulnerable, repaying society, and improving the cooking environment for Chinese families”. Depending on the specifics of each project, the Foundation provides funding, goods, and other forms of assistance to approved social charity projects. During the project implementation, dedicated personnel from the project department monitor and manage the progress. The Foundation leads by example and plays a leading role in the region, focusing on the areas of poverty alleviation, donations to education, disaster relief, and community charity. During the reporting period, a total of 21 public welfare charity projects were conducted, with a total investment of funds and materials amounted RMB 14.53 million.

Robam Appliances’ Charity Projects in 2024 (Partial)

Poverty Alleviation	Supported indigent family in Yunhe Street, Linping District, with a total donation of RMB 20,000 to help improve the living conditions of local households in need.
Donations to Education	Established a scholarship fund totaling RMB 130,000 in Chongqing University of Arts and Sciences to support impoverished students to complete their studies. Supported the Digital Cultural and Creative Park project of Chongqing University of Arts and Sciences with a donation of RMB 195,000 to promote the development of education and cultural and creative industries.
Disaster Relief	Supported post-disaster reconstruction of Jiesshishan County area in Linxia Prefecture, Gansu Province by donating a total of 1,380 kitchen appliances including range hoods, gas stoves, and combi-steam ovens, valued at RMB 3.58 million, to improve the kitchen conditions in the affected areas and help post-disaster recovery and reconstruction.
Community Charity	Donated a total of RMB 1 million to establish a principal-preserved named fund with the Hangzhou Linping Charity Federation in Zhejiang Province, to support local charitable initiatives and promote community development.

Robam Supported the Post-Disaster Reconstruction in Linxia Prefecture, Gansu Province

In mid-December 2023, a 6.2-magnitude earthquake struck Jishishan County, Linxia Prefecture, Gansu Province. The Company responded swiftly by donating materials worth RMB 3.58 million to support post-disaster reconstruction. Following close coordination with the Gansu Charity Federation and continuous follow-up, in July 2024, a total of 1,380 kitchen appliances, including range hoods, gas stoves, and combi-steam ovens, were officially delivered to Linxia Prefecture. These appliances will be used in nursing homes, welfare centers, schools, and indigent families in the affected areas, significantly improving local kitchen conditions and supporting recovery and rebuilding efforts.



The Company actively organized employee volunteer activities, consistently fostering charitable awareness and social responsibility among staff. The Company organized events such as the “3.5 Learning from Lei Feng” Community Service, “Children’s Day—Hand in Hand” activities, Linping District New Year Rainbow Charity Run, Teacher’s Day appreciation, Double Ninth Festival celebrations, and provided high-temperature care visits to traffic police, firefighters, sanitation workers, among other social welfare activities. These efforts extended to neighboring communities, not only igniting enthusiasm for contributions among all employees but also effectively driving regional philanthropic development.

In order to enhance the Company’s support for public welfare and charitable causes, and to stimulate the enthusiasm of all employees to participate in public welfare, the Company’s senior leaders set an example by organizing party members and leaders to carry out donation activities. In 2024, a total of 322 people participated in donations, with the total amount of donations reaching RMB 784,200.

total number of participants
322
total amount of donations reaching
RMB 784,200

Honors and Awards

During the reporting period, the Company was honored as “Excellent Case of Social Responsibility of Private Enterprises in Zhejiang Province”, “Pioneer 20” company in the 2024 Hangzhou Listed Companies ESG Strategic Philanthropy Influence Ranking, “Special Contribution Award” of the 14th Philanthropy Festival” organized by syobserve.com in China, “Third Yangtze River Delta Charity Star” and other honorary titles.



Common Prosperity and Rural Revitalization

The Company actively supports the initiative to build Zhejiang into a high-quality development demonstration zone for common prosperity. Aligning the goals of common prosperity and rural revitalization with its corporate mission and vision, the Company is deeply committed to integrating the new-era requirements of high-quality development into its business practices. With the overarching goal of “meeting the people’s growing aspirations for a better life, leveraging Robam Appliances’ model effect, and contributing comprehensively to the development of Zhejiang’s common prosperity demonstration zone,” the Company strives to fulfill its social responsibility through concrete actions that support both rural revitalization and the national common prosperity strategy.

During the reporting period, the Company carried out donation and support projects in several regions, including Luosiqiao Village in Yunhe Subdistrict, Linping District, Hangzhou, Zhejiang Province; Lingbi County, Suzhou, Anhui Province; and Fengshuling Town, Chun’an County, Hangzhou, Zhejiang Province, making active contributions to common prosperity and rural revitalization efforts.

Donation of Robam Appliances to Help Common Prosperity and Rural Revitalization in 2024

Project	Amount (RMB)
Donation for Giving Back to Hometown in Luosiqiao Village, Yunhe Street, Linping District, Hangzhou City, Zhejiang Province ⁴	3,078,500
Subsidies for Dining Halls for Seniors in Luosiqiao Village, Yunhe Street, Linping District, Hangzhou City, Zhejiang Province	313,110
Spring Festival Condolences in Luosiqiao Village, Yunhe Street, Linping District, Hangzhou City, Zhejiang Province	50,000
Paired Assistance in Fengshuling Town, Chun’an County, Hangzhou City, Zhejiang Province	100,000
Material Donation for Paired Assistance in Lingbi County, Suzhou City, Anhui Province	25,000
Material Donation for Zhaojin Farmer Training School in Yaozhou District, Tongchuan City, Shaanxi Province	40,000

4 This donation data includes the amount donated by Robam.

Special Projects: “Warm Kitchen Project” and “Beautiful Kitchen Initiative”

The Company aims to assist low-income families in improving their outdated kitchen conditions and promote social inclusion for vulnerable groups through the launch of featured programs such as the “Warm Kitchen Project” and the “Beautiful Kitchen Initiative”.

The “Warm Kitchen Project” has been implemented across multiple regions in Beijing, Tieling City in Liaoning Province, Hangzhou City in Zhejiang Province, Ningbo, Jinhua, and Shaoxing. The project involves a series of processes such as preliminary surveys, on-site inspections, delivery and installation, final acceptance and confirmation, etc., to provide free replacement services for kitchen appliances such as range hoods and gas stoves to local low-income families. This initiative aims to help people in need to improve their kitchen cooking conditions. During the reporting period, the project covered 1,472 households of needy families, with donated products valued at approximately RMB 4.8 million. The “Beautiful Kitchen Initiative” covers Linping District, Yuhang District, and Jiande City in Zhejiang Province, focusing on helping low-income families to upgrade their outdated kitchens and improve their quality of life. During the reporting period, the project renovated 73 kitchens with a total investment value of approximately RMB 800,000.



Social Contribution

With the accelerated aging process in China, safety concerns related to senior individuals living at home have become increasingly prominent. As a leading enterprise in the kitchen appliance industry, the Company actively responds to national policies promoting age-friendly renovations. It thoroughly implements the Measures to Further Boost the Consumption of Elderly Care Services and Improve the Well-Being of Senior Residents and other documents, integrating age-friendly concepts into both product development and service innovation. Focusing on common safety risks encountered by senior users during cooking—such as flame extinguishment caused by boiling over or unattended cooking leading to dry burning—the Company has developed an intelligent gas stove safety solution. This product strictly adheres to age-friendly design standards and is equipped with a suite of safety features, including automatic flame failure protection, intelligent temperature sensing, and timed shut-off functions.

The Company also actively participates in Zhejiang Province’s “Trade-in and Age-Friendly Home Renovation” initiative, and strictly implements the requirements of the *Implementation Guidelines for Trade-in and Age-Friendly Renovation of Consumer Goods in Zhejiang Province*. According to the policy, individuals aged 60–79 are eligible for a 50% subsidy on qualifying appliance purchases, while those aged 80 and above may receive up to a 60% subsidy. Two of the Company’s intelligent gas stove products have been officially included in the government subsidy catalogue, significantly reducing the cost barrier for senior consumers to adopt smart kitchen appliances.

In addition, in response to the national subsidy policy, the Company launched the “Free Gas Safety Inspection” public welfare initiative, providing free on-site inspection and maintenance services for range hoods and stoves (regardless of brand) that have been in use for over five years. This initiative follows a “Four Inspections and Four Maintenances” standardized process—inspecting control systems, airflow, combustion status, and gas safety, alongside professional cleaning, maintenance, and usage guidance. The initiative effectively mitigates potential kitchen safety risks, thereby improving overall household gas safety.

8.3 Promoting Cooking Culture

As a cooking-focused national enterprise, the Company upholds the concept of “nourishing intelligence and educating through food”, actively promoting cooking culture. The Company established a unique Cooking Experience Center within the industry, continuously researching the relationship between products and cooking practices. Concurrently, the Company initiated a series of online and offline events such as the China Cooking Competition and Cooking Creators Conference, enabling more people to experience the joy of cooking.

The Company established the world’s first Global Culinary Art Center in Hangzhou, covering over 8,000 square meters. The center is divided into four parts, showcasing the historical evolution of Chinese cooking, Robam Appliances’ 40-year innovation journey and achievements, demonstrating the beauty of products and scenes through museum-style displays, and integrating cooking basics research into a cooking experience pavilion. Rooted in an international perspective and bridging the past with the future, the center spreads Chinese cooking culture worldwide through sensory experiences, emotions, heritage, innovation, technology, humanities, and global connections.

As of the end of the reporting period, Robam Global Culinary Art Center had received 1,269 groups of internal and external clients, with a cumulative total of 42,932 visits. The Center had hosted 354 events, attracting 10,355 participants.

The end of report period	groups of internal and external clients	total number of visits	total number of events	attracting participants
	1,269	42,932	354	10,355



“Understanding China” —U.S. University Student Delegation Visits the Global Culinary Art Center

The Company firmly believes that cooking is a universal language and a vital bridge for cultural exchange. In response to the General Secretary’s initiative of “Inviting 50,000 young Americans to China for exchange and study over the next five years”, Robam welcomed the delegation of U.S. university students of “Understanding China” program in July 2024 for a visit and immersive experience. The delegation consisted of over 20 American students from world-renowned institutions such as Harvard University, the University of Chicago, and Cornell University, along with student representatives from Peking University. During their visit to the Robam Global Culinary Art Center and Future Factory, the students experienced the integration of AI with Chinese culinary traditions. The event offered a unique perspective on the fusion of traditional cuisine and digital kitchen appliances, further promoting cultural exchange and mutual understanding between China and the United States.



The Company emphasizes the dissemination of food education culture among student groups. In April 2022, the Ministry of Education issued the *Compulsory Education Labor Course Standards (2022 Edition)*, explicitly listing “cooking and nutrition” as goals for grades 1–9. The Company actively responded by collaborating with the Linping District Ministry of Education in Hangzhou, Zhejiang Province, to create the “Perfect Food” food education project, dedicated to establishing a complete food education chain of “food education base + food education courses + food education activities”. By the end of the reporting period, the Company had established 20 food education teaching bases in local schools, all of which were operational. The equipment in these bases adheres to the highest safety standards, and the Company specially designed and developed electromagnetic stoves suitable for student cooking, ensuring a safe learning environment for culinary education.

The Company continues to improve its food education curriculum system by collaborating with education experts and professional teachers from multiple primary schools to jointly develop food education textbooks. From content structure to presentation format, the materials have been systematically optimized to align with the cognitive characteristics of children aged 6–12 while ensuring practical applicability in teaching. Within these courses, students not only engage in hands-on cooking activities but also learn about culinary traditions, dining etiquette, the laws of nature, and nutritional knowledge. This immersive experience allows them to appreciate the richness of Chinese culinary culture. Collaborative cooking strengthens emotional bonds—between students as well as between children and their families—adding warmth to both classrooms and homes. Ultimately, this initiative fosters students’ overall development and physical and mental well-being.

During the reporting period, the Company also leveraged its professional strengths in the kitchen appliance sector to provide expert support for events such as the inaugural “Perfect Food” Linping Children Chef Competition and the Grand Canal Culinary Challenge in Linping District.

The National Cooking Day

On November 23, 2024—marking the 14th anniversary of the Company’s listing—Robam launched the “National Cooking Day” public welfare initiative. The initiative seeks to bring together people who love cooking and cherish life and turn the act of cooking into a nationwide feast Through the joyful experience of cooking. It aspires to transform cooking into a heartfelt expression and recording of care and affection, while promoting the concept of family values and a healthy lifestyle.

On the day of the event, the Company hosted an internal “Cooking Carnival”, engaging employees through a variety of activities designed to ignite their passion for cooking and enhance their sense of belonging and unity. At the same time, Robam’s offline stores across the country held synchronized events, inviting consumers to join. Through live cooking demonstrations and hands-on experiences, consumers were able to discover the joy of cooking, learn new skills, and develop a deeper appreciation for culinary culture.

This public welfare initiative drew widespread attention and was featured in an in-depth segment by CCTV’s official program *Together into the Future*. The coverage further amplified public awareness and recognition of “National Cooking Day”, encouraging healthier lifestyles and greater appreciation of cooking culture, and fostering a more positive social atmosphere.



ESG Data Tables and Notes



Economic Performance

Indicators	Unit	2022	2023	2024
Operating revenue	RMB 10,000	1,027,150.06	1,120,189.58	1,121,265.42
Total assets	RMB 10,000	1,503,982.53	1,677,953.13	1,704,325.83
Net profit attributable to shareholders of the listed company	RMB 10,000	157,240.49	173,278.93	157,740.06
Basic earnings per share	RMB/share	1.67	1.83	1.67

Governance Performance

Anti-Bribery and Anti-Corruption

Indicators	Unit	2022	2023	2024
Average hours of employee anti-bribery and anti-corruption training	hour	8.00	5.55	8.00
Employee anti-bribery and anti-corruption training coverage rate	%	100.00	100.00	100.00
Average hours of director anti-bribery and anti-corruption training	hour	32.00	29.00	30.00
Director anti-bribery and anti-corruption training coverage rate	%	100.00	100.00	100.00
Management anti-bribery and anti-corruption training coverage rate	%	100.00	100.00	100.00
Number of anti-bribery and anti-corruption training sessions	/	9	11	10
Number of incidents of anti-bribery and anti-corruption litigation	/	0	0	0
Number of incidents of bribery and corruption reported by employees	/	8	8	10

Anti-Unfair Competition

Indicators	Unit	2022	2023	2024
Amounts involved in litigation or significant administrative penalties resulting from the Company's unfair competition behavior during the reporting period	RMB 10,000	0	0	0

Environmental Performance

Environmental Management

Indicators	Unit	2022	2023	2024
Annual environmental investment expenditure	RMB 10,000	1,050.00	935.00	830.00
Number of employee environmental training sessions	/	16	12	12
Number of cases punished for violations against environmental protection laws and regulations	/	0	0	0
Amounts of penalties for major administrative penalties imposed by ecological and environmental and other relevant authorities for environmental incidents during the reporting period	RMB 10,000	0	0	0

Energy Consumption

Indicators	Unit	2022	2023	2024
Direct energy consumption	MWH	45,152.73	56,111.54	52,519.19
Natural gas ¹	cubic meter	3,550,000.00	4,335,200.00	4,080,000.00
Gasoline by mobile sources	ton	22.94	25.41	25.99
Diesel by mobile sources	ton	100.08	94.22	88.48
Total PV power capacity ²	MW	10.01	10.01	10.01
Total PV power generation ²	MWH	5,246.66	7,757.32	6,989.00
Indirect energy consumption	MWH	50,277.19	52,842.33	48,344.89
Purchased steam	GJ	10,562.00	8,794.50	7,214.00
Purchased electricity ¹	MWH	47,343.30	50,399.41	46,341.00
Clean energy consumption	MWH	43,636.95	54,638.90	51,110.80
Clean energy consumption by energy type: natural gas	cubic meter	3,550,000.00	4,335,200.00	4,080,000.00
Clean energy consumption by energy type: solar energy	MWH	5,246.66	7,757.32	6,989.00
Clean energy proportion by energy type: natural gas	%	87.98	85.80	86.33
Clean energy proportion by energy type: solar energy	%	12.02	14.20	13.67
Total energy consumption	MWH	95,429.92	108,953.87	100,864.08
Total energy intensity (per unit of revenue)	MWH/million RMB	9.29	9.73	9.00

Notes:
[1] According to the *Greenhouse Gas Emission Verification Report* issued by an independent third-party verification agency, the Company has conducted traceable reviews of natural gas and purchased electricity data for fiscal years 2022 and 2023.
[2] In 2024 and 2023, the photovoltaic (PV) power generation capacity remained consistent with that of 2022; however, the total PV power generation in 2023 saw a significant increase compared to 2022. This increase was primarily due to the completion of the PV installation in Production Sector Four by the end of 2022, with grid-connected power generation starting in December 2022.

Water Resources

Indicators	Unit	2022	2023	2024
Total water withdrawal ¹	cubic meter	723,076.00	683,068.00	683,418.00
Total water discharge	cubic meter	519,177.00	603,124.00	483,206.00
Total water consumption ²	cubic meter	203,899.00	79,944.00	200,212.00
Water intensity (per unit of revenue)	cubic meter /RMB 10,000	0.20	0.07	0.18
Total recycled water	cubic meter	17,436,846.00	20,658,846.00	19,384,983.88

Notes:
[1] All water withdrawn by the Company is sourced from municipal water supplies.
[2] Total water consumption = total water withdrawal – total water discharge.

Greenhouse Gas Emission¹

Indicators	Unit	2022	2023	2024
Scope 1 GHG emissions	tCO ₂ e	8,070.55	10,045.26	9,187.45
Scope 2 GHG emissions	tCO ₂ e	28,313.20	28,293.95	25,660.12
Total GHG emissions	tCO ₂ e	36,383.75	38,339.21	34,847.57
GHG emissions per million revenues	tCO ₂ e /million RMB	3.54	3.42	3.11

Notes:
[1] Scope 1 greenhouse gas (GHG) emissions include direct GHG emissions from natural gas, gasoline, and diesel consumption, calculated using emission factor methods. The emission factors and related parameters are sourced from the China Energy Statistics Yearbook (2022), Guidelines for the preparation of provincial greenhouse gas inventories (Trial) (2011), and Guidelines for Greenhouse Gas Emission Accounting and Reporting for Land Transport Enterprises (Trial) (2015). GHGs considered include CO₂, CH₄, and N₂O, with GHG equivalence calculated using IPCC AR6 GWP 100-year average values (GWP 100).

Scope 2 GHG emissions include indirect GHG emissions from purchased electricity and purchased steam consumption, calculated using emission factor methods. Specifically, the emission factor for purchased electricity is based on the national grid average emission factor for China. For 2022, the factor is derived from the Notice on the Work Related to the Management of Corporate Greenhouse Gas Emission Reporting in the Power Generation Sector for the Period 2023–2025; for 2023, the Zhejiang provincial average CO₂ emission factor from the Announcement of the Ministry of Ecology and Environment and the National Bureau of Statistics on the release of the 2021 electricity carbon dioxide is used; and for 2024, the national grid average CO₂ emission factor published in the Announcement on the 2022 Power CO₂ Emission Factors is applied. The emission factor for purchased steam is sourced from the Guidelines for GHG Accounting and Reporting for Other Industries (Trial) issued by the National Development and Reform Commission (2015).

The Company has retrospectively disclosed relevant GHG emission data for the 2023.

Emissions and Solid Waste Management

Indicators	Unit	2022	2023	2024
Total waste gas emissions	cubic meter	1,309,940,000.00	1,608,900,000.00	1,512,100,000.00
PM	ton	1.39	1.29	1.25
SO _x	ton	0.14	0.13	0.12
NO _x	ton	6.48	6.21	6.01
VOC _s	ton	1.61	1.30	1.10
Total wastewater discharge	cubic meter	519,177.00	603,124.00	483,206.00
Industrial wastewater discharge	cubic meter	268,495.00	297,246.00	195,559.00
Domestic wastewater discharge	cubic meter	250,682.00	323,878.00	287,647.00
COD	ton	6.174	2.312	6.320
NH ₃ -N	ton	0.090	0.028	0.100
TN	ton	3.311	1.109	3.480
TP	ton	0.039	0.014	0.044
Total non-hazardous waste	ton	29,328.00	31,481.87	28,287.52
Non-hazardous waste intensity (per unit of revenue)	ton / million RMB	2.855	2.810	2.523
Volume of non-hazardous waste by disposal method: recycling/reuse	ton	28,778.00	30,935.10	27,755.42
Volume of non-hazardous waste by disposal method: incineration	ton	550.00	546.77	532.10
Total hazardous waste	ton	304.29	353.23	299.49
Hazardous waste intensity (per unit of revenue)	ton / million RMB	0.030	0.032	0.027
Volume of hazardous waste by disposal method: recycling/reuse	ton	40.63	39.84	35.29
Volume of hazardous waste by disposal method: incineration	ton	263.66	313.39	264.20

Social Performance

R&D and Innovation

Indicators	Unit	2022	2023	2024
R&D expenses	RMB 10,000	39,161.48	38,736.86	41,365.94
Percentage of R&D expenses in operating revenue	%	3.81	3.46	3.69
Number of R&D personnel	Person	929	919	893
Percentage of R&D personnel	%	18.23	16.76	17.29
Number of trademark applications during the reporting period	/	28	60	87
Number of trademarks approved during the reporting period	/	60	15	25
Number of patent applications during the reporting period	/	1,351	1,530	2,185
Number of patents granted during the reporting period	/	831	1,091	1,455
Number of invention patents granted applied to main businesses during the reporting period	/	28	64	321
Number of valid patents during the reporting period	/	3,244	4,605	5,635

Product Quality Management

Indicators	Unit	2022	2023	2024
During the reporting period, the number of incidents of fines or penalties due to violations of safety and health regulations related to products and services	/	0	0	0
The number of products sold or shipped that need to be recalled due to safety and health reasons	/	0	0	0
Amounts involved in major liability incidents related to product and service safety and quality during the reporting period	RMB 10,000	0	0	0

User Service Management

Indicators	Unit	2022	2023	2024
User satisfaction	%	98.66	98.02	97.80
Customer complaint resolution rate	%	91.13	94.50	96.60

Information Security and Privacy Management

Indicators	Unit	2022	2023	2024
Number of information security training sessions	/	5	6	5
Number of employees receiving information security training sessions	Person	3,523	3,675	2,970
Amounts involved in data security incidents	RMB 10,000	0	0	0
Amounts involved in customer privacy breach incidents	RMB 10,000	0	0	0

Employee Hiring

Indicators	Unit	2022	2023	2024
Number of Employees				
Total Number of Employees	Person	5,095	5,482	5,166
Number of Minority Employees	Person	—	195	189
By Gender Group				
Male	Person	3,255	3,472	3,273
Female	Person	1,840	2,010	1,893

Indicators	Unit	2022	2023	2024
By Employment Type				
Number of employees by labor contract	Person	3,941	5,032	4,822
Number of employees by labor dispatch	Person	1,154	450	344
By Age Group				
Under 30 years old	Person	1,400	1,370	1,171
30 to 50 years old	Person	3,333	3,785	3,626
50 years old or above	Person	362	327	369
By Function				
Production personnel	Person	1,937	1,850	1,882
Technical personnel	Person	929	881	893
Sales personnel	Person	1,467	1,758	1,621
Finance personnel	Person	176	178	187
Management personnel	Person	586	815	583
By Category				
Total number of general employees	Person	4,920	5,265	4,941
Total number of middle management employees	Person	143	182	168
Total number of senior management employees	Person	32	35	57
By Education Background				
Employees with PhD degrees	Person	8	8	3
Employees with master's degrees	Person	200	244	262
Employees with bachelor's degrees	Person	1,499	1,618	1,558
Employees with junior college and below	Person	3,388	3,612	3,343

Indicators	Unit	2022	2023	2024
Employee Turnover Rate				
Employee Turnover Rate ¹	%	13.66	17.79	14.85
By Gender Group				
Male	%	13.93	17.65	15.03
Female	%	13.17	18.03	14.54
By Age Group				
Under 30 years old	%	17.89	24.43	23.96
30 to 50 years old	%	12.95	15.34	12.05
50 years old or above	%	1.36	14.84	8.66
Other Indicators of Employment				
Labor contract signing rate	%	100.00	100.00	100.00
Social insurance coverage rate	%	100.00	100.00	100.00
Employee medical examination coverage rate	%	100.00	100.00	100.00
Percentage of employees subjected to regular performance and career development evaluation	%	100.00	100.00	100.00

Notes:
[1] Employee turnover rate = Number of employees who left during the reporting period / (Number of employees in the category at the end of the reporting period + Number of employees who left during the reporting period) × 100%.

Employee Training

Indicators	Unit	2022	2023	2024
Total number of employees trained	Person	5,095	5,482	5,166
Employee training coverage rate ¹	%	100.00	100.00	100.00
Average hours of training received by employees ²	hour	31.83	30.79	46.10
By Gender Group				
Male	hour	35.15	28.95	45.67
Female	hour	25.95	33.98	46.85
By Category				
General employees	hour	31.63	30.76	46.66
Middle management employees	hour	40.85	33.91	40.91
Senior management employees	hour	21.21	19.48	13.33
Number of employee training sessions	/	378	385	397
Total employee training expenditure	RMB 10,000	279.80	135.66	97.99

Notes:
[1] Employee training coverage rate = Total number of employees receiving training / Total number of employees.
[2] Average training hours per employee = Total training hours for employees in the category / Number of employees in the category.

Occupational Health and Safety

Indicators	Unit	2022	2023	2024
Number of employees in positions exposed to occupational diseases	Person	1,692	1,692	1,873
Number of employees suffering from occupational diseases	Person	0	0	0
Transfer rate for occupational contraindications	%	100.00	100.00	100.00
Compliance rate of monitoring of occupational hazard factors	%	100.00	100.00	100.00
Number of workplace safety accidents	/	0	0	0
Number of work-related fatalities	/	0	0	0
Number of employees involved in work-related fatalities	Person	0	0	0
Number of safety emergency drills	/	17	23	27
Total hours of safety training	hour	16,106.00	16,271.00	21,000.00
Safety training coverage rate ¹	%	100.00	100.00	100.00
Implementation rate of safety training for job transfer (including secondment for more than 3 days)	%	100.00	100.00	100.00
Employee work-related injury insurance coverage rate	%	100.00	100.00	100.00
Investment in employee work-related injury insurance	RMB 10,000	143.30	194.51	242.39

Notes:
[1] Safety training coverage rate = Number of employees covered by safety education / Total number of employees.

Supplier Management

Indicators	Unit	2022	2023	2024
Total number of suppliers	/	324	329	345
Number of localization suppliers	/	175	180	195
Number of suppliers signing Supplier Code of Conduct	/	324	329	345
Number of suppliers audited based on the Company's supplier assessment system	/	101	99	97
Audit pass rate	%	100.00	100.00	100.00

Social Welfare

Indicators	Unit	2022	2023	2024
Amount invested in social welfare	RMB 10,000	624.29	1,529.00	1,453.00
Amount of charitable donations	RMB 10,000	608.50	413.00	338.00
Amount invested in rural revitalization	RMB 10,000	28.50	242.00	317.00
Value of materials donated for rural revitalization	RMB 10,000	435.41	405.60	480.00
Number of beneficiaries of rural revitalization initiatives	Person	7,000	7,000	8,000
Number of employee volunteer participations	/	409	231	202
Duration of volunteer activities ¹	hour	1,328.00	986.50	938.00

Notes
[1] Upon verification, discrepancies were identified in the statistics of employee volunteer support activities for 2022 and 2023. The Company has retrospectively disclosed the corrected data.

BENCHMARKING INDEX

Index for Shenzhen Stock Exchange Self-Regulatory Guidelines for Listed Companies No. 17—Sustainable Development Reports (Trial)

Disclosure Requirements	Corresponding Chapters
Chapter 1 General Provisions	ESG Management System
Chapter 2 Sustainability Information Disclosure Framework	ESG Management System Each Chapter of the Report
Chapter 3 Environmental Information Disclosure	
Section 1 Responding to Climate Change	
Responding to climate change	Climate Change Response
Section 2 Pollution Prevention And Ecosystem Protection	
Pollutant emissions	Emissions and Waste Management
Waste treatment	
Ecosystem and biodiversity conservation	Ecosystem and Biodiversity Conservation
Environmental compliance management	Environmental Management
Section 3 Resource Use and Circular Economy	
Energy use	Energy Use
Water resource use	Water Resources and Packaging Materials
Circular economy	Circular Economy
Chapter 4 Social Information Disclosure	
Section 1 Rural Revitalization and Social Contribution	
Rural revitalization	Enthusiastic about Social Welfare
Social contribution	
Section 2 Innovation-Driven Development and Tech Ethics	

Disclosure Requirements	Corresponding Chapters
Innovation-driven development	R&D and Innovation
Tech ethics	Robam’ s main business involves the R&D, manufacturing, and sales of kitchen appliances. The Company does not engage in scientific research or technological development in ethically sensitive fields such as life sciences or artificial intelligence; therefore, this topic is not applicable.
Section 3 Suppliers and Customers	
Supply chain security	Supply Chain Optimization
Fair treatment of SMEs	As of the end of the reporting period, Robam had no accounts payable (including notes payable) exceeding RMB 30 billion or accounting for more than 50% of total assets. None of the entities within the consolidated financial statements were required to disclose overdue payments to SMEs on the national enterprise credit information publicity system. Therefore, this topic is of low relevance to the Company.
Product and service safety and quality	Quality Management User Service
Data security and customer privacy protection	Information Security and Privacy Protection
Section 4 Employees	
Employees	Employee Rights and Benefits Employee Development and Promotion Occupational Health and Safety
Chapter 5 Sustainability Governance Information Disclosure	
Section 1 Sustainability Governance Mechanisms	
Due diligence	ESG Management System
Stakeholder communication	
Section 2 Business Conduct	
Anti-bribery and anti-corruption	Anti-Bribery and Anti-Corruption
Anti-unfair competition	Intellectual Property Management User Service
Chapter 6 Appendix and Glossary	

Index for GRI

Usage Declaration	Robam Appliances reported the information referenced in this index for GRI from January 1 to December 31, 2024 according to the GRI standard.
GRI used	GRI 1: Foundation 2021


GRI Standard	Disclosures	Chapter of the Report
GRI 2: General Disclosure 2021	2-1 Organizational profile	About Robam Appliances
	2-2 Included in the organization's sustainable development report	Preparation Introduction
	2-3 Reporting period, reporting frequency and contact person	Preparation Introduction
	2-4 Information restatement	Preparation Introduction
	2-6 Activities, value chains and other business relationships	About Robam Appliances
	2-7 Employees	Employee Rights and Benefits Employee Development and Promotion Occupational Health and Safety ESG Data Tables and Notes
	2-9 Governance structure and composition	Corporate Governance
	2-10 Nomination and selection of the highest governance body	Corporate Governance
	2-11 Chairman of the highest governance body	Corporate Governance
	2-12 The supervisory role of the highest governance body in terms of management impact	ESG Management System
	2-13 Delegate responsibility for managing impacts	ESG Management System
	2-14 The role of the highest governance body in the sustainable development report	ESG Management System
	2-16 Communication of key issues	ESG Management System
	2-22 Statement on Sustainable Development Strategy	ESG Management System
	2-23 Policy commitments	Anti-Bribery and Anti-Corruption Intellectual Property Management Information Security and Privacy Protection Quality Management User Service Responsible Supply Chain Employee Rights and Benefits
	2-24 Integration policy commitments	Anti-Bribery and Anti-Corruption Intellectual Property Management Information Security and Privacy Protection Quality Management User Service Responsible Supply Chain Employee Rights and Benefits
	2-25 Procedures for remedying negative impacts	Anti-Bribery and Anti-Corruption Intellectual Property Management Information Security and Privacy Protection Quality Management User Service Responsible Supply Chain
	2-26 Mechanisms for seeking advice and raising concerns	Preparation Introduction
	2-27 Compliance with laws and regulations	See Each Chapter of the Report for Details
	2-29 Approaches to stakeholder engagement	Management of Material Topics
	2-30 Collective bargaining agreement	Employee Rights and Benefits

GRI Standard	Disclosures	Chapter of the Report
GRI 3: Material Topics 2021	3-1 Process of determining material topics	Management of Material Topics
	3-2 List of material topics	Management of Material Topics
	3-3 Management of material topics	Management of Material Topics
GRI 201: Economic Performance 2016	201-1 Economic value directly generated and distributed	ESG Data Tables and Notes
	201-2 Financial impacts and other risks and opportunities arising from climate change	Climate Change Response
	201-3 Defined benefit plan obligations and other retirement plans	Employee Rights and Benefits
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investment and supporting services	Enthusiastic about Social Welfare
GRI 205: Anti-Corruption 2016	205-1 Operation sites that have conducted corruption risk assessment	Anti-Bribery and Anti-Corruption
	205-2 Communication and training of anti-corruption policies and procedures	Anti-Bribery and Anti-Corruption
	205-3 Identified corruption incidents and actions taken	Anti-Bribery and Anti-Corruption
GRI 302: Energy 2016	302-1 Energy consumption within the organization	ESG Data Tables and Notes
	302-4 Reducing energy consumption	Energy Use Circular Economy
GRI 303: Water and Effluents 2018	303-1 Interaction between organization and water as common resources	Water Resource Use Circular Economy
	303-2 Managing drainage related impacts	Water Resource Use Circular Economy
	303-4 Water discharge	ESG Data Tables and Notes
	303-5 Water consumption	ESG Data Tables and Notes

GRI Standard	Disclosures		Chapter of the Report
GRI 305: Emissions 2016	305-1	Direct (scope 1) greenhouse gas emission	ESG Data Tables and Notes
	305-2	Energy indirect (scope 2) greenhouse gas emission	ESG Data Tables and Notes
	305-4	Greenhouse gas emission intensity	ESG Data Tables and Notes
	305-7	NOx, SOX and other major gas emissions	ESG Data Tables and Notes
GRI 306: Waste 2020	306-1	Production of wastes and major impacts related to wastes	Emissions and Waste Management
	306-2	Management of significant impacts related to waste	Emissions and Waste Management
	306-3	Waste generated	ESG Data Tables and Notes
	306-4	Waste transferred from disposal	ESG Data Tables and Notes
	306-5	Wastes for disposal	ESG Data Tables and Notes
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers filtered by environmental assessment dimension	Responsible Supply Chain
GRI 401: Employment 2016	401-1	New employee employment rate and employee turnover rate	ESG Data Tables and Notes
	401-2	Benefits provided to full-time employees (excluding temporary or part-time employees)	Employee Rights and Benefits
	401-3	Parental leave	Employee Rights and Benefits
GRI 402: Labor/Management Relations 2016	402-1	Minimum notice period for operation change	Employee Rights and Benefits
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Occupational Health and Safety
	403-2	Hazard identification, risk assessment and accident investigation	Occupational Health and Safety
	403-3	Occupational health services	Occupational Health and Safety
	403-4	Occupational health and safety affairs: workers' participation, consultation and communication	Occupational Health and Safety
	403-5	Occupational health and safety training for workers	Occupational Health and Safety
	403-6	Promote workers' health	Occupational Health and Safety
	403-7	Prevent and mitigate occupational health and safety impacts directly related to business relationship	Occupational Health and Safety
	403-8	Workers covered by occupational health and safety management system	Occupational Health and Safety
	403-9	Injury from workplace	ESG Data Tables and Notes
	403-10	Work-related health problems	ESG Data Tables and Notes

GRI Standard	Disclosures		Chapter of the Report
GRI 404: Training and Education 2016	404-1	Average number of training hours per employee per year	ESG Data Tables and Notes
	404-2	Staff skills upgrading program and transitional assistance program	Employee Development and Promotion
	404-3	Percentage of employees receiving regular performance and career development assessment	ESG Data Tables and Notes
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversification of governance institutions and employees	Employee Rights and Benefits ESG Data Tables and Notes
GRI 407:Freedom of Association and Collective Bargaining 2016	407-1	Operating points and suppliers whose freedom of association and collective bargaining rights may be at risk	Employee Rights and Benefits Responsible Supply Chain
GRI 408: Child Labor 2016	408-1	Operating points and suppliers with significant risk of forced or compulsory labor events	Employee Rights and Benefits Responsible Supply Chain
GRI 409: Forced or Compulsory Labor 2016	409-1	Operating points and suppliers with significant risk of forced or compulsory labor events	Employee Rights and Benefits Responsible Supply Chain
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers screened using social evaluation dimensions	Responsible Supply Chain
	414-2	Negative social impact of supply chain and actions taken	Responsible Supply Chain
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and identification	User Service

ASSURANCE STATEMENT



Assurance Statement: Robam Appliances Environmental, Social, and Governance Report 2024

Independent Assurance Statement for the Robam Appliances Environmental, Social, and Governance Report 2024

To the management team and stakeholders of Hangzhou Robam Appliances Co., Ltd., SynTao Green Finance Co., Ltd. (hereinafter referred to as “SynTao GF”) was commissioned by Hangzhou Robam Appliances Co., Ltd. (hereinafter referred to as “Robam Appliances”) to conduct an independent third-party assurance of the relevant information disclosed in its *Robam Appliances Environmental, Social, and Governance Report 2024* (hereinafter referred to as “*ESG Report*”). The assurance conducted by SynTao GF is outlined as follows:

Scope of Assurance

1. Timeframe

The assurance was limited to the information disclosed in the *ESG Report* for the period from January 1, 2024, to December 31, 2024. Any relevant information outside this reporting period were not within the scope of this assurance.

2. Information and Data Scope

The scope of this assurance was limited to the information concerning Robam Appliances covered in the *ESG Report* and did not include information from third parties such as Robam Appliances' suppliers. Information disclosed in the *ESG Report* that had already been audited or verified by independent third-party organisations were not re-verified.

3. Assurance Scope

The assurance scope aimed to assess whether the *ESG Report* complied with the Inclusivity, Materiality, Responsiveness, and Impact principles outlined in *AA1000AP (2018)*.

Responsibilities

The responsibility of Robam Appliances was to ensure the integrity and accuracy of the content of the *ESG Report* and the information provided to SynTao GF, with no significant misrepresentations.

The responsibility of SynTao GF was to issue an independent assurance statement based on the information provided by Robam Appliances under *AA1000 Assurance Standard v3 (AA1000AS v3)*.

Standards

SynTao GF utilized *AA1000AS v3* as the reference standard for assurance services. *AA1000AS v3* refers to the assurance standard created by AccountAbility. The type and depth of assurance conducted in this instance were categorized as “Type 1, Moderate Assurance” .

The assurance statement was prepared by SynTao GF following the *SynTao GF Non-Financial Report Assurance Method*. In addition to *AA1000AS v3*, the standards, principles, and initiatives referenced by SynTao GF included: Global Reporting Initiative *GRI Standards* / Sustainability Reporting Guidance from Shanghai, Shenzhen and Beijing Stock Exchanges / Hong Kong Exchanges and Clearing Limited *ESG Reporting Code* / Task Force on Climate-related Financial Disclosures *TCFD Framework* / International Sustainability Standards Board (ISSB) *IFRS S1 - General Requirements for Disclosures of Sustainability-related Financial Information* and *IFRS S2 Climate-related Disclosures* / European Union Corporate Sustainability Reporting Directive (CSRD) / Greenhouse Gas Protocol (*GHG Protocol*), among others.


Assurance Methodology

1. Assurance Plan

SynTao GF recorded key resource requirements, evidence to be collected, tasks, activities, deliverables, and timelines in the schedule, forming a plan.

2. Information Collection

Following principles of clarity, balance, completeness, and timeliness, SynTao GF assessed the quality of the collected information.



Assurance Statement: Robam Appliances Environmental, Social, and Governance Report 2024

3. Conducting Assurance

- Conducting interviews with sustainability management of Robam Appliances.
- Verifying relevant documents, data, and other materials provided by Robam Appliances.
- Assessing whether the information and data in the *ESG Report* comply with the inclusivity, materiality, responsiveness, and impact principles outlined in *AA1000AP (2018)*.

4. Any other necessary work deemed by SynTao GF

Independence and Capability

1. Independence

SynTao GF declares that, SynTao GF and Robam Appliances are entirely independent entities. SynTao GF is free from bias or conflict of interest with Robam Appliances.

2. Capability

SynTao GF specializes in providing professional consulting, research, and training services in sustainable finance, including environmental, social, and corporate governance (ESG) ratings, green finance strategy, Environmental and Social Risk Management (ESRM), green finance product innovation, research on green finance and responsible investment, green bond assurance, as well as green credit and responsible investment capacity building.

SynTao GF is a licensed assurance provider of *AA1000AS v3*. This license authorizes SynTao GF to use and comply with AccountAbility's *AA1000AS v3*, as well as the use of the *AA1000AS v3* markings related to sustainability assurance services. SynTao GF's assurance team members hold qualifications in *AA1000 Certified Sustainability Assurance Practitioner (CSAP)*, *ISO14001 internal auditing*, *CFA ESG*, *EFFAS Certified ESG Analyst*, *GRI training certification*, *carbon asset management*, and other qualifications in the field of sustainable development. The team consists of professionals with extensive experience in the field of sustainable development and a comprehensive understanding of the *AA1000AS v3* standard.

Limitations

SynTao GF relied entirely on the information provided by Robam Appliances required in the assurance of this *ESG Report* and did not collect information from other external sources. Interviews also did not involve external stakeholders.

Content for Assurance

Inclusivity: Robam Appliances identified the company's key stakeholders and provided necessary capacity building for stakeholder engagement. The company publicly disclosed the communication outcomes.

Materiality: Robam Appliances has established a process to analyse material issues to identify the ESG issues that are highly relevant to the company, and have clear procedures to prioritise material issues.

Responsiveness: Robam Appliances has responded to the material issues of concern to its key stakeholders and integrated them into the strategy planning process. The company has invested resources in relevant issues.

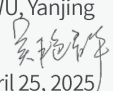
Impact: Robam Appliances has established a process for measuring, evaluating, and managing the company's impacts, and has integrated some of these impacts into the company's material issues and strategic objectives.

Conclusion

SynTao GF did not identify any non-compliance with the Inclusivity, Materiality, Responsiveness, and Impact principles outlined in *AA1000AP (2018)* in the *Robam Appliances Environmental, Social, and Governance Report 2024*.

Assurance Provider: SynTao Green Finance Co., Ltd.

Assurance Team Lead: WU, Yanjing


April 25, 2025

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Environmental, Social, and Governance Report 2024



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Hangzhou Robam Appliances Co., Ltd.