

Chongqing Zhifei Biological Products Co., Ltd.

Complaint and Reporting System

Chapter 1 General Provisions

Article 1 To strengthen the governance and internal control of Chongqing Zhifei Biological Products Co., Ltd. (hereinafter referred to as "the Company"), reduce the Company's operational risks, encourage employees, suppliers, customers, and other relevant personnel to report and complain about the Company's illegal, irregular, and other behaviors that harm the Company's interests, and ensure the achievement of the Company's operational goals and its sustained, stable, and healthy development, this system is formulated in accordance with the relevant provisions of the Company Law, the Basic Norms for Enterprise Internal Control, Rules Governing the Listing of Shares on the ChiNext Market of Shenzhen Stock Exchange, and the Company's Articles of Association, combined with the Company's actual situation.

Article 2 The Company attaches great importance to anti-bribery control in all business management activities, prohibits bribery behaviors that harm the Company's interests and social public interests, especially prohibits Company employees and relevant personnel, as well as business partners conducting business on behalf of or for the Company's interests, from achieving competitive advantages or other improper interests through bribing administrative officials, employees and agents of counterparty, and other entities and individuals who may influence transactions through their authority or influence. The Company also prohibits bribery behaviors committed by external personnel towards internal personnel.

Article 3 This system applies to all complaint and reports involving illegal, irregular, and improper behaviors within the Company.

Article 4 All employees of the Company, as well as customers, suppliers, service

providers, contractors, and other relevant personnel who have business dealings with the Company, have the right to complain and report various illegal, irregular, and improper behaviors within the Company, and to ensure that the complainant and whistleblower are not retaliated against.

Article 5 The complaint and reporting management system follows the following principles:

- (1) Strict compliance with national laws, regulations, rules, and the Company's rules and regulations;
- (2) Strict adherence to the principle of seeking truth from facts, ensuring that the facts are clear, the evidence is conclusive, the characterization is accurate, and the handling is appropriate;
- (3) Strict enforcement of the principle of confidentiality to protect the legitimate rights and interests of relevant parties from infringement.

Chapter 2 Complaint and Reporting Methods

Article 6 Internal employees and external relevant personnel of the Company may file complaints and reports through the following channels or methods against any personnel violating professional ethics, actual or potential illegal situations:

- (1) In-person complaints and reports;
- (2) Email: Report@zhifeishengwu.com;
- (3) Mailing address for letter complaints and reports: Human Resources Department, T1-50F, IFS, No.1 Qingyun Road, Jiangbei District, Chongqing.

Article 7 Complainants and whistleblowers should comply with national laws and regulations, should be responsible for the authenticity of the content of the materials provided, shall not fabricate or distort the facts, shall not frame others, shall not harm the Company's legitimate interests and the legitimate interests of other employees, and shall consciously maintain the order of the Company and the order of complaint and

reports.

Article 8 The content of the complaint or report should be as specific and clear as possible, including the time, location, circumstances, and personnel involved in the incident, as well as attaching corresponding evidence materials and witness information to facilitate rapid investigation and handling.

Article 9 The complaint and reporting management department shall keep the information of the complainant and whistleblower confidential and shall not disclose the personal information of the complainant and whistleblower, the handling status of the complaint and report, or other information to the person being complained or reported or to personnel unrelated to the handling of the complaint and report.

Chapter 3 Complaint and Reporting Workflow

Article 10 The complaint and reporting management department must promptly handle complaints, reports, incoming letters, and phone calls, and keep records.

Article 11 The complaint and reporting management department may handle multiple complaints and reports regarding the same illegal or irregular behavior or the same target jointly.

Article 12 When receiving complaint and report materials, the complaint and reporting management department shall promptly review and assess them, initially determine whether the complaint and report have a clear target and factual basis, whether the described incident falls within the scope of this system, and whether the evidence materials are authentic, relevant, and legitimate. If necessary, they shall request the complainant or whistleblower to provide additional explanations.

Article 13 The Company may decide whether to establish a special investigation team

to investigate based on the nature and importance of the complaint or report, and make a decision after verifying the investigation results.

Article 14 Investigators, complaint handlers, and those with conflicts of interest with the person being complained or reported shall recuse themselves.

Article 15 After the completion of handling a complaint or report, the outcome shall be notified to the complainant or whistleblowers.

Chapter 4 Protection of Complainants and Whistleblowers

Article 16 Any department or individual of the company shall not use any excuse to block, suppress the complainant, whistleblower reports and witnesses to testify truthfully, and shall not take any form of retaliation against the complainant, whistleblower. The company shall take effective measures to facilitate the reporting and complaint-making process of complainants and whistleblowers as well as the testimony of witnesses, safeguarding their legitimate rights and interests.

Article 17 The company shall strictly keep confidential the content of complaints and reports and the relevant information of complainants and whistleblowers. Related investigations shall be conducted without exposing the identity of complainants and whistleblowers. Unless the complainants or whistleblowers consent, their names, work units, contact information, etc., shall not be disclosed. Staff members of the complaint and report management department who violate confidentiality provisions shall be subject to corresponding disciplinary action according to the company's relevant regulations.

Article 18 The complaint and reporting management department shall properly keep all materials related to the acceptance, registration, investigation, and reporting of complaint and report leads, including but not limited to textual materials, audio-visual

materials, electronic documents, and other forms of materials.

Article 19 After the review or investigation of complaint and report leads is completed, the person in charge of the investigation team shall organize and archive the relevant materials. All complaint and report files shall be classified as confidential documents, and closed cases shall be filed and kept securely.

Chapter 5 Accountability and Remedial Measures

Article 20 Employees proven to have violated laws or regulations through investigation shall be subject to internal disciplinary action according to the company's relevant regulations and compensate the company for any losses caused. Those who violate relevant laws shall be transferred to relevant government departments or judicial authorities for handling.

Article 21 Those who leak the information of complainants or whistleblowers, or those who fabricate facts, falsely accuse, or retaliate against complainants or whistleblowers under the guise of complaint or reporting, once verified, shall be subject to serious disciplinary action according to the company's relevant regulations. If a crime is constituted, it shall be transferred to the judicial authorities for criminal prosecution.

Chapter 6 Supplementary Provisions

Article 22 Matters not covered in this system or that conflict with mandatory provisions of relevant laws, regulations, and normative documents shall be implemented in accordance with the provisions of relevant laws, regulations, and normative documents.

Article 23 This system applies to Chongqing Zhifei Biological Products Co., Ltd. and shall be interpreted and revised by the company.

Article 24 This system shall be officially implemented from the date of issuance.