

The United Laboratories Complaints and Mediation Policy

1. Purpose and Scope of Application

(1) The United Laboratories International Holdings Limited (Stock Code: 3933.HK) (“TUL”, the “Group”, “we”) has established and improved a democratic management mechanism centered around its employee representative assembly. Systems such as factory affairs transparency and equal consultation are implemented to ensure employees’ rights to be informed, to participate, to negotiate, and to supervise matters involving their vital interests.

(2) Employees may submit opinions and suggestions in written form or via email to the Administration & Human Resources Department, the labor union or other relevant departments. For signed submissions, the responsible department will review, process, and respond directly to the employee.

(3) Suggestion boxes under the responsibility of the management are placed in public areas, allowing employees to submit feedback and suggestions.

2. Whistleblowing and Complaints

(1) Employees may, based on factual evidence, file reports or complaints in writing or via email. Such documents can be submitted directly to the Administration & Human Resources Department or placed into the Group’s suggestion box.

(2) For signed whistleblowing claims or complaints, the receiving department will generally conduct an investigation and respond to the employee within five working days. In the case of significant or special issues, the period may be extended to within twenty working days.

(3) The department handling the complaint must ensure whistleblower protection by keeping their identity confidential. Any person responsible for leaking such information will be strictly dealt with by the Administration & Human Resources Department or the Group.

(4) For whistleblowers reporting other employees’ abuse of power, harm to the collective interests of the Group, favoritism, fraud, or theft of others’ financial assets, if the investigation proves the report to be true, the Administrative and Human Resources Department will apply to the Group for a reward for the whistleblower.

3. Dispute Mediation

(1) The Group has established a labor relations coordination and interaction platform and formed a Labor Dispute Mediation Committee composed of both its employee and

Group's representatives. Employee representatives are either members of the labor union or elected by all employees, while the Group's representatives are appointed by the Group's management. The committee is chaired by the labor union president.

(2) In the event of a labor dispute between an employee and the Group, mediation through the Group's Labor Dispute Mediation Committee should be the first course of action.

(3) Within ten working days of receiving a mediation application, the committee will arrange a session for both parties. During the mediation process, the committee will listen to both parties' statements regarding facts and reasons, provide guidance, and assist in reaching an agreement.

(4) If a resolution is reached, the committee will draft a mediation agreement. This agreement becomes binding once it is signed or sealed by both parties, signed by the mediator, and stamped with the official seal of the Group's Labor Dispute Mediation Committee.

(5) If no agreement is reached within fifteen working days from the receipt of the mediation application, either the employee or the Group may apply for labor dispute arbitration with the local labor dispute arbitration institution in accordance with local laws and regulations.