烽火通信科技股份有限公司

FiberHome Telecommunication Technologies Co., Ltd.

供应商社会责任行为准则

Supplier Social Responsibility Code of Conduct

2026年09月

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Supplier Social Responsibility Code of Conduct

本准则适用于向烽火通信科技股份有限公司（以下简称“烽火通信”）提供物品或劳务的所有供应商，以及适用的承包商和分包商。烽火通信将社会责任纳入供应商准入、选择、认证、绩效评价和持续管理等采购业务流程，并将劳工合规、审核结果、职业健康安全及人权风险等劳工管理表现作为供应商评价，以及合同签订或续约、订单或采购份额分配和持续合作决策的适用考虑因素。烽火通信有权采取问卷调查、文件审查、现场审核或其他适当方式评估供应商对本准则的遵守情况，并推动相关要求向上游供应链传递。根据适用情况，公司可要求供应商签署本准则或作出等效承诺，并将相关要求纳入供应商准入文件、采购合同或其他合作文件。

This Supplier Social Responsibility Code of Conduct (the “Code”) applies to all suppliers, and applicable contractors and subcontractors, that provide goods or services to FiberHome Telecommunication Technologies Co., Ltd. (“FiberHome”). FiberHome integrates social responsibility into supplier onboarding, selection, certification, performance evaluation and ongoing procurement management. Labor management performance, including labor compliance, audit results, occupational health and safety performance and human rights risks, is considered, as applicable, in supplier evaluation and decisions on contract award or renewal, order or procurement-share allocation, and ongoing cooperation. FiberHome reserves the right to assess supplier compliance with the Code through questionnaires, document reviews, on-site audits or other appropriate methods and encourages the relevant requirements to be communicated throughout the upstream supply chain. Where applicable, FiberHome may require suppliers to sign the Code or make an equivalent commitment and may incorporate the relevant requirements into supplier onboarding documents, procurement contracts or other cooperation documents.

1. 遵纪守法

1. Compliance with Laws and Regulations

烽火通信公司要求供应商必须遵守其经营所在国家/地区的所有适用的法律及法规，并以此作为与烽火通信合作的前提条件。

FiberHome requires its suppliers to comply with all applicable laws and regulations in the countries and regions where they operate, and makes this a prerequisite for cooperation with FiberHome.

2. 商业道德

2. Business Ethics

烽火通信致力于实现最高标准的商业道德行为，我们期望供应商坚守合法的商业行为，以诚信和负责任的态度来开展业务，遵守各种承诺和协议，采取可持续的商业实践，包括但不限于尊重知识产权、维护公平竞争、规范信息披露。

FiberHome is committed to upholding the highest standards of business ethics. We expect suppliers to adhere to lawful business practices, conduct business with integrity and accountability, honor all commitments and agreements, and adopt sustainable business practices, including but not limited to respecting intellectual property rights, maintaining fair competition, and ensuring proper information disclosure.

3. 廉洁反腐败

3. Integrity and Anti-Corruption

3.1 健全内部管理

3.1 Sound Internal Control

供应商应建立健全内部控制体系，制定明确的政策和程序，确保所有员工都了解和遵守组织的规章制度和道德准则。定期进行风险评估，关注容易出现腐败问题的领域，如采购、财务、人力资源等，并特别留意高风险岗位和人员，及时发现和解决潜在腐败问题，防范和识别腐败风险。

Suppliers shall establish and maintain a sound internal control system and formulate clear policies and procedures to ensure that all employees understand and comply with applicable rules, regulations and ethical standards. They shall conduct regular risk assessments, monitor areas that are more susceptible to corruption, such as procurement, finance and human resources, pay particular attention to high-risk positions and personnel, promptly identify and resolve potential corruption issues, and prevent and identify corruption risks.

3.2 公开透明决策

3.2 Open and Transparent Decision-Making

供应商在商业决策过程中应保持公开、透明，记录并公示决策过程和结果，接受监督并允许相关方对决策进行审查和提出反馈，避免利益冲突。
Suppliers shall maintain openness and transparency in their business decision-making processes, document and publicly disclose the decision-making process and outcomes, accept oversight, allow related parties to review decisions and provide feedback, and avoid conflicts of interest.

3.3 员工培训与教育

3.3 Employee Training and Education

供应商应定期开展反腐败、廉洁从业培训，提高员工廉洁意识，鼓励员工积极参与反腐败工作。特别是培训管理层如何确保供应链和合作伙伴的廉洁合规。
Suppliers shall regularly conduct training on anti-corruption and business integrity to enhance employees' awareness of integrity and encourage their active participation in anti-corruption initiatives. In particular, the training shall focus on how the management can ensure the integrity and compliance of the supply chain and business partners.

3.4 严惩违法行为

3.4 Strict Disciplinary Action for Unlawful Conduct

供应商必须对涉及腐败行为的员工进行严肃处理，配合司法机关调查和处理腐败案件，依法追究法律责任。
Suppliers shall take strict disciplinary action against employees involved in corrupt practices, cooperate with judicial authorities in the investigation and handling of corruption cases, and pursue legal liability in accordance with applicable laws and regulations.

4. 劳工权益

4. Labor's Rights and Interests

4.1 禁止使用童工

4.1 Prohibition of Child Labor

供应商必须遵守所有适用的当地和国家的有关最低工作年龄的法律法规，不得雇佣童工。遵守所在国在加班时间、危险性工作、夜班、健康证明、以及年度体检上对未成年工人实行的规定。
Suppliers shall comply with all applicable local and national laws and regulations regarding the minimum working age and never employ child labor. They shall also comply with the laws and regulations regarding overtime, hazardous work, night shifts, health certificates, and annual health checkups for minor workers in the countries where they operate.

4.2 不强迫劳动

4.2 No Forced Labor

供应商不得以暴力、威胁或者非法限制人身自由的手段强迫或者变相强迫工人劳动，不得违章指挥或者强令冒险作业。供应商不得限制人身自由，不得扣留身份证件。
Suppliers shall not force or coerce workers into labor through violence, threats or unlawful restrictions on personal freedom, nor shall they issue unlawful instructions or compel workers to undertake hazardous operations. Suppliers shall not restrict personal freedom or retain employees' identity documents.

4.3 工作时间与休息

4.3 Working Hours and Rest Periods

供应商应遵守所有适用的与工作时间及休息相关的法律法规。员工在正常的周工作时间内依循法律规定但无论如何不得经常超过 40 小时。员工在每 7 天周期中至少有 1 天休息时间，所有加班必须员工自愿，且每月加班工时不能超过 36 小时。
Suppliers shall comply with all applicable laws and regulations relating to working hours and rest periods. Employees' normal weekly working hours shall comply with applicable laws and regulations, but in no case regularly exceed 40 hours. Employees shall be entitled to at least one day's rest in every 7-day period. All overtime work shall be voluntary, and monthly overtime hours shall not exceed 36

hours.

4.4 薪资福利

4.4 Compensation and Benefits

供应商向员工支付的薪酬应符合所有适用的工资法律，包括有关最低工资、加班工资和法定福利在内的各项法律。供应商应依法为员工提供社会保险，包括工伤、医疗、生育等，并依法缴纳相应的保险费。在符合法定最低工资要求的基础上，供应商应致力于为员工提供能够满足其基本生活需要的合理工资，并关注生活工资理念。供应商应结合经营所在地生活成本、行业工资水平及适用的集体协议等因素，定期评估员工工资水平；如发现明显差距，应制定并实施合理的改善计划。

The compensation paid by suppliers to employees shall comply with all applicable laws, including those relating to minimum wages, overtime pay and statutory benefits. Suppliers shall provide employees with statutory social insurance, such as work-related injury insurance, medical insurance and maternity insurance, and make the corresponding contributions in accordance with applicable laws and regulations. In addition to complying with statutory minimum wage requirements, suppliers shall strive to provide reasonable wages that meet employees' basic living needs and shall take into account the concept of a living wage. Suppliers shall periodically assess employee wage levels with reference to local living costs, industry wage levels and applicable collective agreements and, where material gaps are identified, develop and implement reasonable improvement plans.

4.5 非歧视

4.5 Non-discrimination

供应商不得因人种、肤色、年龄、性别、性取向、性别认同和性别表现、种族或民族、残疾、怀孕、宗教信仰、政治派别、社团成员身份或婚姻状况等在聘用、薪酬、升迁、奖励、福利、培训机会、解雇等用工行为中歧视员工。

Suppliers shall not discriminate against employees in recruitment, remuneration, promotion, rewards, benefits, training opportunities, dismissal or any other employment practices on the grounds of race, skin color, age, gender, sexual orientation, gender identity or expression, ethnicity or national origin, disability, pregnancy, religious beliefs, political affiliation, membership of associations, or marital status.

4.6 无骚扰或虐待

4.6 No Harassment or Abuse

供应商不得进行体罚、精神或身体协迫以及言语侮辱员工的行为，尊重所有员工。
Suppliers shall not subject employees to corporal punishment, mental or physical coercion, or verbal abuse, and shall respect all employees.

4.7 结社自由

4.7 Freedom of Association

供应商应根据当地法律法规，尊重和赋予所有员工自愿组建和加入工会以及集体谈判的权利、合法和平的结社和自由参加合法组织的权利，不得加以惩罚或干预。
Suppliers shall, in accordance with local laws and regulations, respect and uphold the rights of all employees to voluntarily form and join labor unions, engage in collective bargaining, freely and peacefully associate, and freely participate in lawful organizations, and shall not impose any penalties or interference.

5. 安全与健康

5. Safety and Health

供应商应提供安全和健康的工作环境，杜绝任何严重危及生命安全或健康的工作条件，防范任何重大事故发生。
Suppliers shall provide a safe and healthy working environment, eliminate any working conditions that seriously endanger life or health, and prevent the occurrence of major accidents.

5.1 工作条件

5.1 Working Conditions

1）供应商应取得、维护并更新所有必要的健康和安全许可，并遵守这些许可的相关规定，为员

工提供安全及健康的工作环境。

1) Suppliers shall obtain, maintain and renew all necessary occupational health and safety permits, comply with the relevant requirements of such permits, and provide employees with a safe and healthy working environment.

2）供应商应识别、评估可能存在的职业健康安全风险，通过消除危害、替代、工程控制、预防性维护和安全工作流程，来消除或降低风险，必要时，提供适当的个人防护用品，及定期安排员工的健康检查。此外，还应采取适当的措施保护女员工，尤其是孕妇和哺乳期女工的安全健康。

2) Suppliers shall identify and assess potential occupational health and safety risks, eliminate or mitigate such risks through hazard elimination, substitution, engineering controls, preventive maintenance and safe working procedures, provide appropriate personal protective equipment where necessary, and arrange regular health checkups for employees. In addition, appropriate measures shall be taken to protect the safety and health of female employees, particularly pregnant and breastfeeding workers.

3） 供应商应制定合理有效的程序和预案以预防、管理、跟踪和报告工伤和疾病，并实施纠正措施以消除影响，帮助员工重返工作。

3) Suppliers shall establish reasonable and effective procedures and contingency plans to prevent, manage, track, and report work-related injuries and illnesses, and implement corrective actions to eliminate their effects, and assist affected employees in returning to work.

4） 供应商应采用向员工提供适当的健康与安全培训，在工作场所张贴健康与安全相关信息，提供保障员工健康、人身安全的设施，例如消防通道、逃生通道标识

4) Suppliers shall provide appropriate training on occupational health and safety for employees, post health and safety-related information prominently in the workplace, and provide facilities that safeguard employees' health and personal safety, such as fire exits and emergency exit signage.

5.2 生活条件

5.2 Living Conditions

供应商应为员工提供干净的卫生间设施和饮用水，提供干净卫生的食物和用餐设施。公司如果提供员工宿舍，应保证宿舍设施干净、安全且能满足员工合理的生活需要。

Suppliers shall provide employees with clean sanitary facilities and safe drinking water, as well as clean and hygienic food and dining facilities. Where employee dormitories are provided, suppliers shall ensure that dormitory facilities are clean, safe and capable of meeting employees' reasonable

living needs.

5.3 应急预案

5.3 Emergency Response Plans

供应商应识别并评估可能发生的紧急情况和紧急事件，包括但不限于火灾、爆炸、致命事故、集体中毒等，并通过实施应急方案及应对程序，包括：紧急报告、现场急救、通知和撤离程序、定期训练与演习和复原计划等，最大程度降低对人身、环境、和财产的影响。
Suppliers shall identify and assess potential emergencies and incidents, including but not limited to fires, explosions, fatal accidents, and mass poisoning, and minimize their impact on people, the environment, and property by implementing emergency response plans and procedures, including emergency reporting, on-site first aid, notification and evacuation procedures, regular training and drills, and recovery plans.

6. 环境保护

6. Environmental Protection

6.1 产品环保要求

6.1 Products-related Environmental Requirements

供应商应遵守所有适用的有关禁止或限制性物质的法律法规和客户要求，如 RoHS、REACH 等，采取有效措施禁止或限制在产品中或/和制造过程中使用特定的物质。
Suppliers shall comply with all applicable laws, regulations and customer requirements (such as RoHS and REACH) relating to prohibited or restricted substances, and take effective measures to prohibit or restrict the use of specified substances in products and/or manufacturing processes.

6.2 预防环境污染

6.2 Prevention of Environmental Pollution

供应商应遵守当地所有适用的有关污染物（包括废水、废气、固体废物）的法律法规，包括相关的制造、运输、存储、处理和排放等方面的要求，从源头上降低或消除污染的产生和排放，禁止违法排放有毒有害污染物，预防噪音污染，定期检查和评估工厂存在的环境隐患及其处理方式，有效控制环保风险，尽可能减少对环境的影响。

Suppliers shall comply with all applicable local laws and regulations regarding pollutants (including wastewater, waste gases, and solid waste), including requirements related to their generation, transportation, storage, treatment and discharge. Suppliers shall minimize or eliminate the generation and discharge of pollutants at source, prohibit the unlawful discharge of toxic and hazardous pollutants, prevent noise pollution, regularly inspect and assess environmental risks at their facilities and the effectiveness of corresponding control measures, effectively manage environmental risks, and minimize adverse impacts on the environment wherever possible.

6.3 应对气候变化

6.3 Response to Climate Change

供应商应采取一定措施来应对气候变化，积极参与气候治理。我们鼓励供应商：

Suppliers shall take appropriate measures to address climate change and actively participate in climate governance. We encourage suppliers to:

1）统计温室气体排放数据

1) Collection of Greenhouse Gas (GHG) Emissions Data

根据 ISO14064 或等效标准开展温室气体排放（范围一、二、三排放）数据统计与公开披露，并尽可能开展独立核查。

Collect and publicly disclose GHG emissions (Scope 1, Scope 2 and Scope 3) data in accordance with ISO 14064 or equivalent, and obtain independent verification whenever possible.

2）温室气体排放目标设定

2) Setting of GHG Emission Reduction Targets

设定积极、公开的温室气体减排目标，跟踪目标进展以确保改善，并向市场提供透明的目标和绩效。烽火通信强烈建议供应商采取经基于科学的目标倡议（SBTi）验证的近期和长期温室气体减排目标。

Set ambitious and publicly disclosed GHG emissions reduction targets, monitor progress toward such targets to ensure continuous improvement, and provide the market with transparent information regarding targets and performance. FiberHome strongly recommends that suppliers adopt near-term and long-term GHG emissions reduction targets validated by the Science Based Targets initiative

(SBTi).

3）气候相关风险和机遇管理

3) Management of Climate-Related Risks and Opportunities

将应对气候变化融入公司日常经营管理中，开展气候相关风险和机遇的识别、分析与管理，在业务的各个方面对应对气候变化和气候转型计划制定全面的战略，并定期公开披露相关信息。

Integrate climate change considerations into daily business management, identify, assess and manage climate-related risks and opportunities, develop comprehensive strategies for climate action and climate transition across all aspects of business operations, and regularly disclose relevant information.

4）气候相关创新与合作

4) Climate-Related Innovation and Collaboration

积极开展清洁技术创新与研发活动，采用最新的创新和技术来降低产品和服务的气候影响。同时，与烽火通信以及其他利益相关方合作开展低碳技术研发等气候相关活动，建立伙伴关系，共同推进低碳可持续发展。

Actively engage in clean technology innovation and R&D activities, and adopt the latest innovations and technologies to reduce the climate impact of products and services. Collaborate with FiberHome and other stakeholders on climate-related activities such as the development of low-carbon technologies, establish partnerships, and jointly advance low-carbon sustainable development.

6.4 水资源保护

6.4 Protection of Water Resources

供应商应采取一定措施来进行水管理。我们鼓励供应商：

Suppliers shall take appropriate measures to strengthen water management. We encourage suppliers to:

1）统计水相关数据

1) Collection of Water-Related Data

统计水量信息(如取水量和排水量)和水质信息(如排放水质、污染事故、有害物质)。

Collect data relating to water quantity (such as water withdrawal and discharge volumes) and water quality (e.g., discharge quality, pollution incidents and hazardous substances).

2）水减排目标设定

2) Setting of Wastewater Discharge Reduction Targets

鼓励供应商设定水减排目标，在减少水资源消耗的同时减少水排放量。

Encourage suppliers to set wastewater discharge reduction targets and decrease water consumption while reducing wastewater discharge.

3）水相关风险和机遇

3) Water-Related Risks and Opportunities

将应对水风险融入公司日常经营管理中，开展水风险和机遇的识别、分析与管理，在业务的各个方面对水风险制定全面的战略，并定期公开披露相关信息。

Integrate water-related risk management into daily business management, identify, assess and manage water-related risks and opportunities, develop comprehensive strategies to address water-related risks across all aspects of business operations, and regularly disclose relevant information.

4）水相关创新与合作

4) Water-Related Innovation and Collaboration

鼓励技术创新，降低产品和服务的水影响，实施水相关议题的员工宣传活动或培训计划，加强与供应商、消费者水相关的合作，倡导政策或监管的更新，以应对水资源可用性和污染带来的挑战。

Promote technological innovation to reduce the water impacts of products and services, implement employee awareness campaigns and training programs on water-related issues, strengthen water-related collaboration with suppliers and consumers, and advocate for policy or regulatory updates to address challenges related to water availability and pollution.

7. 不使用冲突矿产

7. Non-Use of Conflict Minerals

供应商应承诺并采取合理的行动，防止其产品中所含的钽、锡、钨、金和钴等金属的开采和贸易以直接或间接的方式助长非法武装冲突，或支持侵犯人权、危害环境、存在健康安全隐患的行为。供应商应加强供应链管理，制定相关管理规定以有效甄别和追溯原料来源，对这些矿物的来源和产销监管链进行尽职调查，确保原料来源的合法性，杜绝冲突矿产投入使用。

Suppliers shall commit to and take reasonable measures to ensure that the mining and trade of metals such as tantalum, tin, tungsten, gold, and cobalt contained in their products do not, directly or indirectly, fuel illegal armed conflicts or support human rights abuses, environmental harm, or health and safety hazards. Suppliers shall strengthen supply chain management, establish relevant management regulations to effectively identify and trace the sources of raw materials, conduct due diligence on the chain of custody for the sourcing, production, and distribution of these minerals, ensure the source legitimacy of raw materials, and prevent the use of conflict minerals.

8. 可持续采购

8. Sustainable Procurement

供应商应认同绿色低碳的发展理念，在采购过程中充分考虑环境、社会和公司治理因素，优先考虑符合可持续发展要求的供应商和产品。

Suppliers shall embrace the principles of green and low-carbon development and give full consideration to environmental, social and governance factors in procurement activities, giving priority to suppliers and products that meet sustainable development requirements.

9. 数据安全与隐私保护

9. Data Security and Privacy Protection

供应商应承诺全力保护客户、员工、合作伙伴等所有与其存在业务往来的参与者的隐私信息，严格遵守与隐私及信息安全相关的各项法律和法规要求，合法、合规地开展信息的收集、存储、处理、传输以及分享等操作，建立监控和审计机制定期进行全面的评估。

Suppliers shall commit to fully protecting the privacy of all stakeholders with whom they conduct business, including customers, employees, and partners, strictly comply with all laws and regulations related to privacy and information security, conduct the collection, storage, processing, transmission, and sharing of information in a lawful and compliant manner, and establish monitoring and auditing mechanisms to conduct regular and comprehensive assessments.

10. 管理责任

10. Management Responsibility

供应商应定期审核自身工厂及其上游供应商，以确保符合法律和本准则的要求。供应商应定期评审自身及上游供应商的社会责任管理体系，以确保其持续的适宜性、充分性和有效性。

Suppliers shall regularly audit their own facilities and upstream suppliers to ensure compliance with applicable laws and the provisions of the Code. Suppliers shall regularly review their own social responsibility management systems and those of their upstream suppliers to ensure their ongoing suitability, adequacy, and effectiveness.

10.1 供应商培训与能力建设

10.1 Supplier Training and Capacity Building

烽火通信建立供应商社会责任培训与能力建设机制，由采购/供应链管理部门牵头。公司根据供应商准入、分类分级、风险评估、审核发现及业务所在地区等情况制定培训计划，明确培训对象、培训内容、实施方式、责任分工及效果评估要求。

FiberHome establishes a supplier social responsibility training and capacity-building mechanism. The procurement/supply chain management function takes the lead. Based on supplier onboarding, classification, risk assessment, audit findings and operating locations, FiberHome develops training plans that specify target participants, training topics, delivery methods, responsibilities and effectiveness evaluation requirements.

培训对象可包括一级供应商、关键供应商、高风险供应商、新导入供应商及其他适用供应商（零部件、原材料等），并根据供应商类型、所在地区、风险水平和管理需求确定培训覆盖范围。公司推动供应商将相关要求传递至其管理人员、相关岗位员工及上游供应链。

Training may cover Tier-1 suppliers, key suppliers, high-risk suppliers, newly onboarded suppliers and other applicable suppliers(components, raw materials, etc.). The scope of coverage is determined according to supplier type, location, risk level and management needs. FiberHome encourages suppliers to communicate the relevant requirements to their management, employees in relevant positions and upstream supply chains.

培训内容包括本准则及供应商行为要求，并可根据风险与业务实际覆盖禁止童工、禁止强迫劳动、工作时间、工资福利、反歧视、结社自由、职业健康安全、商业道德、环境保护、申诉与举报机制等议题。

Training covers this Code and supplier conduct requirements and may, depending on identified risks and business relevance, address the prohibition of child labor and forced labor, working hours, compensation and benefits, non-discrimination, freedom of association, occupational health and safety, business ethics, environmental protection, and grievance and reporting mechanisms.

公司定期组织供应商培训或宣贯并建立培训记录，记录培训时间、形式、主题、覆盖的供应商类型和地区、参与供应商及人员、完成情况等信息。公司可根据年度管理情况，通过可持续发展报告或其他适当渠道披露供应商培训实施情况。

FiberHome regularly conducts supplier training or awareness sessions and maintains training records, including the timing, format, topics, types and geographic scope of suppliers covered, participating suppliers and personnel, and completion status. Based on annual management practices, FiberHome may disclose supplier training implementation through its sustainability report or other appropriate

channels.
公司通过知识测试、问卷反馈、审核结果、现场检查、整改完成情况或其他适当方式评估培训有效性，并根据评估结果持续改进培训材料、培训频次、培训对象和实施方式。
FiberHome evaluates training effectiveness through knowledge assessments, questionnaires, audit results, on-site inspections, corrective action completion or other appropriate methods, and continuously improves training materials, frequency, target participants and delivery methods based on the evaluation results.

10.2 审核、整改与信息披露

10.2 Audits, Corrective Actions and Disclosure

烽火通信根据供应商类型、所在国家或地区、业务范围、合作重要性和风险水平，对一级供应商、关键供应商、高风险供应商及其他适用供应商（零部件、原材料等）实施差异化审核或评估；必要时，审核范围可延伸至相关上游供应商。审核以本准则、适用法律法规及相关劳工和人权原则为依据，可采用内部审核、联合审核、问卷调查、文件审查、现场审核或符合适用法律法规要求的独立第三方评估等方式，覆盖劳工权益、职业健康安全、环境保护和商业道德等事项。公司留存审核计划、检查表、审核报告、不符合项记录、纠正和整改行动计划及复核验证记录等适当证据。供应商应予以配合并提供真实、完整的相关资料。
FiberHome conducts differentiated audits or assessments of Tier-1 suppliers, key suppliers, high-risk suppliers and other applicable suppliers(components, raw materials, etc.) based on supplier type, country or region, business scope, business importance and risk level. Where necessary, the audit scope may extend to relevant upstream suppliers. Audits are based on the Code, applicable laws and regulations, and relevant labor and human rights principles and may include internal or joint audits, questionnaires, document reviews, on-site audits or independent third-party assessments that comply with applicable laws and regulations. Audits may cover labor rights, occupational health and safety, environmental protection and business ethics. FiberHome retains appropriate evidence such as audit plans, checklists, audit reports, non-conformity records, corrective action plans and follow-up verification records. Suppliers shall cooperate and provide true and complete information.
对于审核、评估或申诉调查中发现的不符合项，供应商应分析问题根本原因并制定纠正和整改行动计划，明确整改措施、责任主体、完成期限及验证方式。烽火通信将跟踪整改进展，并通过文件复核、现场复审或其他适当方式验证整改结果；公司可结合问题情况提供培训、沟通辅导或能力建设支持。对于未按要求完成整改、重复发生同类问题或存在重大风险的供应商，公司可根据风险程度采取增加审核频次、限制合作范围、暂停新增业务或终止合作等升级管理措

施。

For non-conformities identified through audits, assessments or grievance investigations, suppliers shall analyze root causes and develop corrective action plans specifying corrective measures, responsible parties, completion deadlines and verification methods. FiberHome tracks progress and verifies results through document review, follow-up on-site audits or other appropriate methods and may provide training, coaching or capacity-building support according to the circumstances. Where a supplier fails to complete corrective actions as required, repeatedly presents the same issue or poses material risks, FiberHome may apply escalated measures based on the level of risk, including more frequent audits, restrictions on the scope of cooperation, suspension of new business or termination of cooperation.

公司定期分析供应商审核及申诉调查中发现的不符合项，并根据适用的信息披露要求，通过可持续发展报告或其他适当渠道，以汇总方式披露违规事件数量和类型、涉及供应商情况、整改状态及整改完成情况。问题类型可包括工资福利、工作时间、职业健康安全、童工、强迫劳动、歧视与骚扰、结社自由及其他违反本准则的事项。

FiberHome periodically analyzes non-conformities identified through supplier audits and grievance investigations and, in accordance with applicable disclosure requirements, discloses aggregated information through its sustainability report or other appropriate channels, including the number and types of non-compliance incidents, suppliers involved, corrective action status and completion. Issue categories may include compensation and benefits, working hours, occupational health and safety, child labor, forced labor, discrimination and harassment, freedom of association, and other violations of the Code.

11. 申诉渠道

11. Grievance Channels

烽火通信鼓励供应商、供应商员工及其他利益相关方通过公司公开的电话、邮箱或其他适用申诉与举报渠道反映违反本准则的行为。公司结合供应链所在地区及相关方语言需求，以便于理解和使用的方式提供渠道信息；在适用法律法规允许的范围内接受匿名举报，并按照受理登记、评估分派、调查核实、反馈整改和跟踪闭环等程序处理。公司在处理过程中严格保护举报人的身份和隐私，禁止任何形式的打击报复，并通过渠道可获得性、案件处理及时性、整改闭环情况及相关方反馈等适当方式定期评估申诉机制的有效性，持续完善相关机制。

FiberHome encourages suppliers, supplier employees and other stakeholders to report violations of the Code through the Company’s publicly available telephone, email or other applicable grievance and reporting channels. Taking into account supply-chain locations and stakeholder language needs,

channel information is provided in a manner that is understandable and accessible. Anonymous reports are accepted where permitted by applicable laws and regulations, and cases are handled through procedures covering intake and registration, assessment and assignment, investigation and verification, feedback and remediation, and follow-up closure. FiberHome strictly protects the identity and privacy of reporters, prohibits any form of retaliation, and periodically evaluates grievance-mechanism effectiveness through appropriate measures such as channel accessibility, timeliness of case handling, closure of corrective actions and stakeholder feedback.

联系邮箱：FHPMZB@fiberhome.com
Email: FHPMZB@fiberhome.com

烽火通信保留对本准则的解释权。

FiberHome reserves the right of final interpretation of the Code.

供应商（加盖公章）：

Supplier (Official Seal):

负责人签名：

Signature of Responsible Person:

日期：

Signed on: